

Get What You Need & Get On Your Way: Empowering Users with Staff Paging & Self-Service Holds

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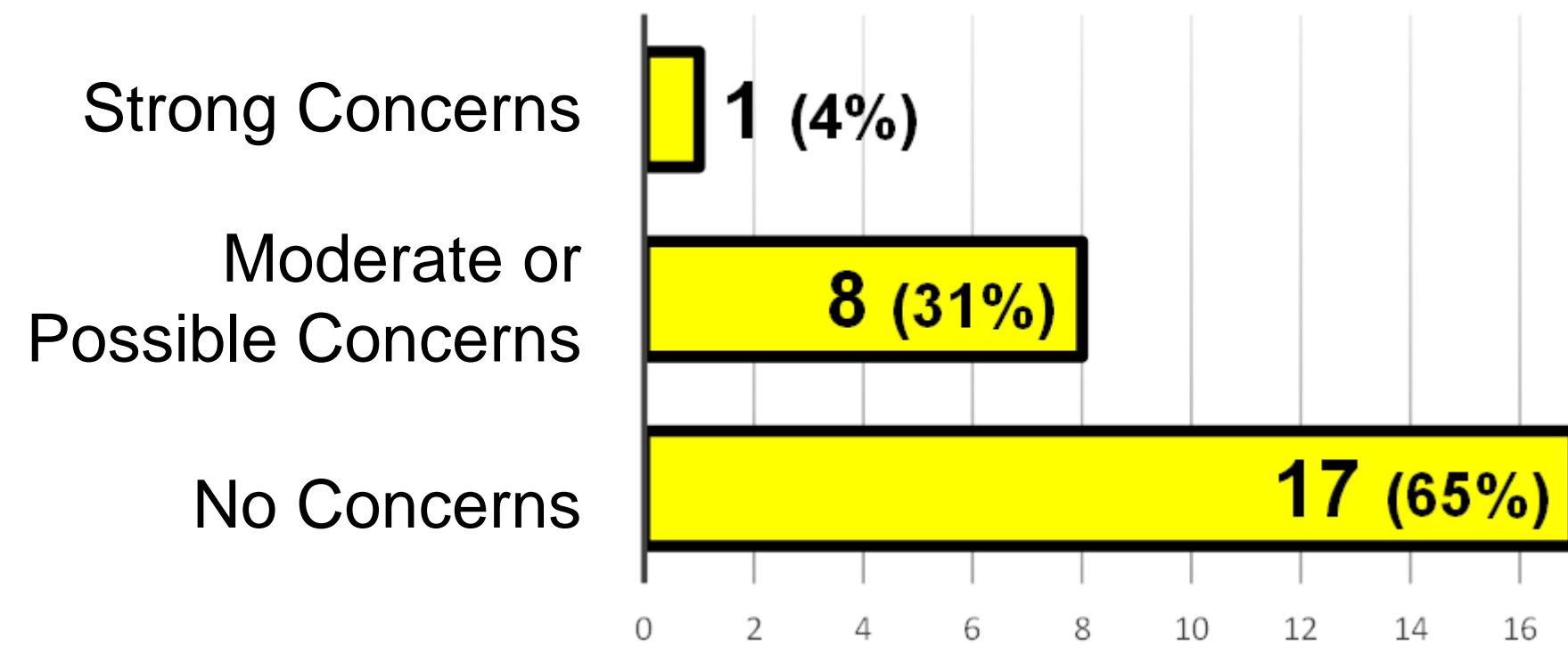
INTRODUCTION

After investigating open holds elsewhere, the UC San Diego Library launched self-service hold pick-up in April 2017 to complement its user-initiated paging service, re-instituted in January 2017.

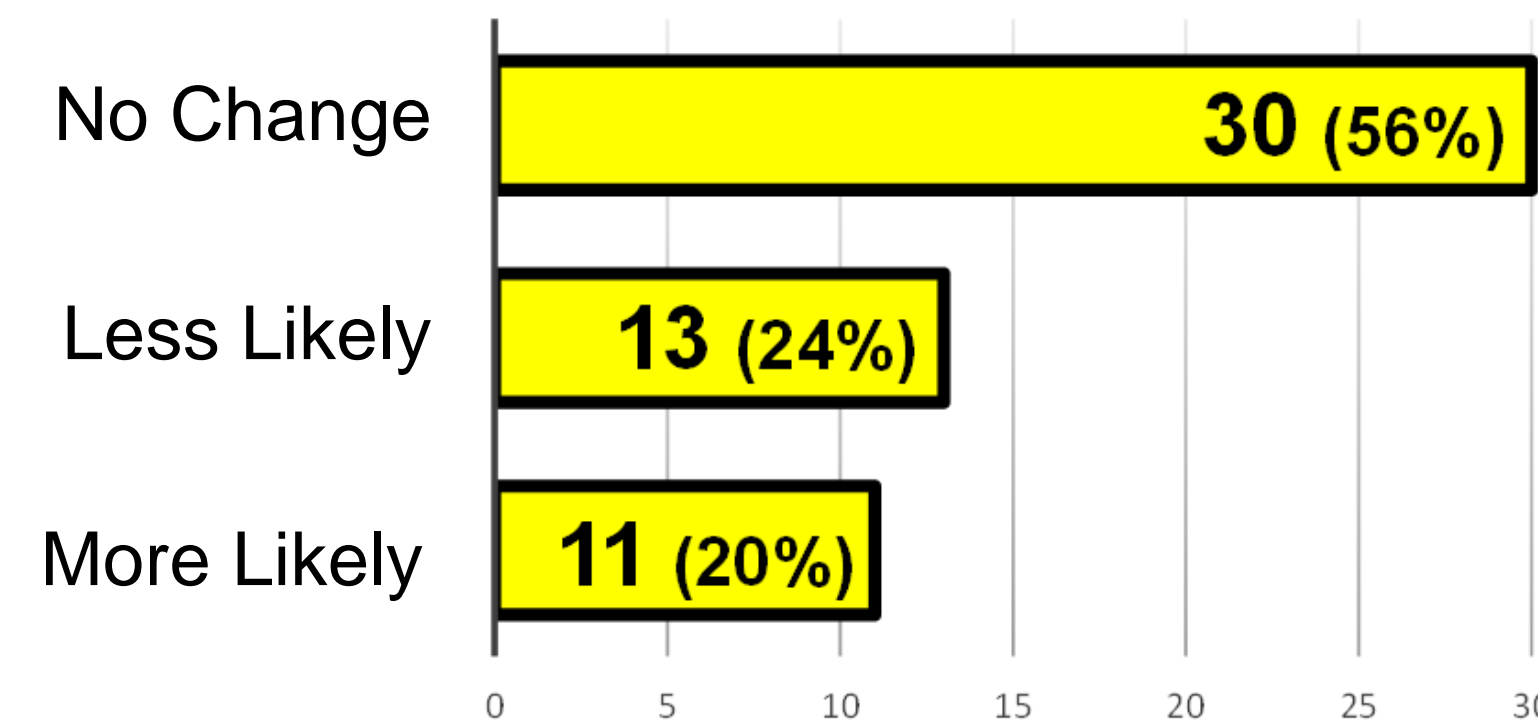
Reversing roles, staff experienced with library layouts and call numbering pull user-requested items from the open stacks to speed and streamline user checkout. Previously held behind the service desk for checkout to users, items are now available on open shelves near the desk for user retrieval and checkout without staff intervention.

PRE-LAUNCH USER SURVEY Jan-April 2017 (54 responses)

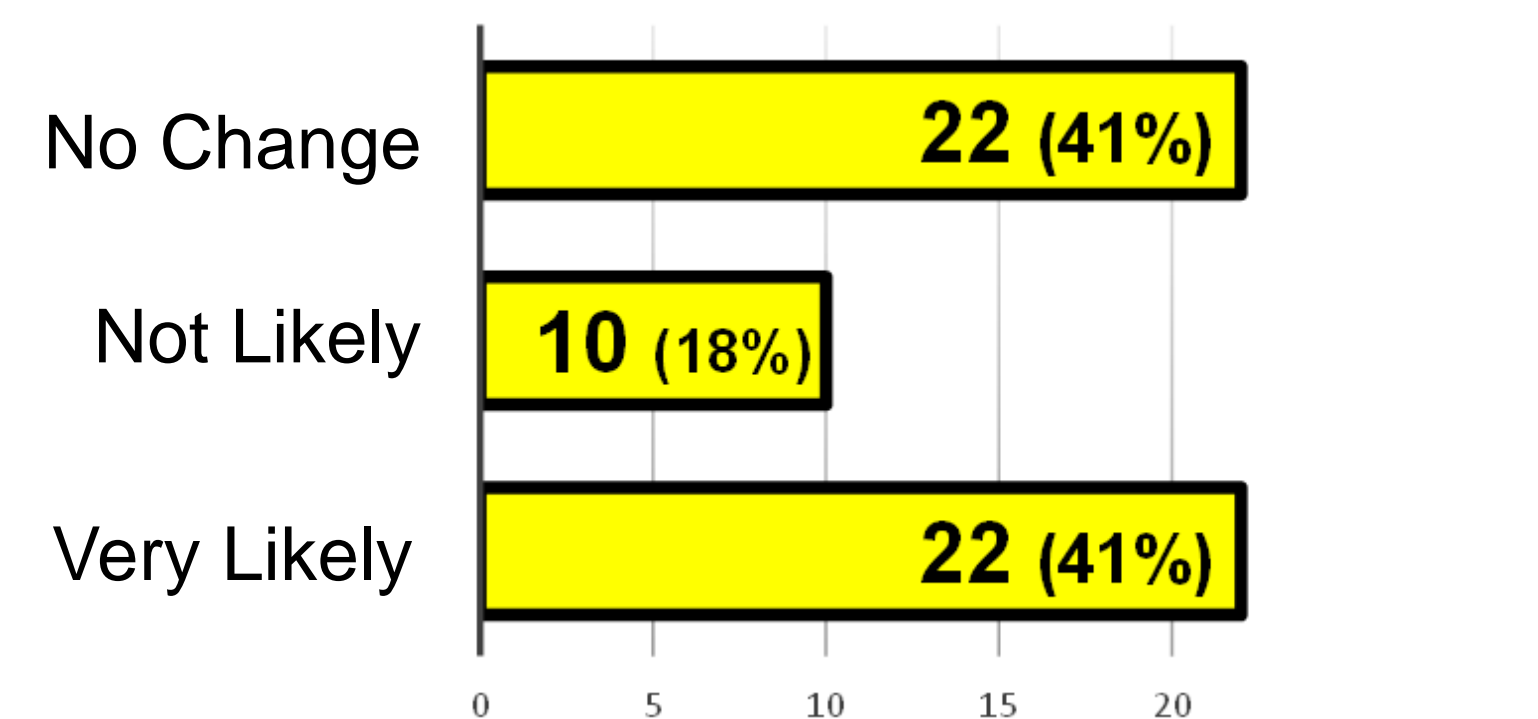
Privacy Concerns Over Partial Name Showing on Hold Slip on Open Shelf



Likelihood of Placing Holds if Sent to Open Hold Shelf vs Shelf Behind Desk

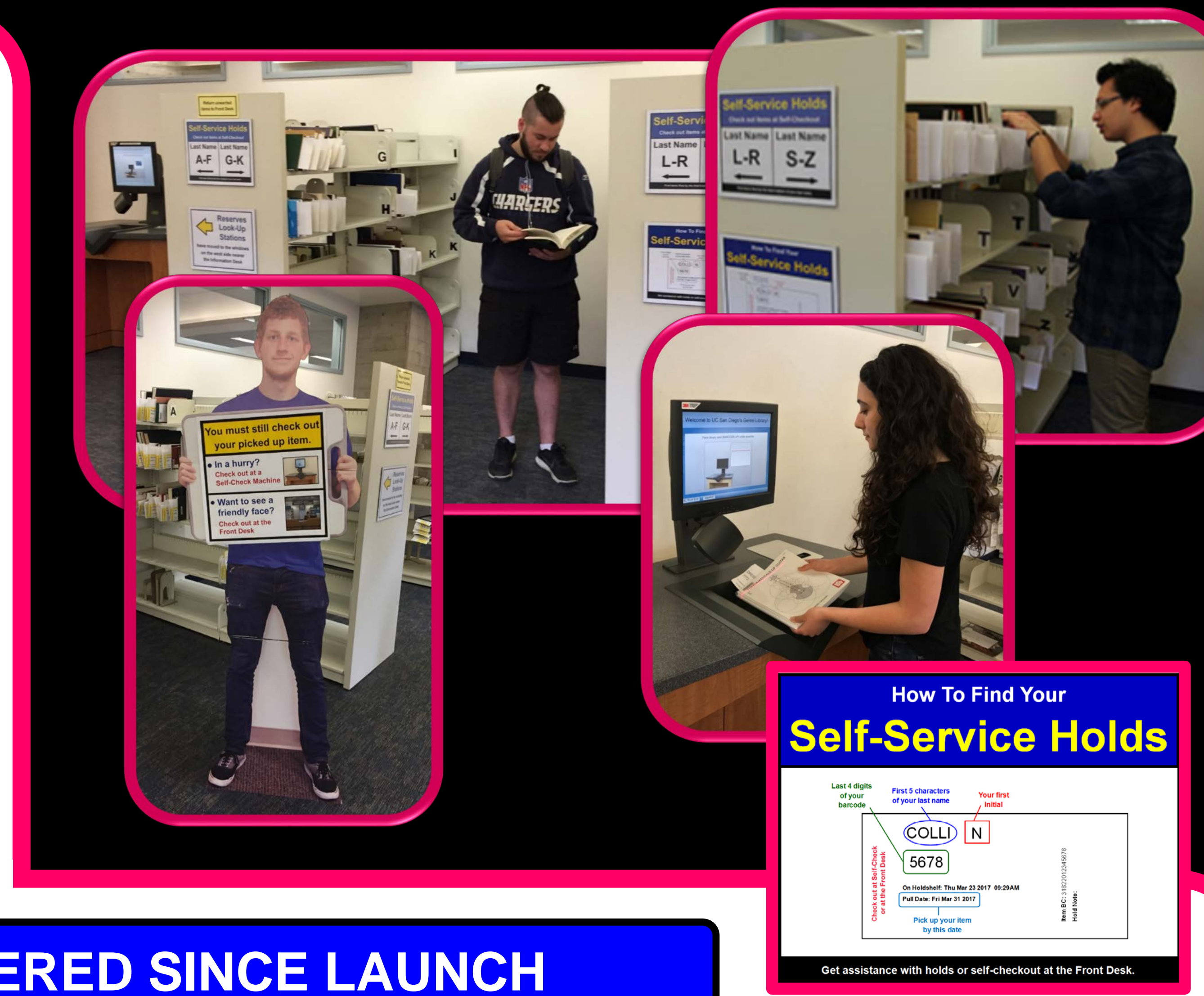


Likely Use of Self-Checkout vs Service Desk if Holds Are on Open Hold Shelf



SELF-SERVICE HOLDS: IMPLEMENTATION DECISIONS

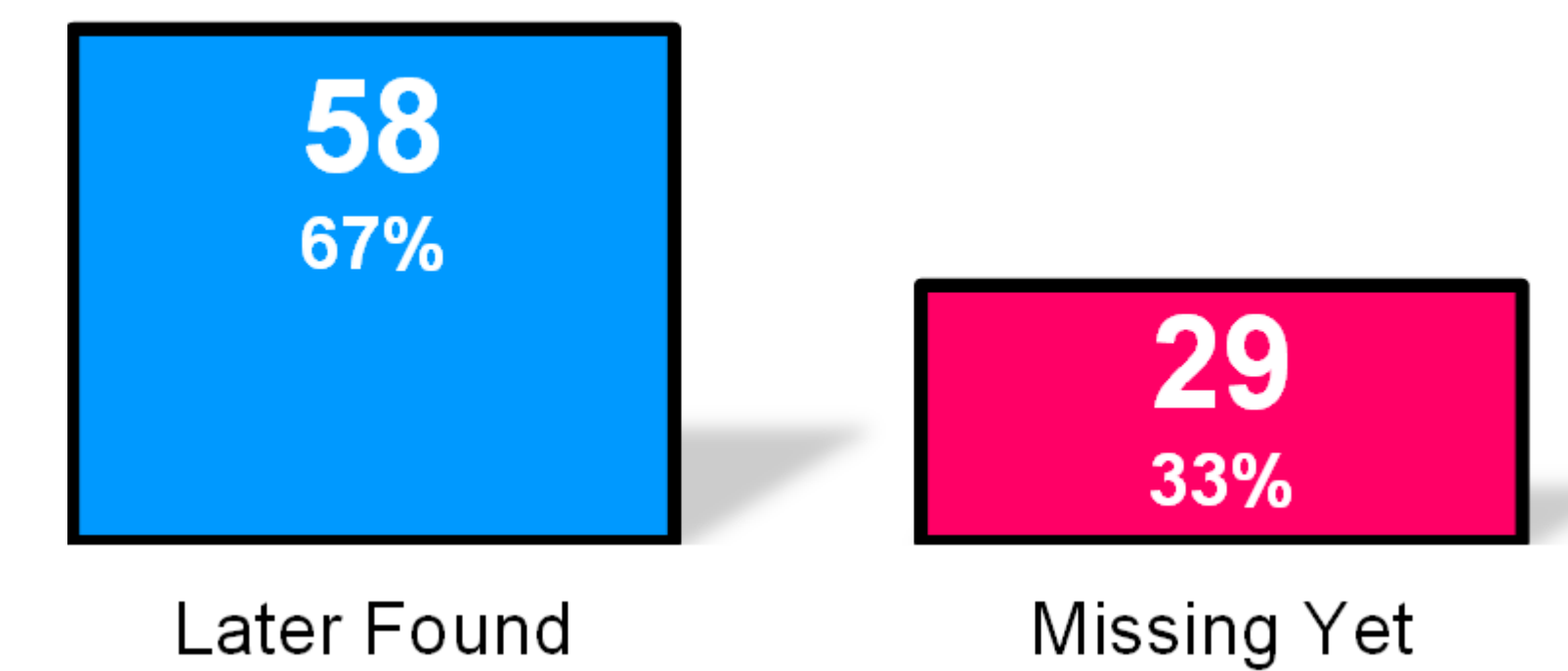
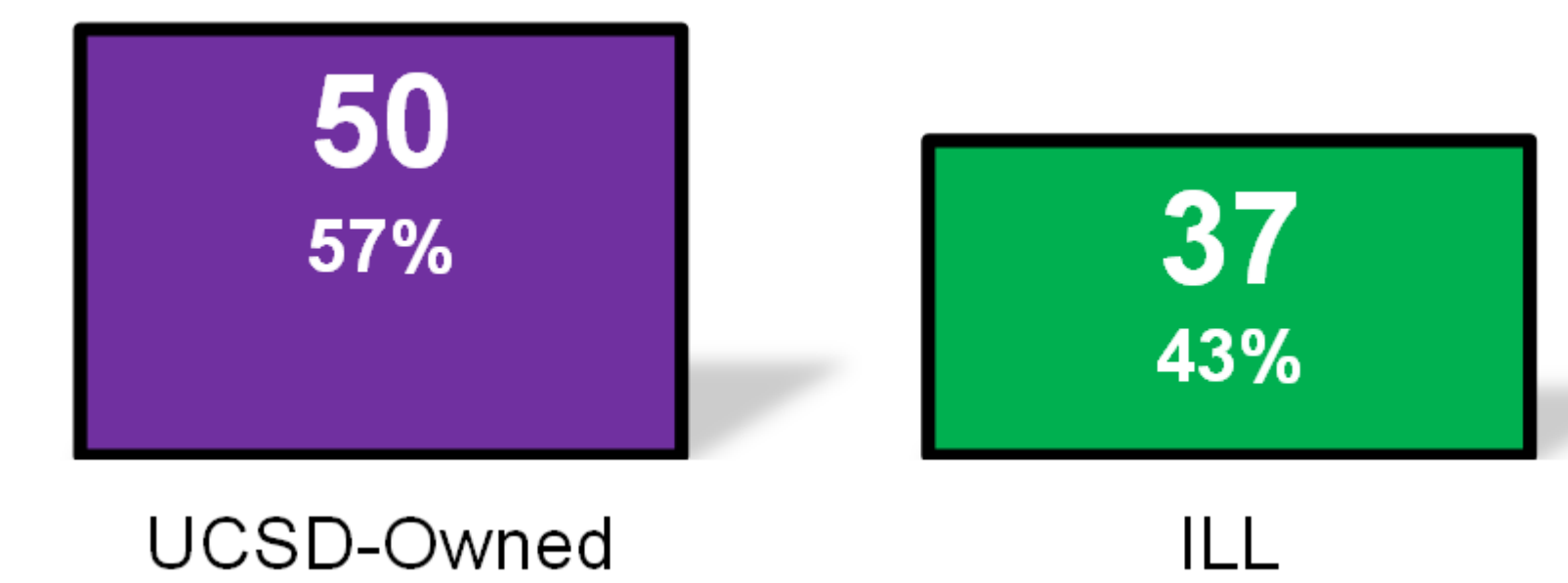
- Publicize heavily at launch or soft rollout?
- Include ILL and Library Use Only items?
- Only offer open hold shelf or allow service desk option when placing holds?
- Require self-checkout of open holds?
- Place books on spine or spine facing out?
- Use names or ID numbers on hold slip?
- Find appropriate location near desk
- Develop adequate signage
- How to best orient/assist users with new service; place staff at hold shelf at selected times for user assistance?



CHALLENGES ENCOUNTERED SINCE LAUNCH

- Some users didn't realize they need to check items out yet after retrieval from open hold shelf
 - Resulted in missing items & increase in gate alarms, staff response, and user embarrassment
 - Bought color printers for note near name on hold slip; added signage about need to check items out yet
 - Search for missing items in library, then contact users and check items out manually, as needed
- Unauthorized use or relocation of items on hold for others; users see desired book on hold shelf & want to use it
- Location is near Front Desk, but not in clear view of staff (challenge for monitoring and assisting users)
- Barcode placement of some consortium items doesn't work with self-check machines
 - Duplicated barcodes and placed them compatibly on book strap to enable self-checkout option
- Some users prefer interaction with staff at desk and express privacy concerns over partial names on hold slips
 - Surnames shorter than 5 characters are fully exposed
 - Hold slips for ILL items can't have name truncated (UC-wide system can't be customized for one campus)
- Difficulty getting statistics of paging and open hold shelf use from ILS (Millennium)
- Requires regular staff upkeep and monitoring; hasn't resulted in decreased workload or reduced staffing
- User error with self-checkout (currently tracking these problems & users indicating preference for desk checkout)

87 ITEMS MISSING FROM HOLD SHELF SINCE LAUNCH



PAGING STATISTICS

- Paging increased nearly 400% after reintroduction of expanded user-initiated paging
- Staffing hours for paging tasks increased from 7 to 10 per day (*total time spent across multiple staff or student workers*)

NEXT STEPS

- Assess fully at one year
- Continue publicity campus-wide, including article in faculty newsletter
- Consider staff suggestions like placing hold items in boxes or lockers for user retrieval
- Complete instructional video on hold pick-up & self-checkout
- Share our experience to inform others considering an open holds model

"I feel more secure with a librarian getting the books for me."

"I prefer humans whenever possible."

"The current system managed by staff is time-consuming and a waste of University resources. Highly recommend switching to an autonomous system."

"I think this is a great idea. The public library system already uses this successfully."

"Books I check out are largely for class, so I'm not embarrassed about them (even though I've written papers about sensitive topics like abortion or trans issues)."

"I like to interact with Library staff if I also have questions."

"I'd love this service [if it's by the entrance & self-check]. The library is making such cool changes lately - I'm so happy with the new ability to request books from within Geisel!"

"I've never used self-checkout before, but I may try it if it's more convenient."