



UW Course Support

Pain Points, Workarounds & New Directions

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Typical Workflow

- Create a course
- Create a reading list
- Add citations to the reading list
 - Repository items – need to gather items
 - Personal copies
 - eBooks & other eResources
- Alma automatically publishes to Primo and unpublishes at end of term
- Return items to permanent location at end of term

Pain Points



- Gathering materials
- Finding reserves in Primo
- Renewing courses
- Deprocessing courses

And, of course...

no storage for scanned e-reserves

- Stop doing library mediated e-reserves – like the UW
- Use an outside system like ERes, Ares a Learning Management System or something homegrown
- Use a separate server and create links in Alma to files

Lots of paths for gathering materials

-- pick your poison

Personal hold for reserves staff

Fatal flaw: hard for multiple people to track requests

Personal hold for fake patron – reserves unit

Fatal flaw: local policy does not allow

Move temporarily from within reserves list

Fatal flaw: records are changed without routing items through staff to affix stickers & no course notes on transit slips

Work orders

Fatal flaw: no notification when work orders are cancelled

Workarounds

- **Move temporarily from within reserves list**
 - Using course name/number as temporary call number
 - Staff training to notice new materials
 - Outside tracking is helpful

- **Work Orders**
 - Outside tracking
 - Create form for cancelling work orders
 - Have staff send email when cancelling work orders
 - Use analytics to track cancelled work orders

Analytics for tracking

Request Type	Request Date	Request Details	Bibliographic Details
Request Type Code	Request Date	Status (latest step)	Title

Physical Item Details	Request Details		
Barcode	Note	Cancellation Reason	Cancellation Note

Modification Date	Managed by Library (latest step)	Managed by Unit (latest step)	Active Request Flag
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Add filters to the analysis criteria by clicking on filter option for the specific column in the selected columns pane, or

Request Type Code is equal to / is in reserves
AND "Request Date"."Request Date" >= TIMESTAMPADD (SQL_TSI_DAY, -10, CURRENT_DATE)
AND Cancellation Reason is equal to / is in ASRS cannot fulfill request; Booking request passed its release date; Request cancelled; Request withdrawn; Patron no longer interested; Request switched; Request was changed due to update; Request was cancelled due to update

Purchase Requests

- Email and outside tracking
- Integrated purchase requests in Alma – new feature
 - Possibilities for internal workflows and tracking

Consider eBooks for reserves purchases

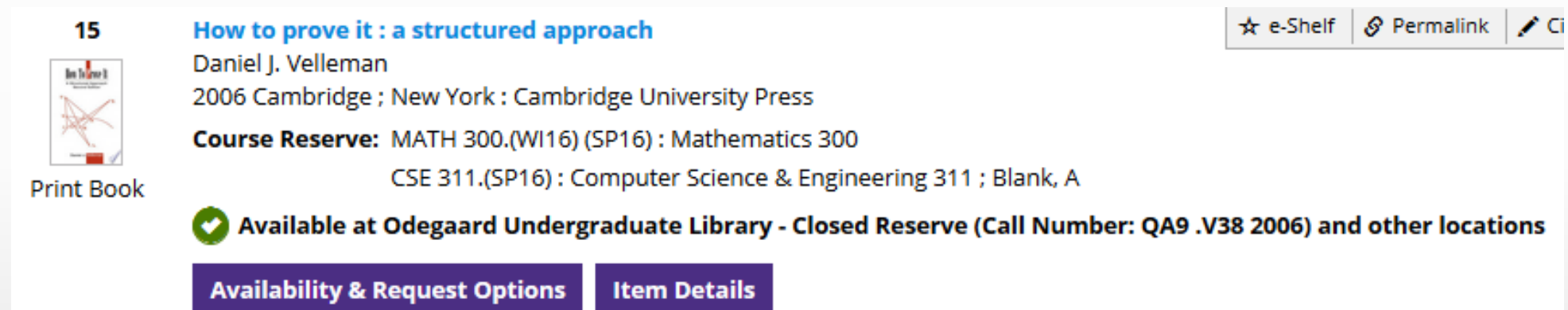
Finding Reserves in Primo




- Delay in publishing from Alma
- Sometimes courses don't publish
- Confusing facets
- Limit in number of courses in facets
- Single letter/common word course names give too many results

Workarounds

- Clear labels for courses in item record



15 **How to prove it : a structured approach** ☆ e-Shelf | 🔗 Permalink | ✎ Ci

 Daniel J. Velleman
2006 Cambridge ; New York : Cambridge University Press

Course Reserve: MATH 300.(WI16) (SP16) : Mathematics 300
CSE 311.(SP16) : Computer Science & Engineering 311 ; Blank, A

Print Book

✔ Available at Odegaard Undergraduate Library - Closed Reserve (Call Number: QA9 .V38 2006) and other locations

[Availability & Request Options](#) [Item Details](#)

- Lots of staff training
- [Help videos for students](#)
- Self-service reserves shelved by course
- Avoid Primo entirely and use LMS

Course:

Quarter: Spring 2016 (Retain Through: Summer 2016)
 Department: Library
 Course Number & Section: 111
 Title:
 Instructor(s): All Sections

Western Washington University uses Canvas

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Instructors: For full information about course reserves, please see: <http://libguides.wvu.edu/reserves>

Reserve Items for this Course:

Number	Material Type	Title	Author	Reserve Type	Location	Call Number	Comment
0	Electronic	Argument Short guide to writing about history, sixth edition, by R. Marius and M. Page, pp.72-77.	Marius; Page				
0	Electronic	Canadian charter of rights and freedoms					External Link
0	Electronic	Killing us softly 4 (streaming video)					Streaming video @ link
0	Electronic	Polish 'Dionnes': gender, ethnicity, and immigrant workers in post-second world war Canada.	Sangster				EBSCO
0	Physical	Navigating English grammar : a guide to analyzing real language	Lobeck	2 hour	Haggard 2	PE1112 .L587 2014	
6	Electronic	Going to the sources	Brundage		Ebook		This is an E-book

Renewing Courses

Many steps to renew a course:

- Update course record
- Update reading record
- Change expiry date on each item
(Bulk renewing doesn't work!)

and after a while...

It gets very confusing – sometimes easier to start from scratch



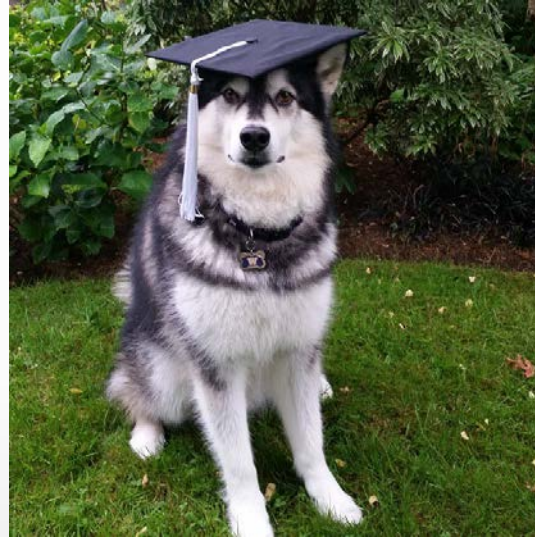
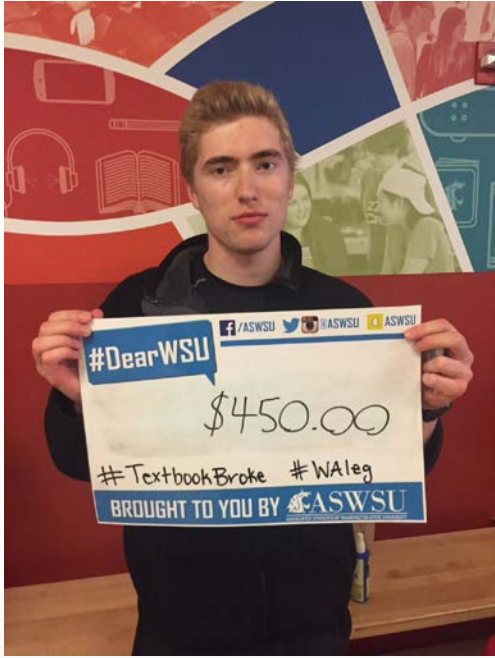
Deprocessing

- Courses unpublish themselves
- Need to send items home

Pain point: deleting personal copies

- Let Alma delete them automatically – we've been too scared to try!
- Create set and send set to cataloging for deletion
 - Manually enter items into set
 - Create permanent suppressed location for personal copies & use logical set

It's not all about Alma!



Relationships & Services

Redefining Course Support

- Reserve staff are on the front line of service
 - Working at service desks
 - Years of contact with faculty and departments
- One Library – Many Faces
 - Refining the art of collaboration
 - Learning the art of referrals

Bimonthly reserves staff meetings

- Goals: Build community, invest in staff, be campus nexus for course support
- All library staff invited
- Recent topics included:
Copyright & Fair Use,
License Agreements, Instruction,
Open Textbooks, Streaming Media
- Meetings recorded and streamed
- Opportunities for networking



Student Directed Reserve Requests

- Required texts purchased and put on reserve from student request
- #TextBookBroke & student empowerment
- Same workflow as requests originating from faculty



An End to ERes

- LMS like Canvas integrates better into course work
- Scanning easy and widely available
- More digital material available

- Help faculty transition – a flash drive goes a long way
- Chapter scanning by ILL
- Webpage & email to create proxied links

Attending Academic Departmental Meetings

- Short presentation about services
- Answer questions
- Bring departmental liaison
- TA Bootcamp
- Integrate library staff with curriculum planning

Online Guides

Helping those that prefer to help themselves

- [Step-by-Step Guide to Copyright Compliance](#)
- [Creating Stable Links to Journal Articles](#)
- [FAQ](#)



Digital Delight - eBooks for Reserve

- eBooks can be a great choice for reserve
 - Check the license! - Needs to allow many users at once
 - Plan for unlimited/multiple concurrent users for all eBook purchases
 - Even single user license has better access than a print book – but hard to explain
 - Work well with Alma & with Canvas LMS



What are you doing? ...

