

Keeping Circulation Services Relevant: Implementing a New Campus Book Retrieval Service*

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As e-books and e-journals become more prevalent many libraries are seeing use of their physical collections decline. At the same time patrons are requesting more comprehensive library services, including access to library resources 24 hours a day and quicker delivery of materials. In response to these requests the University of Wisconsin-Madison Libraries implemented a new book retrieval service in March 2002. Since its implementation, over 26,000 requests have been processed. Through this service, patrons identify books of interest in the OPAC and place requests for books that are on the shelf in open stacks or (less frequently) in a storage facility. Requests are printed at the campus library that owns the title, library staff retrieve requested materials, and deliver them to a hold shelf at a campus library that the patron chooses. The patron is then notified to pick up the item. We expect to see a steady increase in use as patrons become familiar with the service.

Why implement this service?

The UW-Madison Libraries collections are scattered across 40 separate campus locations on a 933-acre main campus. In the mid-1990s, the Madison Public Library implemented a library system that permitted paging of materials from various public libraries to be picked up at another library. UW-Madison faculty, staff and students expected the same service from campus. In addition, the UW-Madison Libraries saw this service as a means to maximize local collection resources by moving fewer copies of titles around campus, and ultimately the 26-campus UW-System, rather than purchasing multiple copies.

What do we tell patrons? See <http://www.library.wisc.edu/services/recalletec.html#retrieve>.

“Book Retrieval allows you to place a request for books that are sitting on the shelf. Library staff retrieves the materials and deliver them to the campus library most convenient to you. You can expect delivery within 1-3 business days. When the item is available for you to check out, you will be notified by email or mail.”

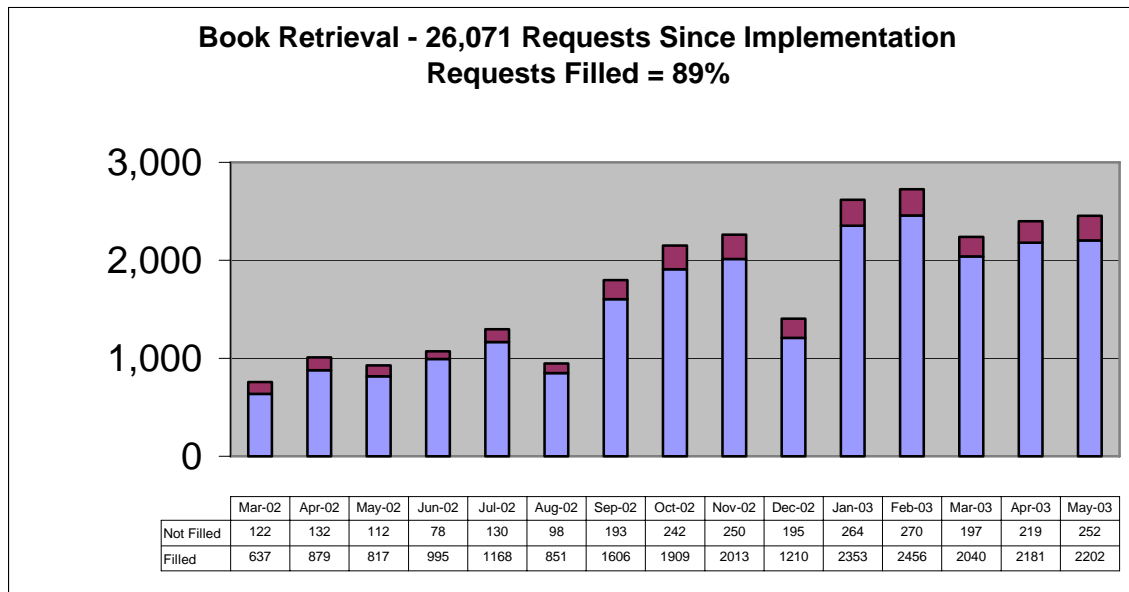
What are the basic processes?

- Patron places their request online
- Library staff receives request
- Library staff retrieves requested material from the shelf
- Library staff processes and routes the material
- Material is delivered to the pickup location
- Patron is notified that their material is available

Service Considerations (and our answers)

- How will you move materials across campus? (*Campus delivery system existed*)
- Who will do the paging and processing work? (*Circulation staff/students*)
- Who will do troubleshooting? (*Depends on the Library*)
- What materials will you page and deliver? Books? Media? (*Initially books*)
- Will the library management system facilitate the desired service? (*Yes*)
- What days of the week is service provided? (*Currently Monday-Friday*)
- Will you page from open stacks or provide cross-campus delivery? (*We do both. The software does not automatically block in-library paging.*)
- How fast is fast enough? (*Many patrons say 1-3 days is OK. Some don't.*)
- Will additional holds shelving be needed? (*It varied.*)
- What will be the policy if a request can't be filled? (*We don't turn requests into ILLs or recalls. We tell the patron we cannot provide it and present options.*)
- Will you need a separate workstation to facilitate this work? (*Depends on service volume and physical arrangements.*)

How has our service grown?



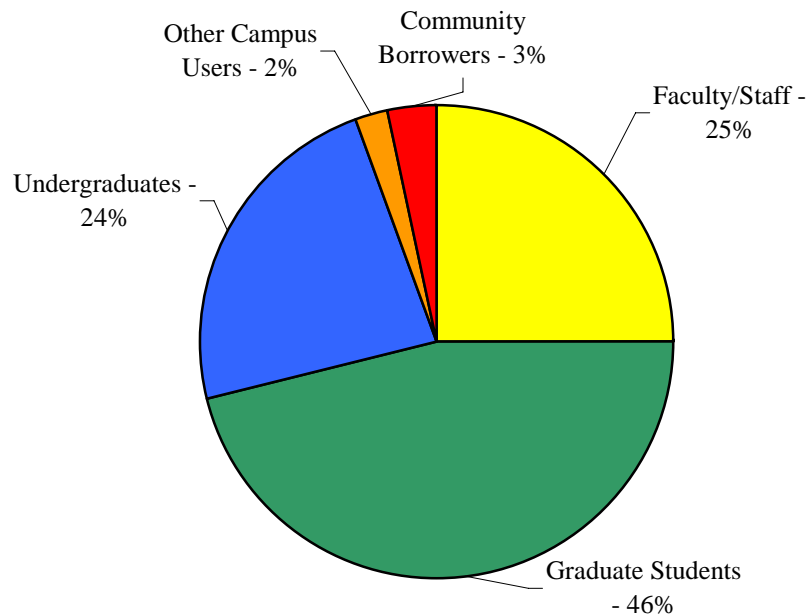
What is our Fill Rate?

89%

Why aren't all requests filled?

- | | |
|---|--|
| Item not located (4%) | Request cancelled by patron/staff (2%) |
| Item not eligible (incl. reserves) (2%) | Item checked out (1%) |
| 'Other' (1%) | Request expired due to inaction (1%) |

Who uses the service?



How long does it take?

The portion that we can accurately measure is the time from when Library staff prints received requests, through paging processes, and processing of items in preparation for delivery to pickup location. Campus wide average is 20 hours. Overall, we are meeting published 1-3 business day delivery.

Are materials delivered to another campus library or the holding library?

78% of requests are for materials to be delivered to another campus library.
22% of requests are for delivery to the holding library – i.e., paging service.

Patron response (based on surveys inserted into delivered books)

98% feel that book arrives in time for need
89% feel that the forms are easy to use
97% would recommend the service to a friend

Impact on libraries and library staff (based on survey of circulation staff)

No one hired additional staff to provide the service

- 28% reallocated current staff

78% spent additional time training staff
6% rearranged their physical space

Overall impact of the service at Circulation Desks:

- 28% said the impact was barely perceptible
- 33% said the impact was minimal
- 39% said the impact was substantial

What is the Future?

We need to better utilize campus and UW System resources. Promotion and tighter integration of Book Retrieval, Universal Borrower, ILLiad, and other delivery services will help us to effectively deliver materials to meet our patron needs. We will:

- Increase promotion of Book Retrieval to fully utilize campus returnables, with rapid (1-3 business days) delivery, and relatively low costs.
- Promote Voyager's Universal Borrower functionality (released 1/2003 at UW-Madison) to fully utilize returnable resources housed at 26 UW System campuses (2-4 business day delivery). This is a service through which any UW affiliate can request books and other returnables from any of the 26 UW System campuses. Material can be picked up at and returned to any UW campus. This service utilizes the callslip functionality across Voyager systems. Similar to book retrieval, and in contrast to traditional ILL, this is a relatively low cost service.
- Enhance non-returnable delivery services in July 2003 with a campus wide ILLiad release to manage all ILL and campus document delivery services. This implementation is part of a statewide ILLiad implementation.

Patron expectation that libraries will provide speedy delivery of materials and effective convenience services is on the rise. Book retrieval and the larger statewide Universal Borrower service will be critical to meeting those needs. In addition, we hope that these and other resource sharing efforts will continue to help us manage our budgets with rapidly increasing costs for academic scholarly material.

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