



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

Before

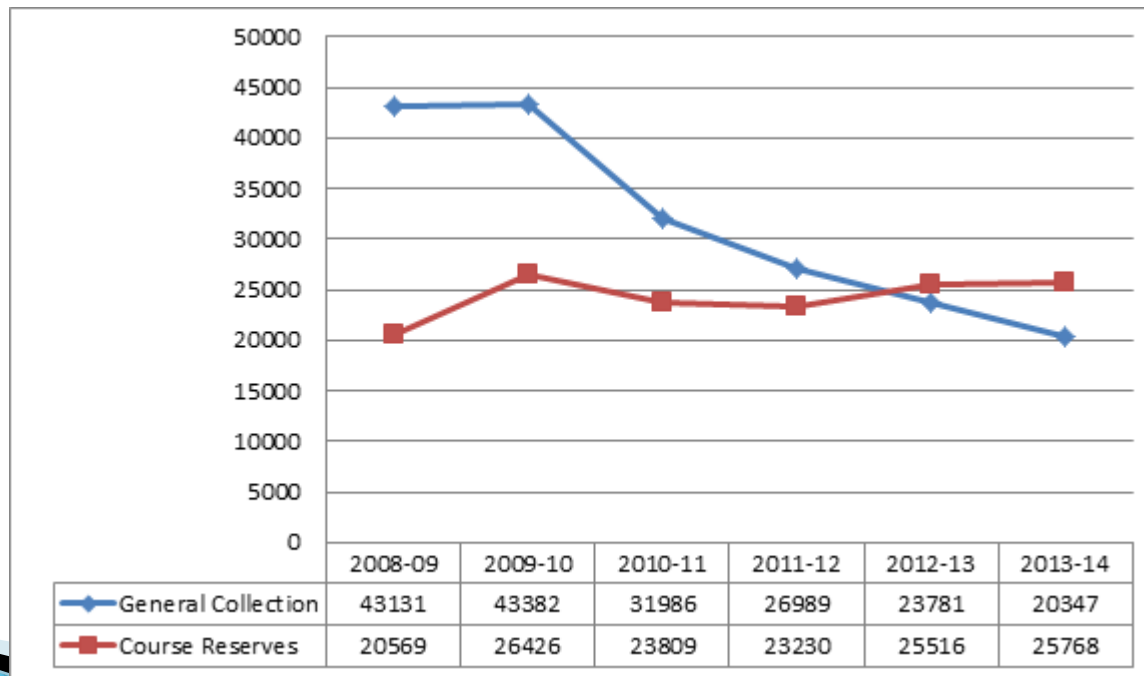


After



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

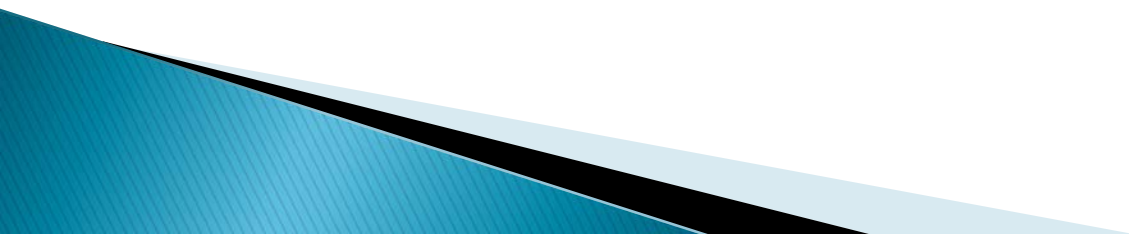
Self-Check Machine - \$18,650

Security Gate - \$11,500

Plexiglas - \$1,000

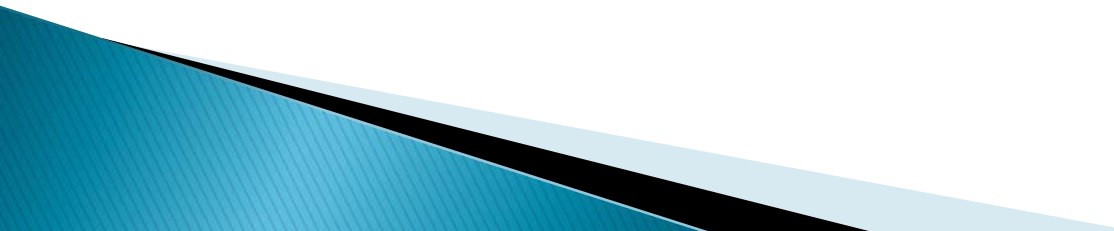
Miscellaneous - \$100

Total: \$31,250 CAD

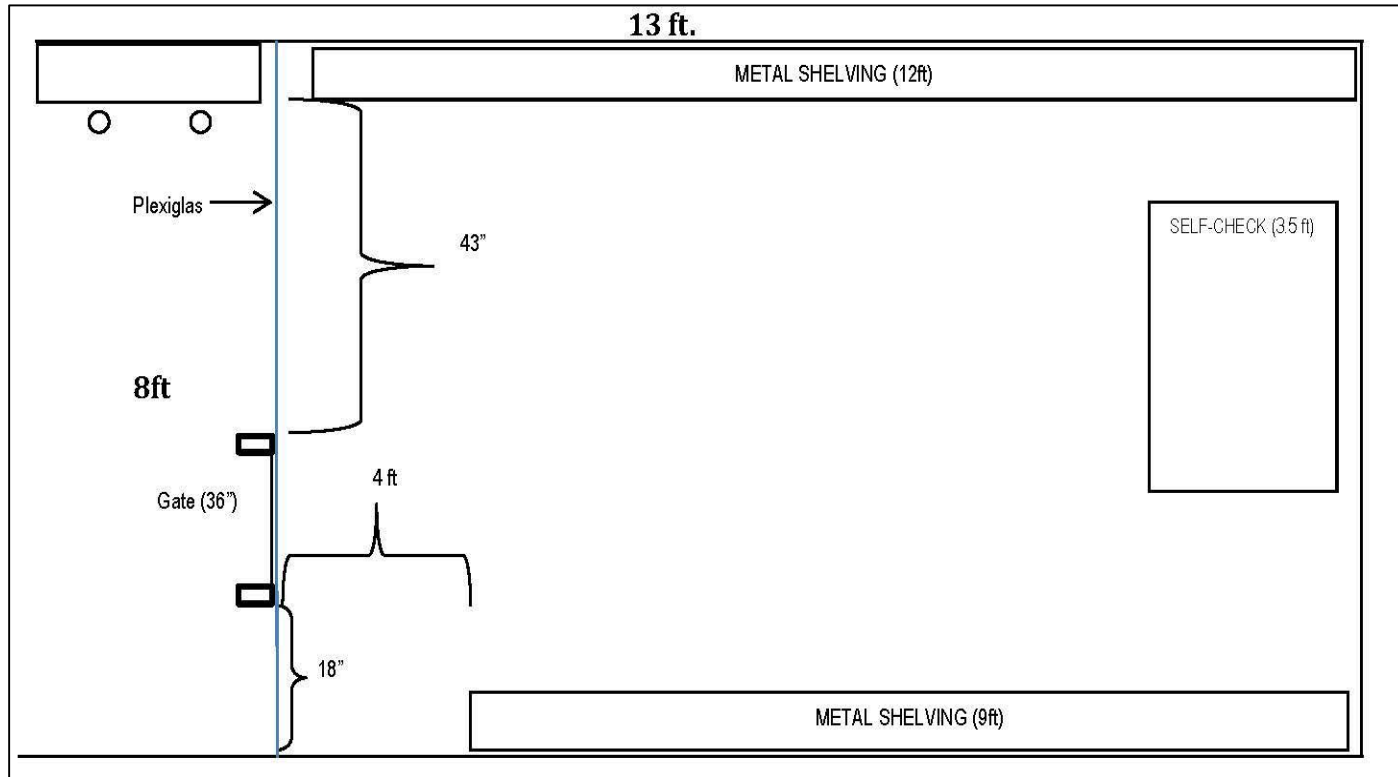




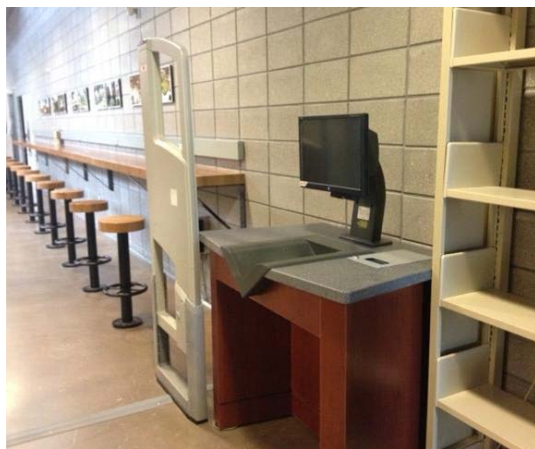
Concerns/Threats

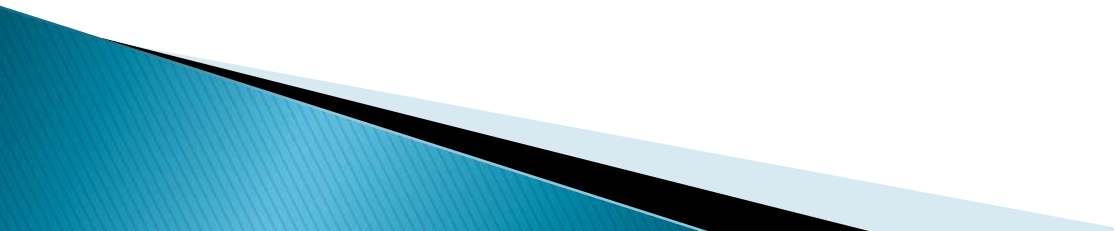
- Not enough shelving for course reserves - limited room for growth
 - Potential for theft and hoarding of resources
 - Elimination of in-library-use only policy
 - Instructor's copies
 - Staff acceptance and buy-in
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Process – Phase 1

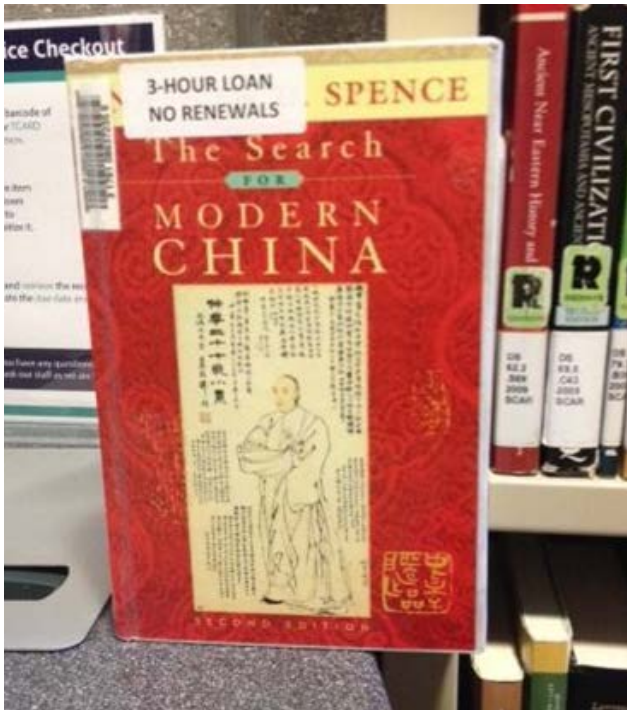


Process – Phase 2





Process – Phase 3



Using Course Reserves

- 1 Visit utsc.library.utoronto.ca and click on the Course Reserves button.
- 2 Search by course code to find reserved items. Enter the first 6 digits of the course code only (i.e. ANTA02) and click on the Course Code button. Make sure to note the **call number**.
- 3 Retrieve the book from the course reserves shelf near the main entrance using the call number (i.e. QP31.2 .M69).

Check out the book using the self check machine in the course reserves area.

If you have any questions, always feel free to ask our staff as we are happy to help.

[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

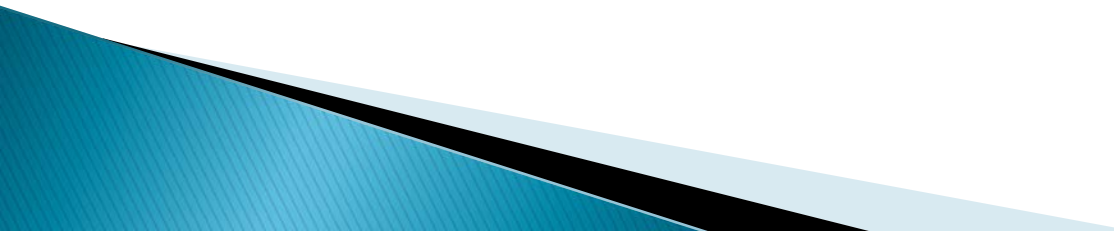
- More staff time to experiment with a more pro-active model of customer service
- Staff able to focus on other initiatives and new opportunities
 - Quiet Library Initiative
 - Event Programming
 - Development of new spaces



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
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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

Elizabeth O'Brien

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