Tracking Reserves Not Owned:

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

Sarah Hughes
Access Services Librarian
William Paterson University
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
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
Reserves Suggestion

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

Title *

required

Author(s) *

required

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.
New Reserves Suggestion

Title: An introduction to kinesiology: a biophysical
Author: Klavora, Peter
Edition/Year: 2012
Course: KNES 1200
Professor: Brenda Denure
Requestor: Shadi Issac
Details:

Submitted by LEND: 01/22/2018 12:01 PM
Dear Professor Sculleri,

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
Landing Services
Phone: 973-720-3160
Fax: 973-720-3187

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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. Sculleri

**Requestor:** Yolanda Viera

**Details:**

<table>
<thead>
<tr>
<th>Date Requested</th>
<th>Title</th>
<th>Author</th>
<th>Year/Edition</th>
<th>Course</th>
<th>Professor</th>
<th>Requestor's Name</th>
<th>Date Professor emailed</th>
<th>Follow up?</th>
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</thead>
<tbody>
<tr>
<td>1/17/2018</td>
<td>Modeling the Dynamics of Life</td>
<td>Adler</td>
<td>2013</td>
<td>BIO 5720</td>
<td>S. Vale</td>
<td>Headlove Essel Dziezlo</td>
<td>1/18/2018 SH</td>
<td></td>
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<tr>
<td>1/24/2018</td>
<td>Financial Accounting</td>
<td>Weygandt</td>
<td>2016</td>
<td>ACCT 2110</td>
<td>Babb (Dept Secretary)</td>
<td>N/A</td>
<td>1/25/2018 JP</td>
<td>&quot;No extra copy. Sorry. I had enough trouble getting the one that I have.&quot;</td>
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<tr>
<td>1/12/2018</td>
<td>Auditing and Assurance Services</td>
<td>Ramsay &amp; Louwers</td>
<td>2016</td>
<td>ACCT3700</td>
<td>Ibex</td>
<td>N/A</td>
<td>1/18/2018 SH</td>
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<tr>
<td>4/22/2018</td>
<td>Anthropology</td>
<td>Ember</td>
<td>14th</td>
<td>ANTH 1300</td>
<td>Anita-M Barrow</td>
<td>N/A</td>
<td>4/22/18 SH</td>
<td>ALREADY ON RESERVE SINCE 4/2016</td>
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<tr>
<td>2/5/2018</td>
<td>Anthropology: Appreciating Human Diversity</td>
<td>Kottak</td>
<td>16th</td>
<td>ANTH 1300</td>
<td>Tocco</td>
<td>N/A</td>
<td>2/9/2018 JP</td>
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<tr>
<td>5/1/2018</td>
<td>Behavior</td>
<td>Pope</td>
<td>2006</td>
<td>ANTH 2520</td>
<td>Pope</td>
<td>N/A</td>
<td>5/1/2018</td>
<td></td>
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<tr>
<td>1/31/2018</td>
<td>Aflan wa Sahlan</td>
<td>Alosh</td>
<td>ARAB 1110</td>
<td></td>
<td>Kobati</td>
<td>N/A</td>
<td>2/1/2018 JP</td>
<td>&quot;Sorry, I do not have an extra copy.&quot;</td>
</tr>
<tr>
<td>1/17/2018</td>
<td>Principles of Anatomy &amp; Physiology</td>
<td>Tortora</td>
<td>13th or 14th</td>
<td>BIO 1120</td>
<td>Desroches</td>
<td>Oluwaseun Alabi</td>
<td>1/18/2018 SH</td>
<td></td>
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<tr>
<td>1/17/2018</td>
<td>Principles of Anatomy and Physiology</td>
<td>Tortora</td>
<td>15th</td>
<td>BIO 1120</td>
<td>Woon Lee</td>
<td>N/A</td>
<td>1/18/2018 SH</td>
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<tr>
<td>1/24/2018</td>
<td>Principles of Anatomy and Physiology</td>
<td>Tortora</td>
<td>2017</td>
<td>BIO 1120</td>
<td>Russo &amp; Sanchez (Dept Secretaries)</td>
<td>N/A</td>
<td>1/25/2018 JP</td>
<td>&quot;I have two copies of the Principles of Anatomy and Physiology, 2017, 15th edition that I can provide you.&quot;</td>
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<tr>
<td>1/22/2018</td>
<td>Becker's World of the Cell</td>
<td>Hardin</td>
<td>2016</td>
<td>BIO 2050</td>
<td>Gardner</td>
<td>N/A</td>
<td>1/22/18 SH</td>
<td></td>
</tr>
<tr>
<td>1/22/2018</td>
<td>Becker's World of the Cell</td>
<td>Hardin</td>
<td>2016</td>
<td>BIO 2050</td>
<td>Gardner</td>
<td>Prem D Patel</td>
<td>1/22/18 SH</td>
<td></td>
</tr>
<tr>
<td>1/18/2018</td>
<td>Criminal Investigation</td>
<td>Hess</td>
<td>10th</td>
<td>CCI 3640</td>
<td>Richard Baird</td>
<td>Jessina Cojjado</td>
<td>1/22/18 SH</td>
<td>Brought in copy for the library</td>
</tr>
<tr>
<td>2/20/2018</td>
<td>Key Issues in Corrections</td>
<td>Ross</td>
<td>2015</td>
<td>CCI 3660</td>
<td>Johnson</td>
<td>N/A</td>
<td>2/20/2018 JP</td>
<td>&quot;I wish I had an extra but I don't. I will try to obtain one for future semesters.&quot;</td>
</tr>
<tr>
<td>1/18/2018</td>
<td>Juvenile Delinquency: The Core</td>
<td>Siegel</td>
<td>6th</td>
<td>CCI 3670</td>
<td>Canaff</td>
<td>Marzanna Zabieliski</td>
<td>1/22/18 SH</td>
<td>&quot;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.&quot;</td>
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<tr>
<td>2/6/2018</td>
<td>Primer on Communication &amp; Communicative Disorders</td>
<td>Schwartz</td>
<td>2012</td>
<td>CODS 2620</td>
<td>Tsiamtsiouris</td>
<td>N/A</td>
<td>2/8/2018 JP</td>
<td>&quot;Sorry, I don't have a spare copy of the text.&quot;</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th></th>
<th>Spring 2018</th>
<th>Fall 2017</th>
<th>Spring 2017</th>
<th>Fall 2016</th>
<th>Spring 2016</th>
<th>Fall 2015</th>
<th>Spring 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total # of items on reserve</td>
<td>510</td>
<td>510</td>
<td>461</td>
<td>452</td>
<td>414</td>
<td>469</td>
<td>434</td>
</tr>
<tr>
<td>Total # of courses with reserves *</td>
<td>198</td>
<td>197</td>
<td>191</td>
<td>182</td>
<td>165</td>
<td>179</td>
<td>155</td>
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<tr>
<td># Courses with multiple sections **</td>
<td>499</td>
<td>502</td>
<td>454</td>
<td>522</td>
<td>390</td>
<td>455</td>
<td>363</td>
</tr>
</tbody>
</table>

#### 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

<table>
<thead>
<tr>
<th></th>
<th>Spring 2018</th>
<th>Fall 2017</th>
<th>Spring 2017</th>
<th>Fall 2016</th>
<th>Spring 2016</th>
<th>Fall 2015</th>
<th>Spring 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total # of items on reserve</td>
<td>172</td>
<td>175</td>
<td>154</td>
<td>178</td>
<td>95</td>
<td>138</td>
<td>82</td>
</tr>
<tr>
<td>Total # of courses with reserves *</td>
<td>11</td>
<td>11</td>
<td>10</td>
<td>9</td>
<td>6</td>
<td>11</td>
<td>8</td>
</tr>
<tr>
<td># Courses with multiple sections **</td>
<td>12</td>
<td>12</td>
<td>11</td>
<td>10</td>
<td>8</td>
<td>12</td>
<td>9</td>
</tr>
</tbody>
</table>

#### 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

<table>
<thead>
<tr>
<th></th>
<th>Spring 2018</th>
<th>Fall 2017</th>
<th>Spring 2017</th>
<th>Fall 2016</th>
<th>Spring 2016</th>
<th>Fall 2015</th>
<th>Spring 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total # of items on reserve</td>
<td>682</td>
<td>685</td>
<td>615</td>
<td>630</td>
<td>509</td>
<td>607</td>
<td>516</td>
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<tr>
<td>Total # of courses with reserves</td>
<td>209</td>
<td>208</td>
<td>201</td>
<td>191</td>
<td>171</td>
<td>190</td>
<td>163</td>
</tr>
</tbody>
</table>

* 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