Changing Times, Changing Needs: Opening Course Reserves

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Introduction of our Team

- Elizabeth O’Brien – Coordinator, User Services
- Lola Rudin – Liaison Librarian
- Adriana Sgro – Team Lead, Access Services
Background on UTSC

1. 1 of 3 campuses at the University of Toronto
2. Student population of 12,000
3. Primarily undergraduate and many are the first in their family to attend university
4. Students live throughout the city and travel to campus to attend classes.
Before
Rationale

- High circulation of course reserves = high demand on staff time
- 2013/14 circulation stats:
Rationale

• Location
• Provide access during extended hours
• Create constancy with our e-reserve collection which is accessible 24/7
• Elevate the user experience; student-centered model; opportunity to market and increase knowledge of the collection
• Provides new opportunities for staff model and service programs
Budget

Self-Check Machine - $18,650
Security Gate   - $11,500
Plexiglas  - $1,000
Miscellaneous - $100

Total:  $31,250 CAD
Concerns/Threats

• Not enough shelving for course reserves - limited room for growth
• Potential for theft and hoarding of resources
• Elimination of in-library-use only policy
• Instructor’s copies
• Staff acceptance and buy-in
Process – Phase 1

13 ft.

METAL SHELVING (12ft)

METAL SHELVING (9ft)

SELF-CHECK (35 ft)

Plexiglas

Gate (36"

4 ft

18"

43"
Process – Phase 2
Process – Phase 3

Instructional guide
Outcome – To Date

• Course reserves circulation statistics have increased 30 percent in Sept/Oct 2014 compared to Sept/Oct 2013

• No major complaints from students
New Opportunities

- More staff time to experiment with a more pro-active model of customer service
- Staff able to focus on other initiatives and new opportunities
  - Quiet Library Initiative
  - Event Programming
  - Development of new spaces
Challenges Encountered

- Returning course reserve materials
- Educating users
- Working with external partners
- Students without student cards
- Acceptance from staff
What We Learned

• Communicate often and in many different methods with staff and vendors
• Staff accept change at differing speeds (and that’s okay)
• Leave plenty of planning time for contingencies and unexpected events
Next Steps

• Solve the returns issues
• Develop a User Survey
• Reuse the space occupied previously by course reserves
• Inventory of collection to determine loss rate
Questions & Thank You

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