

Reference & Collection Management Annual Report

The annual Reference & Collection Management SIG meeting was a great success. The event was held at on June 21st at North Park University's Brandel Library. Approximately two dozen librarians came from the following institutions:

- Benedictine University
- Columbia College
- Dominican University
- Judson University
- Lewis University
- North Park University
- Trinity International University
- Trinity Christian University
- Wheaton College

The program featured a webinar from OverDrive followed by Beth Pfeiffer who gave a presentation and fielded questions about her experience with OverDrive at Trinity International University's Roling Memorial Library. In the second half of the program Margaret Heller gave a presentation entitled, "What's the Problem? Understanding the Complexity of Electronic Resource Access Issues."

The event was followed by an informal gathering in Lincoln Square.

-Katie Maier-O'Shea, SIG Chair



Collection Management/Reference SIG Annual Event

Brandel Library
North Park University

Tuesday, June 21, 2011

Agenda

9:30 am Refreshments

10 am Opening Remarks

10:10 am *Introduction to OverDrive*

OverDrive.com and Beth Pfeiffer & Rebecca Miller, Trinity international University
Wondering how to provide ebooks to your patrons? After a webinar from OverDrive, librarians from Trinity International will give a brief presentation and Q&A session about making OverDrive work at their library.

11:15 am Refreshments

11:30 am *What's the Problem? Understanding the Complexity of Electronic Resource Access Issues*

Margaret Heller, Dominican University

Many electronic resource access issues start at a public service point and end up in technical services. This presentation will outline the best practices for electronic resource issues, workflows, and how to use metrics for tracking the effort expended in resolving electronic resource access issues. This can help libraries understand how to adapt workflows and training to improve user experience.

Please RSVP via email at your earliest convenience:

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