

# ASSESSING COURSE RESERVES: CREATING A LIBRARY-WIDE ANNUAL REPORT

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University of Maryland Libraries

Ares Virtual Conference

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# Course Reserves @ UMD Libraries

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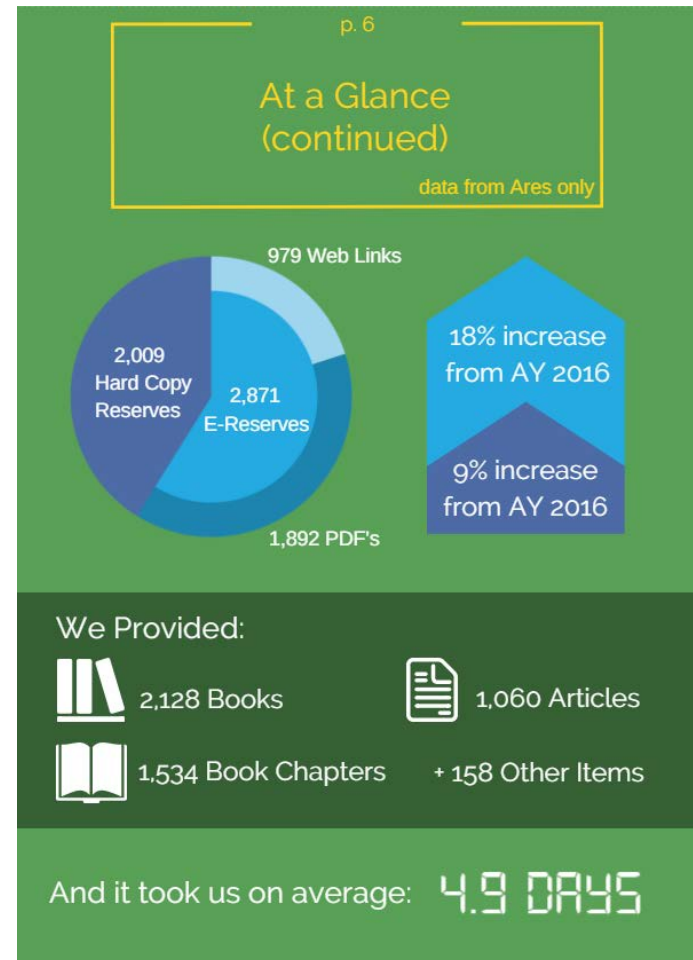
- ◆ Implemented Ares in 2008
- ◆ Hard copy reserves at 6 library service desks, plus self-service kiosks
- ◆ E-reserves and streaming media integrated with ELMS (Canvas)
- ◆ Reserves merged with ILL in 2015

# Creating Our First Annual Report



# Priorities & Goals

- ◆ Be visual
- ◆ Tell a story
- ◆ Highlight trends
- ◆ Serve as historical record
- ◆ Sustain over time



# Annual Report Team



## Terrific Trio:

- ◆ Austin Smith, data guru
  - ◆ James Weber, designer extraordinaire
  - ◆ Hilary Thompson, coordinator and editor
- + input from reserves staff at all sites

# Data Gathering & Analysis

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## First approach:

Wrote specific Access queries, each of which queried fields in multiple tables in the Ares database

## Second (better) approach:

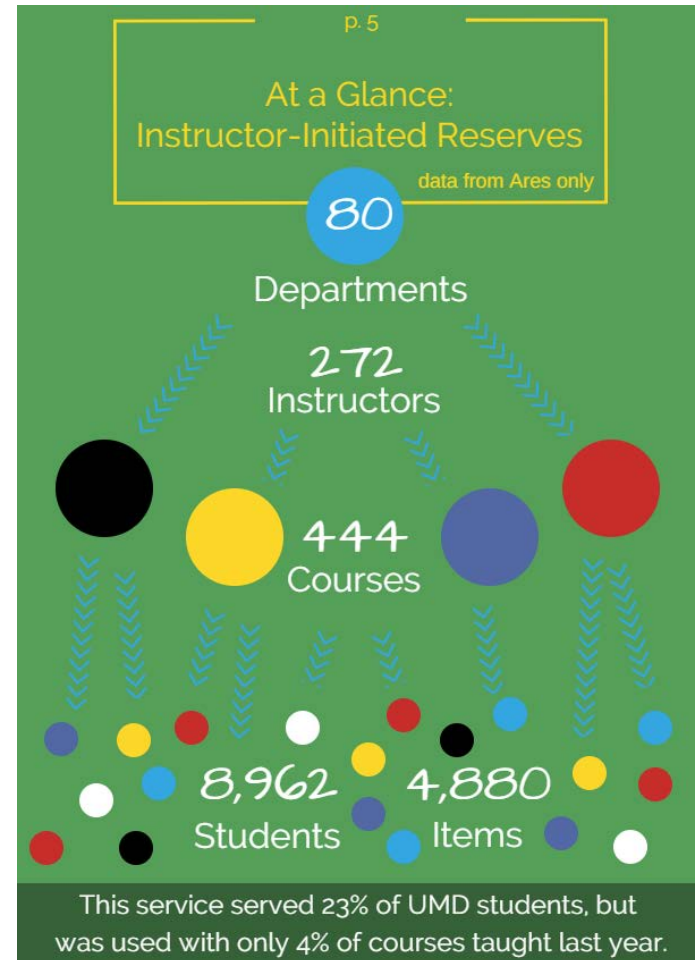
Wrote master query to gather all relevant data, then wrote specific queries for this data set

# 1. Is reserves widely used?

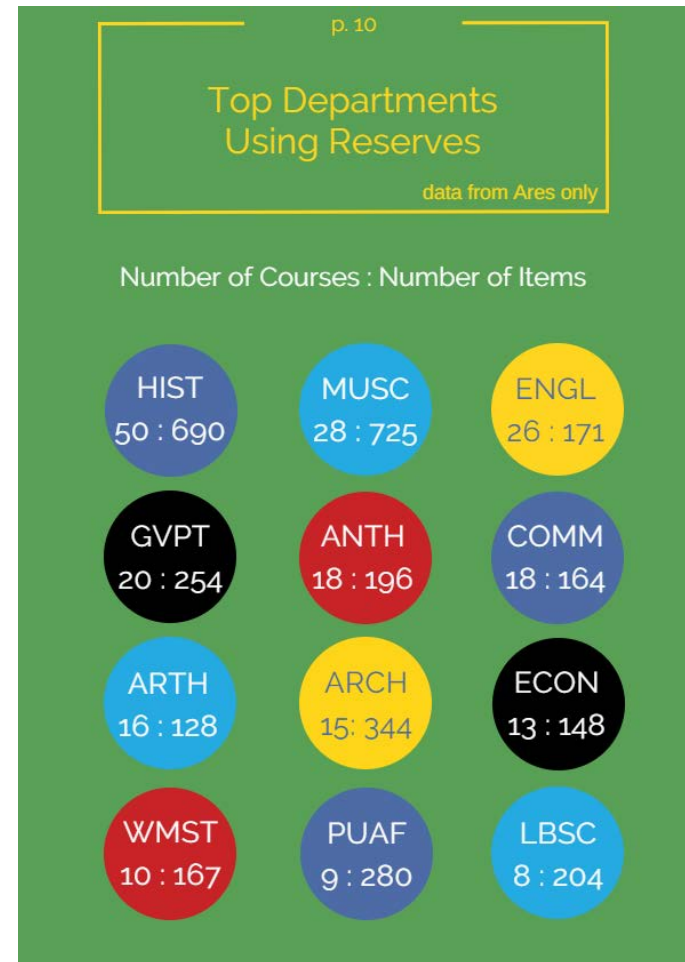
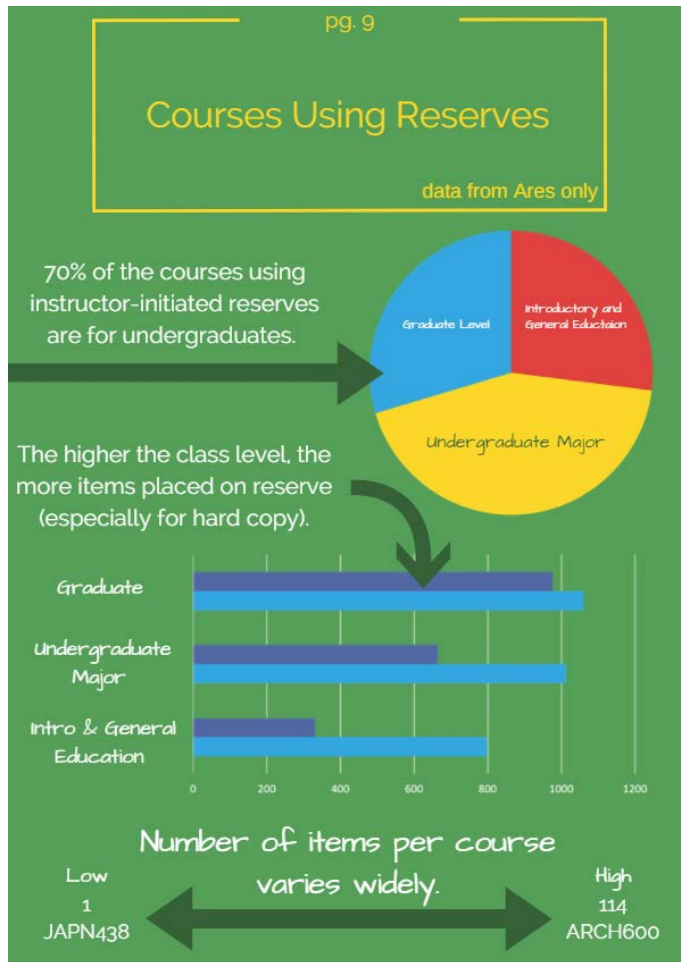
Volume is easy to gather, but it doesn't tell the whole story.

Compare to institutional data:

- ◆ 45% of departments
- ◆ 23% of students enrolled
- ◆ 4% of courses taught



# 2. Who are we serving?





# 3. How well are we serving them?

## E-reserves:

Turnaround Time

2.4 days on average\*\*\*

87% available by date needed

\*\*\*62% decrease from AY 2016, which is a noticeable improvement.

## Hard Copy:

Turnaround Time

8.5 days on average

76% available by date needed\*

\*12% increase from AY 2016, but further improvement still desired.

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### What Instructors are Saying



"Greatly appreciate having textbooks on reserve for the two large classes I am coordinating."

--CMNS Faculty, 2017 LibQual Survey



"Thank you so much for your help with my course reserves -- many times! Your professional, prompt, and cheerful service is so much appreciated!"

--Architecture Faculty  
(handwritten note + flower delivery)



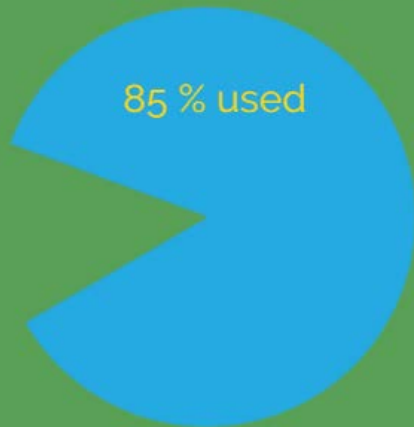
"Thank you so very much for your hard work uploading my requested readings this semester. I really appreciate your tirelessness and your responsiveness!!"

--Women's Studies Faculty, e-mail message

# 4. Are the materials being used?

## E-reserves:

Student usage is on the rise!



E-reserves used

**87,354 times \***

\* 81% increase from AY 2016

Average use  
per item:

**30.4 times \*\***

\*\*53% increase from AY 2016

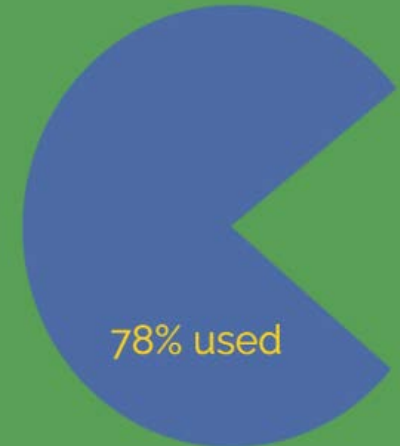
## Hard Copy:

Hard Copy  
Reserves used

**16,301 times**

Average use  
per item:

**7.7 times**

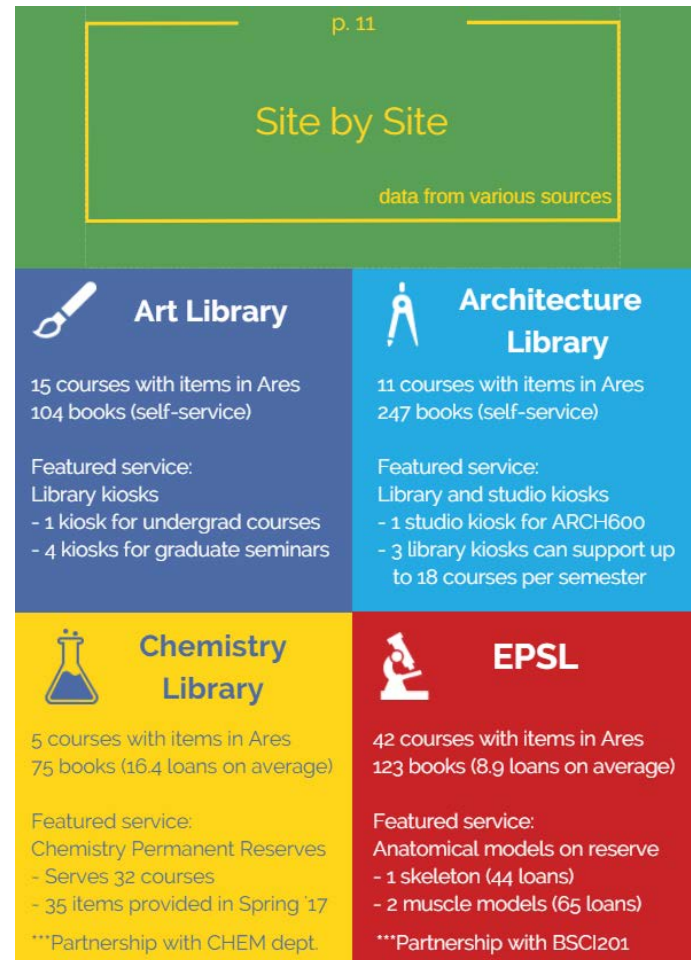


Note: the new usage data collection method, which links Ares and Aleph data by barcode and relies upon collecting data from Aleph each semester, doesn't allow for historical comparison this year.

# Representing Individual Sites

## Challenges:

- ◆ Different scale
- ◆ Different services
- ◆ Different staff
- ◆ Different workflows
- ◆ Different data



QUESTIONS?