Collecting Student Course Reserve Requests at Service Desks Using a Web Form

Sarah Hughes, Access Services Librarian
David and Lorraine Cheng Library
William Paterson University
VALE Conference 2019
Background

- WPU has an FTE roughly 10,000
- Lending Services (Circulation) department holds a small course reserves collection
  - No budget to purchase textbooks
  - Rely on library circulating collection & faculty copies
  - Hold roughly 400 items on reserve each semester
- Email departments each semester reminding faculty to supply class text/books
Initiative

- Observed Fall 2017 Lending desk transactions
  - Students regularly request material library does have on reserve
  - Each transaction was a loss of valuable data to the library
- Shift towards a *customer service* oriented follow-up
  - Attempt to obtain desired textbook by reaching out to instructor
  - Show the student that the library will advocate on their behalf
- October 2017 semester
  - Paper form
- Spring 2018
  - Transition to a web form
Reserves Suggestion

Please include information about the book/media requested to assist in keeping the Reserves collection up to date.

- Title *
  - required
- Author(s) *
  - required
- Edition/Year
- Course Number (ex., KNES1200)
- Professor
- Requestor's Name
- Additional Details

Submit
Spring 2018 - Tracking at three service points

Lending Desk
Lending full time & part time staff

Reserve Desk
Student workers

Reference Desk
Reference Librarians
Workflow

1. Student approaches desk to ask if they have a book for their class.
2. Staff, student worker or librarian looks in catalog to see if we have item.
3. If not available, student is asked if they can collect information on request so library can follow up with their professor.
4. Staff, student worker or librarian fills out web form on behalf of student.
5. Workform data sent to Course Reserves email address.
6. Course Reserves Coordinator forwards request email to faculty member.
7. Faculty replies (or not).
8. When book is obtained, Coordinator follows up with student.
New Reserves Suggestion

Title: An introduction to kinesiology : a biophysical
Author: Klavora, Peter
Edition/Year: 2012
Course: KNES 1200
Professor: Brenda Denure
Requestor: Shadi Isshad
Details:

Submitted by LEND: 01/22/2018 12:01 PM
Dear Professor Scillieri,

A student in your WGS 1010 class came to the library looking for a copy of Sociology: the Essentials. Do you have access to an extra copy of this text? If so, please consider placing it on Course Reserve for the semester. This way, all of your students will have fair access to the text inside the library. Many students rely on Course Reserve material in the library due to the high cost of textbooks.

Please feel free to contact us with any questions about Reserves!

Thanks,

William Paterson University
David and Lorraine Cheng Library
Lending Services
Phone: 973.720.3100
Fax: 973-720-3187

New Reserves Suggestion

Title: Sociology the Essentials
Author: M. Anderson, H. Taylor with K. Logio
Edition/Year: 9th. Edition
Course: WGS 1010-B0
Professor: D. Scillieri
Requestor: Yolanda Viera
<table>
<thead>
<tr>
<th>Date Requested</th>
<th>Title</th>
<th>Author</th>
<th>Year/ Edition</th>
<th>Course</th>
<th>Professor</th>
<th>Requestor’s Name</th>
<th>Date Professor emailed</th>
<th>Follow up?</th>
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<tbody>
<tr>
<td>1/17/18</td>
<td>Modeling the Dynamics of Life</td>
<td>Adler</td>
<td>2013</td>
<td>BIO 5720</td>
<td>S. Vale</td>
<td>Headlove Essel Dazdle</td>
<td>1/18/2018 SH</td>
<td></td>
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<tr>
<td>1/24/2018</td>
<td>Financial Accounting</td>
<td>Weygandt</td>
<td>2016</td>
<td>ACCT 2110</td>
<td>Babb (Dept Secretary)</td>
<td>N/A</td>
<td>1/25/2018 JP</td>
<td>&quot;No extra copy. Sorry. I had enough trouble getting the one that I have.&quot;</td>
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<tr>
<td>1/12/2018</td>
<td>Auditing and Assurance Services</td>
<td>Ramsay &amp; Louwers</td>
<td>2016</td>
<td>ACCT3700</td>
<td>Ibex</td>
<td>N/A</td>
<td>1/18/2018 SH</td>
<td>&quot;already on reserve since 1/2016&quot;</td>
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<tr>
<td>1/22/2018</td>
<td>Anthropology</td>
<td>Ember</td>
<td>14th</td>
<td>ANTH 1300</td>
<td>Anita M Barrow</td>
<td>N/A</td>
<td>1/22/18 SH</td>
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<tr>
<td>2/5/2018</td>
<td>Anthropology: Appreciating Human Diversity</td>
<td>Kottak</td>
<td>16th</td>
<td>ANTH 1300</td>
<td>Tocco</td>
<td>N/A</td>
<td>2/9/2018 JP</td>
<td></td>
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<tr>
<td>1/31/2018</td>
<td>Ahlan Wa Sahlan</td>
<td>Alishan</td>
<td>13th or 14th</td>
<td>ARAB 1110</td>
<td>Kobati</td>
<td>Siham Basuf</td>
<td>2/1/2018 JP</td>
<td>&quot;Sorry, I do not have an extra copy.&quot;</td>
</tr>
<tr>
<td>1/17/18</td>
<td>Principles of Anatomy &amp; Physiology</td>
<td>Tortora</td>
<td>13th or 14th</td>
<td>BIO 1120</td>
<td>Desroches</td>
<td>Oluwaseun Alabi</td>
<td>1/18/2018 SH</td>
<td></td>
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<tr>
<td>1/17/18</td>
<td>Principles of Anatomy and Physiology</td>
<td>Tortora</td>
<td>15th</td>
<td>BIO 1120</td>
<td>Woon Lee</td>
<td>N/A</td>
<td>1/18/2018 SH</td>
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<tr>
<td>1/17/18</td>
<td>The World of the Cell</td>
<td>Hardin</td>
<td>8th edition</td>
<td>BIO 2050</td>
<td>E. Gardner</td>
<td>N/A</td>
<td>1/18/2018 SH</td>
<td></td>
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<tr>
<td>1/22/2018</td>
<td>Becker’s World of the Cell</td>
<td>Hardin</td>
<td>2016</td>
<td>BIO 2050</td>
<td>Gardner</td>
<td>N/A</td>
<td>1/22/18 SH</td>
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<tr>
<td>1/22/2018</td>
<td>Becker’s World of the Cell</td>
<td>Hardin</td>
<td>2016</td>
<td>BIO 2050</td>
<td>Gardner</td>
<td>Prem D Patel</td>
<td>1/22/18 SH</td>
<td></td>
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<tr>
<td>1/18/2018</td>
<td>Criminal Investigation</td>
<td>Hess</td>
<td>10th</td>
<td>CCJ 3640</td>
<td>Richard Baird</td>
<td>Jessina Cojjado</td>
<td>1/22/18 SH</td>
<td>Brought in copy for the library</td>
</tr>
<tr>
<td>2/20/2018</td>
<td>Key Issues in Corrections</td>
<td>Ross</td>
<td>2015</td>
<td>CCJ 3660</td>
<td>Johnson</td>
<td>N/A</td>
<td>2/20/2018 JP</td>
<td>&quot;I wish I had an extra on but I don’t. I will try to obtain one for future semesters.&quot;</td>
</tr>
<tr>
<td>1/18/2018</td>
<td>Juvenile Delinquency: The Core</td>
<td>Siegel</td>
<td>6th 2016</td>
<td>CCJ 3670</td>
<td>Canaff</td>
<td>Marzanna Zabielski</td>
<td>1/22/18 SH</td>
<td>&quot;I do not have an extra copy of the book, but I am contacting the publisher today, and will see if I can obtain one for the library. Thanks for letting me know.&quot;</td>
</tr>
<tr>
<td>2/6/2018</td>
<td>Primer on Communication &amp; Communicative Disorders</td>
<td>Schwartz</td>
<td>2012</td>
<td>CODS 2620</td>
<td>Tsiamtsiouris</td>
<td>N/A</td>
<td>2/8/2018 JP</td>
<td>&quot;Sorry, I don’t have a spare copy of the text.&quot;</td>
</tr>
</tbody>
</table>
Results for Spring 2018

- 108 requests total
  - Plus cancelled ILL requests
- Obtained 20 books from faculty in Spring 2018 collected through web form
- 19% success rate
Results for Fall 2018

- 154 requests total
  - Plus cancelled ILL requests
- Obtained 32 books from faculty collected through web form
- 21% success rate
Lessons learned

- Set realistic expectations
- Likely won’t obtain all fields in form
  - Gently remind those filling out the form to obtain all fields, especially the students name
- Busiest period will be first few weeks of the semester
- Direct faculty outreach is more personal than a generic mass email
  - Faculty expressed appreciation for reminder
- Upfront effort worth it
  - Increase in course reserve usage and student satisfaction
Questions?

hughess6@wpunj.edu