Seeing through ILLiad Glasses:
New Approaches to Course Reserves from an ILL Practitioner

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A Little History
Course Reserves @ UMD Libraries

- Implemented Ares in 2008
- Hard copy reserves at 6 library service desks, plus kiosk reserves
- E-reserves and streaming media integrated with ELMS (Canvas)

Before the reorganization (2013-2015):
- Providing approx. 5,700 items for 450 courses
- Advertised turnaround time = 2 week minimum
- Supervised by the main library’s Circulation & Reserves Coordinator
Access Services Department Reorganization

- Oversight of Reserves moved to the Head of Resource Sharing.
- Reasons why:
  1. Shared expertise re: copyright, fair use, and licenses
  2. Shared scanners
  3. Similarity between ILLiad and Ares

![Course Reserves at UMD](chart.png)
Making Changes
Areas Targeted for Improvement

1. Processing incoming requests
2. Printing, retrieval, & scanning workflows
3. Interacting with instructors
4. Communicating with Acquisitions

Goal: improve efficiency
Goal: improve user experience
Goal: improve collaboration
1. Processing Incoming Requests

Changes to expedite processing:

1. **Customize layout**
2. Z39.50 Configuration & Use
3. Find on Shelves + Routing Rules
4. Autohotkey for posting weblinks
1. Processing Incoming Requests

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Print pull slips from Ares

Pull items

Update status in Ares, and set aside.

Scan articles/chapters.

Save files to USB, and bring to staff member.

Add cover sheet with copyright warning.

Perform quality control.

Upload file.

Repeat previous 3 steps with each file.
2. Printing, Retrieval, & Scanning Workflows

**New Integrated Workflow**
For Interlibrary Loan, Document Delivery, & Reserves

**1. Print Slips**
* By RSR Staff
* In ILLiad & Ares
* Expedited with Auto Hot Key

**2. Pull Items**
* By CMR Staff
* By Floor & Shelving Location

**3. Scan & Save**
* By RSR Students
* Specs on slips
* QC while scanning
* Save to (S:) Share

**4. Deliver or Upload**
* Deliver with ILLiad's EDU (auto-mode)
* Batch Item Upload by RSR staff in Ares

**REPEATED 3 TIMES DAILY**
2. Printing, Retrieval, & Scanning Workflows

Changes to expedite include:
1. Print Configuration
2. ` + p AutoHotKey
3. Print template edits
4. Change paper color daily
5. Scanner configuration
6. Routing rule to move PDF item records to Awaiting Scanning
7. Batch Upload configuration
2. Printing, Retrieval, & Scanning Workflows

Default

Custom if Hard Copy

Custom if PDF
3. Interacting with Instructors

Changes include:

1. **Adding Send Emails**
2. Custom queues and display statuses
3. Edits to Ares webpages, especially Item Request Forms
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4. Communicating with Acquisitions

Changes include:

1. **Route to Acquisitions configuration**
2. E-book vetting and purchasing
3. E-resource troubleshooting
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1. Route to Acquisitions configuration
2. E-book vetting and purchasing
3. **E-resource troubleshooting**
Assessment & Next Steps

Did these new approaches make a difference?
What else can we do to further improve our services?
Turnaround Time Improvement

**Average Turnaround Time for Reserves**
- 11.4 → 5.2 days
  - average turnaround time for hard copy reserves
- 4.5 → 1.8 days
  - average turnaround time for e-reserves
- 7.1 → 3.9 days
  - average turnaround time for e-reserves (without cloning)

**Ordering Books from Acquisitions**
- 16 → 4 days
  - average turnaround time from item submitted to ordered
- 33 → 20 days
  - average turnaround time from item submitted to available
Turnaround Time Improvement

Turnaround Time for Hard Copy Reserves: Percentage of Requests Filled

- 0-1 days
- 0-3 days
- 0-7 days
- 0-14 days

FY 2015
FY 2016
FY 2017

Turnaround Time for E-Reserves: Percentage of Requests Filled

- 0-1 days
- 0-3 days
- 0-7 days
- 0-14 days

FY 2015
FY 2016
FY 2017
Other Metrics

**Percentage of Items Available by the Instructors' Needed By Date**

- **FY 2015**
  - Hard Copy Reserves: 40%
  - E-Reserves: 60%
- **FY 2016**
  - Hard Copy Reserves: 50%
  - E-Reserves: 50%
- **FY 2017**
  - Hard Copy Reserves: 70%
  - E-Reserves: 30%

**Average Usage Of Reserves Items**

- **2014**
  - Average Use per physical item: 15
  - Average Use per e-item: 15
- **2015**
  - Average Use per physical item: 10
  - Average Use per e-item: 10
- **2016**
  - Average Use per physical item: 5
  - Average Use per e-item: 5
Next Steps

1. Examine tracking and notes on outliers
2. Survey instructors and students (again)
3. Implement Display Statuses broadly
4. Promotion of new and improved services
Questions?

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