

Access Services Conference 2012

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RESERVE (R)EVOLUTION

THE HOWS AND WHYS

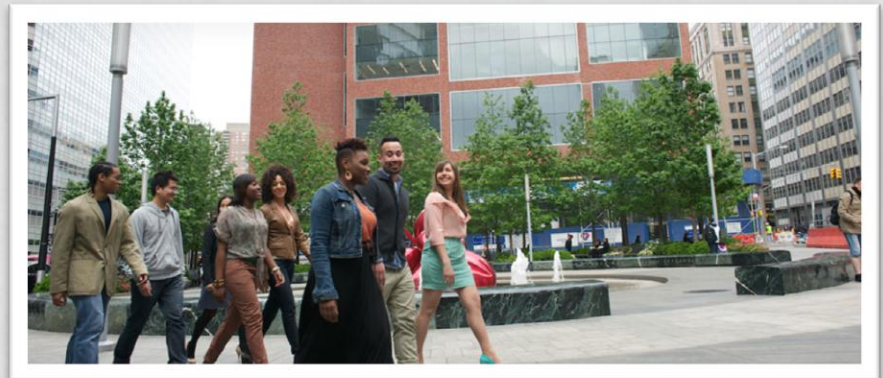
BACKGROUND

Demographic

- ◆ 25,000 students
- ◆ Non-traditional
- ◆ International students (160 countries)
- ◆ Non-English speaking
- ◆ Large amount undocumented
- ◆ Older/mature
- ◆ Not college ready (requires many non-credit remedial classes)
- ◆ Lower socio-economic background (underemployed or unemployed)
- ◆ 87% minorities
- ◆ First in family to attend college
- ◆ Failed at 4 yr college

Setting

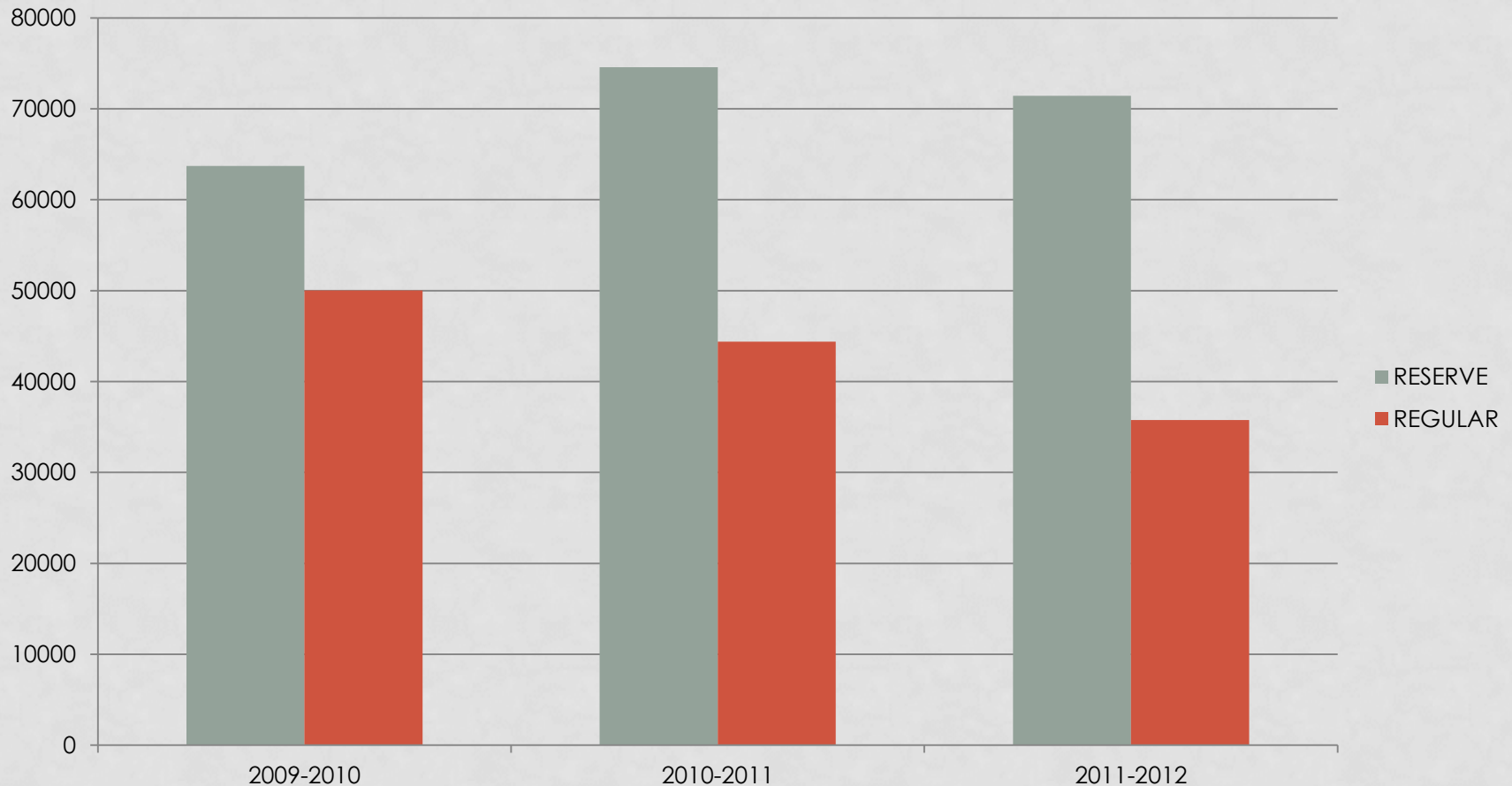
- ◆ Located on 8 sites
- ◆ Largest college within CUNY
- ◆ 18 Departments and 29 programs
- ◆ Each course has multiple sections (over 100)



TEXTBOOK PROGRAM

- ◆ In place for over 35 years
- ◆ First funded by SGA
- ◆ Began as a selective collection but has grown into a more organized, comprehensive one
- ◆ Over 30,000 items (books only)-not including Faculty personal items
- ◆ Purchase at least 1 copy of all required text including suggested /supplementary readings, lab manuals, study guides, workbooks (since Spring 1997)
- ◆ Multiple copies for core and remedial courses (courses with many sections)
- ◆ Replacement of heavily used and damaged copies.

CIRCULATION STATISTICS RESERVE AND REGULAR COLLECTION 2009 - 2012



FUNDING

- ◆ Approximately \$35K by Office of Academic Affairs (2004 – 2009)
- ◆ OLS Textbook Initiative Fund Fall 2009 (CUNY Central – Chancellors office) \$67K
- ◆ Fall 2012 \$67K from CUNY Central reinstated (spent)
- ◆ Requested and was allocated extra \$44K for Spring 2013

ADVANTAGES

- ◆ Provide an essential service for students who need it most
- ◆ Heavily Used
- ◆ Progressive increase in circulation figures compare to decline in that of regular loan items
- ◆ Increase in usage of library - sole reason visit (731911-9/10, 748255 – 10/11; 785766 -11/12)
- ◆ Students love it
- ◆ Pet child of VP of Academic Affairs

ADVANTAGES CONT'D

- ◆ Bargaining tool for improved service
- ◆ Full cooperation of College Administration
- ◆ Renovation of Reserve/Circ area
- ◆ No lost of funding for staffing compared to other divisions and Dept
- ◆ Textbook Initiative launched CUNYwide in Fall 2009 due to success of program
- ◆ Opportunity to foster a working relationship with other key players

DISADVANTAGES

- ◆ Increase in workload
- ◆ Heavily dependent on part-time student aides
- ◆ Rapid turnover of staff (burnout and students who move on)
- ◆ Enormous amount of time spent resolving issues pertaining to fines etc.
- ◆ Defacing of text – page and chapters ripped out
- ◆ Refusal to pay hefty late fees
- ◆ Long Lines (Reserve desk and copy machines)
- ◆ Frustrated patrons

DISADVANTAGES CONT'D

- ◆ Violation of copyright policies
- ◆ Constant weeding
- ◆ Ongoing training and retraining
- ◆ Demand greater than supply
- ◆ Patron taking items home
- ◆ Abuse of system (Pell Grant used for personal purchase)

DISADVANTAGES CONT'D

- ◆ Failure of Dept. Liaison to provide library with list of textbook needed for upcoming semester
- ◆ New edition and titles each semester
- ◆ Increase in customized editions
- ◆ Not enough time to purchase and process items before start of semester
- ◆ Late release of funds
- ◆ Lack of space (storage and display)



LESSONS LEARNED

TIPS FOR MAXIMIZING POTENTIAL OF AVAILABLE RESOURCES

LESSONS LEARNED

- Importance of great working relationship with Faculty and other Library staff
- Need to be involved in the selection process
- Foster a relationship with key players – SGA, Bookstore Manager
- Keep some copies in storage for periodical replacement of damaged copies
- Purchase additional copies before items are returned by bookstore
- Contact Department Liaison or Secretary before start of semester for list of text

LESSONS LEARNED

- Move loaning of laptops, calculators, study room keys etc. to Periodical
- No longer accept donations of Faculty personal copies, articles or chapters for collection
- Gradually moving away from purchasing workbooks, study guides and lab manuals
- Requested and received fulltime staff to assist with copiers
- Invested in a Self-Check Machine and book scanner
- Cross trained paraprofessionals assigned to other Library subdivisions

LESSONS LEARNED

- Have set office hours to meet with patrons
- Drop box for returns
- Space, Space, Space
- Reassessed service end of each semester and make necessary adjustments
- Always be prepared for the unexpected and be willing to make immediate changes

