Welcome

Reserves

Joanne Rumig, Coordinator, Library Reserves Services, talked about Reserves, answered questions from the committee members and then asked the committee for feedback on a couple of initiatives.

- Question: What if the library has only one copy of a book, and it is on Reserve, but I need it for an extended period for my research? Answer: Come and speak to the staff in Reserves. They will see if Interlibrary Loans can get a copy for you. Also, if the book is in really high demand, Joanne will contact Acquisitions to see if another copy can be purchased.

- Question: What would I do if I need to take a book to a 3 hour class, but the item has a 2 hour loan period? Answer: Ask the Reserves staff, and they will give you a longer loan period so you do not get fined. The Reserve loan periods are 2 hours, 4 hours, 1 day, and 5 days. Faculty decide the loan period for the items.

- One of the members talked about the problems that she has faced with some of our e-books on reserve, and also e-books in general. E-books using Adobe Digital are especially problematic. They require the reader to install software. Neither she nor Library staff could make one of the e-books work for her, and there was no option to return it so someone else could help with troubleshooting. Question: Could problem e-books be loaded on an e-book reader or a laptop? Answer: We’ll look into this.

- Question: What if a student needs an e-book turned into an audiobook for accessibility? Students requiring alternative formats request this through the Paul Menton Centre or the Joy Maclaren Centre. As for Reserve readings, those in PDF format have gone through OCR (optical character recognition), which improves accessibility for some.

- Question: If an instructor’s copy of a book is put on reserve, could the library’s copy remain on the shelf? Normally, when the library has a copy of a book on reserve, many holds are placed on the library’s copy. Once a library book has 3 or more holds on it, Reserves staff automatically pull it from the shelf and place it on Reserve as well.

- Joanne asked the committee for feedback on the following:
  a) Would you find it helpful if you could place a hold on Reserve items? Currently, you cannot place holds on Reserves, but they’re looking into this option. The idea would be that you would place a hold on the item, and when it gets checked back in, you would receive a text message that tells you that it’s back and that you have x number of minutes to come and get it. Most libraries give a hold period of 15-30 minutes.

    - The feedback was all positive. It’s a good idea. It would mean that you could do some work, rather than having to hang around the Reserves desk, waiting for the item to come back. Also, right now, groups will come to Reserves and make it very difficult for other students. When one person in the group brings the item back, the next person in the group takes it out, and the group can effectively have the item for the day. Being able to place a hold would prevent this.
• There was a question as to whether Reserves items with holds on them would have higher overdue fines. Answer: no, fines would remain at $1 per hour for Reserve materials with a loan period of 24 hours or less.

b) Hybrid self-serve for Reserves:
Joanne’s looking into the possibility of having a separate room for Reserves. Students would be able to browse the Reserves shelves, and pick out what they need. There would be photocopier(s) in the room, so you wouldn’t have to go elsewhere to photocopy. You wouldn’t necessarily have to borrow the material if you used it in the room. Reserves staff could investigate different loan periods.

• Feedback was positive.
• Question: Would it have to be a quiet room? Some people like to study together using Reserve items like textbooks. Answer: You could still borrow items if you wanted to take them elsewhere. Staff in the room would probably encourage groups to go to a group study room rather than studying in the Reserves room.

Joanne asked how students find out about their course readings. The committee members find out from their course syllabus or the professor tells them. Joanne asked if anyone receives email alerts in ARES. The committee members didn’t know about this. Faculty automatically receive an alert, and students can, as well.

After Joanne left the meeting, another question came up about students who keep out Reserve material after the due date, regardless of the fines accruing. This happens particularly before exams. Is there any way to resolve this problem? The co-chairs will pass this question on to Joanne. (post-meeting update from Joanne on our current procedures in these cases: “we follow-up with the student through email and a phone call reminding them to bring back the material. If it is not brought back by a specified time we will charge them a reinstatement fee of $50.00 in addition to overdue charges.”)

Updates from Previous Meeting
Keyboard wipes: Colleen informed the committee that disinfecting wipes have been purchased and are going to be put out at the Library Services Desk on Floor 2 and the Library Service Desk in the Discovery Centre on Floor 4 this week. Students can request the wipes at those locations and use them for keyboards, table tops, etc.

Power bars: Colleen asked to know where, exactly, does the library need power bars. Answer: The power bars in the locked grad study rooms on the 5th floor are not working, and need to be replaced. Also, the 3rd floor study carrels that are along the wall by the spiral staircase do not have power to them. People are running cords over to the power outlets on the pillars, despite the fact that the outlets are taped over, and there are signs saying not to use these outlets. Colleen will let the Library Office know, and will give an update at the next meeting.

Reminder Notices: Is it possible to be notified the day your books are due? Answer: No, unfortunately, it’s not possible. Only one advanced notice possible with our current library system. We’ve chosen to notify people 3 days before the due date. Members at the meeting agreed that if only one notice is possible, 3 days in advance is the best option.
Siskind Room: is it possible to get it set up so you can see if the room is booked? Answer (updated since the meeting): No, this is a manual system for now. It isn’t in the Enterprise Booking System because the room is only available to Music students.

Other
Grad Study Rooms: there was discussion about how the rooms are under-utilized. Also, could a computer be put in them, so you could use it if you needed?

End of Meeting