



**25TH ANNUAL  
INNOVATIVE USERS GROUP  
CONFERENCE**

**APRIL 2-5, 2017**



# Let's Do It: Refreshing Reserves Through Departmental Collaboration

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# Missouri Southern State University

- Missouri Southern State University (MSSU) is located in Joplin, Missouri with a population of about 50,789.
- MSSU has four schools with about 200 academic programs, and the enrollment is over 5,700 students, the majority being undergraduate.
- MSSU has a total of 196 faculty members.



# George A. Spiva Library

- Medium-sized academic library, MOBIUS Consortium member
- Sierra (ILS), Summon (discovery tool), Intota (ERM), LibGuides, and A-Z Database list
- Over 20 different collections stored in a four-floor building
- Over 500,000 items in various formats (books, periodicals, microforms, and multimedia)
- Online resources including 150+ databases, 750,000+ e-books (ebrary, EBSCO, JSTOR Open Access, etc.), and full-text access to hundreds of e-journals



# Who uses Reserves Services?

- Advising, Counseling and Testing Services (ACTS)
- Administration
- Departments and Academic Programs
- Faculty and Staff
- Students



# What's on Reserve?

- Electronic materials (journal/newspaper articles, music scores, etc.)
- Hardcopy (books, book chapters, and journals)
- Kits (especially for programs such as Dental hygiene and Kinesiology)
- Media (CD/CD-ROMS, and DVDs)
- Test Guidance
  - GRE
  - MCAT
- Others
  - Study guides and writing manuals
  - Instructor-prepared exams, problem solutions, sample papers, and class syllabi



# The Start of a Collaboration

- Within 2 years our library had 3 Circulation Specialists.
- In 2015 the last Circulation Specialist left, leaving the position open for two months.
- When the position was filled in May 2015, a review of the reserves practices was discussed between the two involved departments, Circulation and Technical Services.
- It was found that the reserves policies were incomplete and not clear on the maintenance and removal of reserves.
- The department managers decided to work together to tackle the physical and electronic items on reserve.



# Issues Encountered

- Communication gaps
  - Communication gaps between library and campus
    - Department/individual contact information (e.g. personnel change)
    - Ceased/canceled courses
  - Communication gaps between library departments
    - Outdated policies
- Messy data in ILS, Sierra
  - Problematic locations for the shelved and relocated items
  - Orphaned item and bibliographic records
  - Inaccurate display on the library catalog/SWAN catalog





# Initiating Changes

- Shared responsibilities for physical reserves and electronic reserves

## Electronic Reserves

- Who acts as a contact person for Reserves Services

- Who is responsible for cataloging/processing items on reserve

- A streamlined workflow between two departments was created and recorded on departmental wiki sites

- The Circulation Specialist/Manager is the primary contact person, who creates records and adds media (962 field) to the record at the request of departments and faculty.
- Records details:
  - Brief bib records with capitalized titles and "z" for Dis/Sup, and without CatDate
  - Brief bib records with 962 field to attach such media as PDF, JPG, Word doc, URL, etc.
  - Item record with IType "15" for electronic resource, location="msxm", dis/sup="z", status="I" (MSSU ONLY)

Note: the 962 field and the attached course on reserve note need to be removed before the reserve record is deleted

## Course Reserves for physical items

- The Circulation Specialist/Manager is the primary contact person who creates course reserves and adds items at the request of departments and faculty.
- Records details:
  - Brief bib records with capitalized titles and "z" for Dis/Sup, and without CatDate
  - Exception: for complete MARC records (for example, some purchased items for permanent reserves), the record should be coded as regular items, i.e. "-" for dis/sup, with CatDate, and appropriate Mat Type, because the other institutions in SWAN may have the same item
  - Item records:
    - "z" for dis/sup
    - "-" (available) for status
    - IType needs to reflect the reserve period, e.g. hours, days, weeks, or semester long

(Note: TS staff code IType based on the item self, and the Circulation Specialist/Manager makes any changes based on the request of departments and faculty)

- Reported to the Library Director and documented the agreed policies for Reserves services



# Clean up Strategies

- Circulation:
  - Inventoried the reserved items on shelves and those available in Sierra
  - Contacted and consulted with departments and faculty members
    - Who is still a contact?
    - Which courses are still being offered?
    - Which course records need to be active in Sierra?
  - Requested newer editions of writing manuals, study guides, and test prep materials
    - Old versions were moved to the main collection



# Clean up Strategies (Cont.)

- Create list to control and edit courses and reserves materials

msbkr 11/19/17 courses

Store Record Type: COURSE r

Range: Start: r10000008 Stop: r10079397

Classic

Term	Operator	Type	Field	Condition	Value A	Value B
1		COURSE	LOCATION	starts with	m	

COURSE LOCATION starts with "m"

OK

- Course list to double check work

r10042854

PROFITA LIPIRA, PATSY (MSSU)

COURSE KINESIOLOGY (MSSU)

Course List

Course List

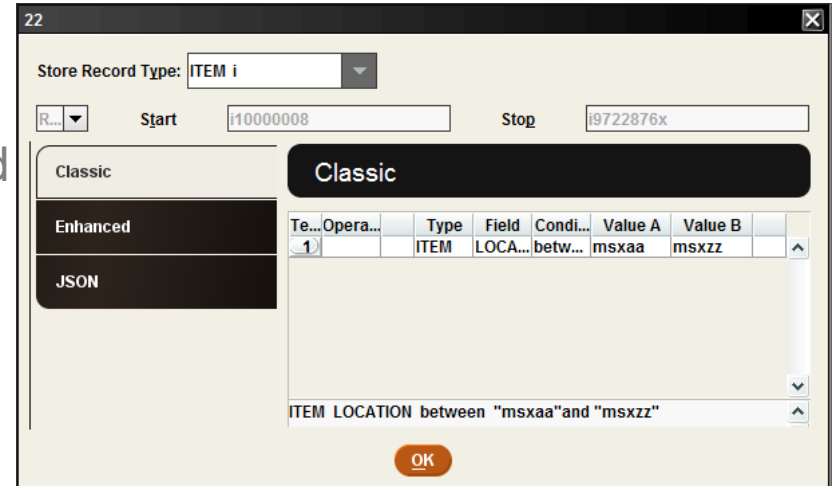
Add Items Remove Items Change Status  Prompt for settings

#	All	Title	Barcode	Call Num	Author	Status	Until	Location	Check...
1	<input type="checkbox"/>	Accusplit pedometer activity...	319230050293...	RA781.65 .A3...		Active		msxmr	10
2	<input type="checkbox"/>	Accusplit pedometer activity...	319230050293...	RA781.65 .A3...		Active		msxmr	11
3	<input type="checkbox"/>	Accusplit pedometer activity...	319230050293...	RA781.65 .A3...		Active		msxmr	7
4	<input type="checkbox"/>	Accusplit pedometer activity...	319230050293...	RA781.65 .A3...		Active		msxmr	4
5	<input type="checkbox"/>	AED training device multi-pa...	319230050871...	RC684.E4 A4...		Active		msxpr	15
6	<input type="checkbox"/>	AED training device multi-pa...	319230050871...	RC684.E4 A4...		Active		msxpr	13
7	<input type="checkbox"/>	MOVband [kit]	319230055400...	RA781 .M68 ...		Active		msxpr	1
8	<input type="checkbox"/>	Polar power packs [kit].	319230050293...	RC1236.H43 ...		Active		msack	11



# Clean up Strategies (Cont.)

- Technical Services: Create Lists and Global Update
  - Fixed/deleted erroneous records including bibs, items, and orders
  - Physically withdrawn outdated reserved materials
  - Removed unnecessary reserve notes in items



The screenshot shows a software window titled "22" with a close button. It is a configuration interface for a search or update operation. At the top, "Store Record Type:" is set to "ITEM i". Below this, there are fields for "Start" (i10000008) and "Stop" (i9722876x). A sidebar on the left has three options: "Classic" (selected), "Enhanced", and "JSON". The main area displays a table with columns: "Te...", "Opera...", "Type", "Field", "Condi...", "Value A", and "Value B". The table contains one row with the following values: "1", "", "ITEM", "LOCA...", "betw...", "msxaa", and "mszz". Below the table, the text "ITEM LOCATION between 'msxaa'and 'mszz'" is displayed. An "OK" button is located at the bottom right of the window.

Te...	Opera...	Type	Field	Condi...	Value A	Value B
1		ITEM	LOCA...	betw...	msxaa	mszz

ITEM LOCATION between "msxaa"and "mszz"



# Clean up Strategies (Cont.)

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Store Record Type: ITEM i

Ra... Start i10000008 Stop i9722876x

Classic

Enhanced

JSON

Te...	Operat...	Type	Field	Condi...	Value A	Value B
1		ITEM	LOCA...	betwe...	msaaa	mszzz
2	AND	ITEM	LOCA...	not eq...	msuwi	
3	AND	ITEM	RESE...	not eq...		

ITEM LOCATION between "msaaa"and "mszzz" AND ITEM LOCATI  
ON not equal to "msuwi" AND ITEM RESER NOTE not equal to ""

OK

Delete Variable-Length Field(New Command)

Delete field

Use Displayed Field  Match Case

Match Whole Field  Match Whole Subfield

Field Group Tag	MARC Tag	Ind1	Ind2	Data
Delete r RESER NOTE	<any>	<any>	<any>	off reserve

OK Cancel

1. Select records

2. Command input

2. Command input

Add Delete Edit Duplicate Clear

#	Command	Action
1	Delete r off reservef	
2	Delete r on reservef	

Statistics



# Reflections



- The importance of timely communication on campus and within the library
- The need to track items on reserve
- The expectations on library staff being involved
- The necessity of clearly-stated policies and guidelines



# Additional Developments

How can we better communicate with users of reserves services?

- Be Proactive!

- New digital reserves submission form:

- <http://libguides.mssu.edu/Spiva-library-reserve-form>

- Searchable course reserves library webpage:

- <http://www.mssu.edu/academics/library/find-reserves.php>



# Questions?

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