OPENING COURSE RESERVES
ONE YEAR LATER

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AGENDA

Rationale
Budget
Concerns
Process
Outcomes
User Survey
Lessons Learned
New Opportunities
Next Steps
Questions
Better use of staff time
Increase access
Consistent access
Improve user experience
Create new opportunities
BUDGET

- Self-check machine - $18,650
- Security gate - $11,500
- Plexiglas - $1,000
- Miscellaneous - $100

Total: $31,250 CAD
PRE-PROJECT CONCERNS

- Space
- Missing items
- Returns
- Policy changes
- Instructor's copies
Inventory of collection to determine loss rate

Discovered some operational bumps

Developed a user survey

Reuse the space previously occupied by course reserves
Inventory of items - only 4 items missing since October 2015

Circulation increase of 54%

Minimized operational bumps
Over 1,200 responses

Satisfied or very satisfied - 66%

Books not in the right place - 34%

Our response: We improved our messaging and scheduled more frequent shelf-reading.
LESSONS LEARNED

Communicate often with vendors.

Leave plenty of planning time for contingencies and unexpected events.
NEW OPPORTUNITIES

- Quiet Library initiative
- Event programming
- Circulation and reference combined in May 2015
- Welcome Desk
From a combined desk to a blended desk

Digital Innovation Lab
QUESTIONS?

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THANK YOU!