
Tracking Reserves Not Owned:

— Collecting Student Course
Reserve Requests at Service
Points Using a Web Form —

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Access Services Librarian
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Background

- WPU has an FTE roughly 10,000
- Lending Services department holds a small Course Reserves collection
 - Library has no budget to purchase textbooks
 - Rely on circulating collection & faculty donations
 - Hold around 400 items on reserve each semester
- Email outreach each semester to faculty to supply class text/books

Initiative

- Observed Fall 2017 Lending desk transactions
 - Students requesting material library does not own
 - Each transaction was a loss of valuable data to the library
- Shift towards a *customer service* oriented follow-up
 - Attempt to fill the request by reaching out to instructor
 - Show the student that the library will help the student
- October 2017 semester
 - Paper form
- Spring 2018
 - Transition to a web form



Mon 10/9/2017 4:54 PM

Hughes, Sarah

Tracking course reserve requests for books not in the collection

To [Bhagwandin, Arupa \[bhagwandina\]](#); [Orfan, Brianna \[orfanb\]](#); [Bracey, Debbie](#); [Everald Alexander](#); [Pan, Helen](#); [Pruden, Jill](#); [Lewis, Asya \[lewisa30\]](#); [Pawlak, Mark](#); [Vacca, Maurice](#); [Parice, Sergine \[parices\]](#); [Schweigardt, Stephanie](#)

Cc [Weiner, Nancy](#)

Hi All,

I've mentioned this idea in passing to some of you, but now I'd like to implement it.

I think it's important to get a sense of what type of reserve books students are requesting that we do not have. It is likely frustrating experience when students come to the desk needing a book only to be told we don't have it. Tracking this piece of information will help us learn what books students need for class and we will see patterns if the same book is requested regularly. So to start, I'd like to document these type of requests. I understand that it's a bit into the semester and most students have likely already come in to ask about reserves, but let's see if we get many of these requests coming in.

At each of our service desks, I will put out a clip board with a yellow sheet for tracking purposes.



Jill and I spoke earlier about how students generally request reserve books. At the minimum, they will hopefully have a full title and know what course they are in, the professor's name or the department. If they don't know these pieces of information, try to ask if they have a copy of the syllabus. Less critical, but helpful would be getting the author, edition and year. If all else fails, just do your best based on what the student is able to communicate!

Steph, can you please coordinate with our student workers so that they are actively filling out this sheet when at the reserves desk?

Please let me know if you have any questions. Thank you in advance for your help!

Best,
Sarah

Fall 2017

Spring 2018

Reference Tracking

Collect Statistics Reserves Suggestion

Reserves Suggestion

Please include information about the book/media requested to assist in keeping the Reserves collection up to date.

Title *

Author(s) *

Edition/Year

Course Number (ex., KNES1200)

Professor

Requestor's Name

Additional Details

Submit

Spring 2018 - Tracking at three service points

Lending Desk

Lending full time & part time staff

Reserve Desk

Student workers

Reference Desk

Reference Librarians

Workflow

1. Student approaches desk to ask if they have a book for their class.
2. Staff, student worker or librarian looks in catalog to see if we have item.
3. If not available, student is asked if they can collect information on request so library can follow up with their professor.
4. Staff, student worker or librarian fills out web form on behalf of student.
5. Workform data sent to Course Reserves email address.
6. Course Reserves Coordinator forwards request email to faculty member.
7. Faculty replies (or not).
8. When book is obtained, Coordinator follows up with student.

 Reply  Reply All  Forward  IM



Mon 1/22/2018 12:58 PM

refdesk@wpunj.edu

New Reserves Suggestion: 01/22/2018 12:01 PM

To  Hughes, Sarah;  Pruden, Jill

New Reserves Suggestion

Title: An introduction to kinesiology : a biophysical

Author: Klavora, Peter

Edition/Year: 2012

Course: KNES 1200

Professor: Brenda Denure

Requestor: Shadi Isshac

Details:

Submitted by LEND: 01/22/2018 12:01 PM

Reply Reply All Forward IM



Mon 1/22/2018 10:06 AM

Hughes, Sarah

RE: New Reserves Suggestion: 01/19/2018 11:01 AM

To: Scillieri, Donnalynn

Cc: Pruden, Jill

Dear Professor Scillieri,

A student in your WGS 1010 class came to the library looking for a copy of *Sociology: the Essentials*. Do you have access to an extra copy of this text? If so, please consider placing it on [Course Reserve](#) for the semester. This way, all of your students will have fair access to the text inside the library. Many students rely on Course Reserve material in the library due to the high cost of textbooks.

Please feel free to contact us with any questions about Reserves!

Thanks,

[Jill Pruden](#) & [Sarah Hughes](#)

William Paterson University
David and Lorraine Cheng Library
Lending Services
Phone: 973-720-3180
Fax: 973-720-3187

From: refdesk@wpunj.edu [mailto:refdesk@wpunj.edu]

Sent: Friday, January 19, 2018 11:01 AM

To: Hughes, Sarah ; Pruden, Jill

Subject: New Reserves Suggestion: 01/19/2018 11:01 AM

New Reserves Suggestion

Title: Sociology the Essentials
Author: M.Anderson, H.Taylor with K. Logio
Edition/Year: 9th. Edition
Course: WGS 1010-60
Professor: D. Scillieri
Requestor: Yolanda Viera
Details:
ISBN 978-1-305-50308-3

Date Requested	Title	Author	Year/ Edition	Course	Professor	Requestor's Name	Date Professor emailed	Follow up?
1/17/18	MODELING THE DYNAMICS OF LIFE	Adler	2013	BIO 5720	S. Vale	Headtlove Essel Dadzie	1/18/2018 SH	
1/24/2018	Financial Accounting	Weygandt	2016	ACCT 2110	Babb (Dept Secretary)	N/A	1/25/2018 JP	
1/12/2018	AUDITING AND ASSURANCE SERVICES	Ramsay & Louwers		ACCT3700	Ibex	N/A	1/18/2018 SH	"No extra copy. Sorry. I had enough trouble getting the one that I have."
1/22/2018	Anthropology	Ember	14th	ANTH 1300	Anita M Barrow	N/A	1/22/18 SH	ALREADY ON RESERVE SINCE 4/2016
2/5/2018	Anthropology: Appreciating Human Diversity	Kottak	16th	ANTH 1300	Tocco	N/A	2/9/2018 JP	
5/1/2018	Behavior	Pope	2006	ANTH 2520	Pope	N/A		"Sorry I do not have an extra copy."
1/31/2018	Ahlan wa Sahlan	Alosh		ARAB 1110	Kobati	Siham Basuf	2/1/2018 JP	"Sorry, I do not have."
1/17/18	PRINCIPLES OF ANATOMY & PHYSIOLOGY	Tortora	13th or 14th	BIO 1120	Desroches	Oluwaseun Alabi	1/18/2018 SH	
1/17/18	PRINCIPLES OF ANATOMY AND PHYSIOLOGY	Tortora	15th	BIO 1120	Woon Lee	N/A	1/18/2018 SH	
1/24/2018	Principles of Anatomy and Physiology	Tortora	2017	BIO 1120	Russo & Sanchez (Dept Secretaries)	N/A	1/25/2018 JP	"I have two copies of the Principles of Anatomy and Physiology, 2017, 15th edition that I can provide you."
1/17/18	THE WORLD OF THE CELL	Hardin	8th edition	BIO 2050	E. Gardner	N/A	1/18/2018 SH	
1/22/2018	Becker's World of the Cell	Hardin	2016	BIO 2050	Gardner	N/A	1/22/18 SH	
1/22/2018	Becker's World of the Cell	Hardin	2016	BIO 2050	Gardner	Prem D Patel	1/22/18 SH	
1/22/2018	Becker's World of the Cell	Hardin	2016	BIO 2050	Gardner & Leonard	N/A	1/23/2018 JP	SECOND EMAIL SENT
1/25/2018	Comparative Criminal Justice Systems	Dammer	2014	CCJ 3360	Johnson	N/A	1/26/2018 JP	
1/18/2018	Criminal investigation	Hess	10th	CCJ 3640	Richard Baird	Jessina Cojjado	1/22/18 SH	Brought in copy for the library
2/20/2018	Key Issues in Corrections	Ross	2015	CCJ 3660	Johnson	N/A	2/20/2018 JP	"I wish I had an extra on but I don't. I will try to obtain one for future semesters."
1/18/2018	Juvenile Delinquency: The Core	Siegel	6th 2016	CCJ 3670	Canaff	Marzanna Zabielski	1/22/18 SH	"I do not have an extra copy of the book, but I am contacting the publisher today, and will see if I can obtain one for the library. Thanks for letting me know."
2/6/2018	Primer on Communication & Communicative Disorders	Schwartz	2012	CODS 2620	Tslamtsiouris	N/A	2/8/2018 JP	
								"Sorry I don't have a spare copy of the text"

Results for Spring 2018

- 108 requests total
 - Tracking app data
 - Plus cancelled ILL requests
- Obtained 20 books from faculty in Spring 2018 collected through web form

PRINT RESERVES							
	Spring 2018	Fall 2017	Spring 2017	Fall 2016	Spring 2016	Fall 2015	Spring 2015
Total # of items on reserve	510	510	461	452	414	469	434
Total # of courses with reserves *	198	197	191	182	165	179	155
# Courses with multiple sections **	499	502	454	522	390	455	363
Department with most reserves	Mathematics (58)	Psychology (61)	Psychology (54)	History (50)	Psychology (47)	Spanish (54)	English (44)
Department with 2nd most reserves	Psychology (49)	Mathematics (53)	Mathematics (51)	Spanish (48)	Spanish (41)	History (47)	Spanish (39)
Department with 3rd most reserves	Biology (38)	History (44)	Spanish (34)	Psychology (47)	Mathematics (38)	Psychology (30)	History (29)
ELECTRONIC RESERVES							
	Spring 2018	Fall 2017	Spring 2017	Fall 2016	Spring 2016	Fall 2015	Spring 2015
Total # of items on reserve	172	175	154	178	95	138	82
Total # of courses with reserves *	11	11	10	9	6	11	8
# Courses with multiple sections **	12	12	11	10	8	12	9
Department with most reserves	Nursing (6)	Nursing (5)	Nursing (4)	Nursing (4)	Nursing (5)	ENG/Nursing (3)	Nursing (4)
Department with 2nd most reserves	Psychology (2)	Psychology (2)	English (2)	English (2)	Psychology (2)	WGS (2)	CIEC/CISE/LANG PHIL/WGS (1)
Department with 3rd most reserves	ENG/HIST/LBST/PHIL (1)	ASN/ENG/HIST PHIL/WGS (1)	BIO/HIST/LBST PSY/WGS (1)	HIST/PHIL/PSY WGS (1)	LBST (1)	ELLM/HIST/PHIL PSY (1)	n/a
TOTAL							
	Spring 2018	Fall 2017	Spring 2017	Fall 2016	Spring 2016	Fall 2015	Spring 2015
Total # of items on reserve	682	685	615	630	509	607	516
Total # of courses with reserves	209	208	201	191	171	190	163
* total number of courses (NOT including multiple sections) that have items on reserve							
** total number of courses (including multiples sections) that have items on reserve							

10.6 % increase from Spring 2017 to 2018
5% directly from the Reserves Outreach Form

12.8 % increase Fall 2016 to 2017

Lessons learned

- Set realistic expectations
- Likely won't obtain all fields in form
 - Gently remind those filling out the form to obtain all fields, especially the students name
- Busiest period will be first few weeks of the semester
- Direct faculty outreach is more personal than a generic mass email
 - Faculty expressed appreciation for reminder
- Upfront work worth it, increased usage and student satisfaction
- Discovery of competing departments on campus with mini-reserve collections not affiliated with the library

Questions?

hughess6@wpunj.edu