Access Services Conference 2012

Joy Dunkley
Access Services Librarian
Borough of Manhattan Community College

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.
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