



Promoting Library Excellence Through Efficiency



ares  
automating reserves

## ARES® RESERVES MANAGEMENT SOFTWARE CASE STUDY

*Michelle Foss, Head of Interlibrary Loan and Course Reserves, University of Florida*

### Case Study Follow-up: One Year Later

“We are delighted with the rate at which Ares has been adopted by students and faculty. We are using Ares in all our branch libraries and seeing usage grow every day. We have over 17,000 registered users, more than 628 classes, and 7,000 items on reserve.

“Recent Ares product enhancements are contributing to faster processing including:

- Tags that let faculty put items in the weeks they are needed.
- Copyright feature that calculates page numbers and the percent of copyright.
- Barcode feature that facilitates putting personal copies on reserve.

“Sustainability is a big thing on our campus. I recently presented at a forum to promote using Ares for sustainability. To me Ares represents a way to save money on supplies and reduce printed copies, as well as save staff and processing time.”

## University of Florida’s E-Reserves Challenge

University of Florida had an electronic course reserves system but it didn’t allow the faculty to submit course reserve requests online. Library staff received requests on paper, over the phone or by email, making it difficult to keep track of all requests. Especially at the beginning of each semester, library staff could be overwhelmed with a stack of paper syllabi to wade through.

## The Ares Solution


According to Michelle Foss, Head of Interlibrary Loan and Course Reserves, the library chose Ares for two primary reasons. First, it offered the opportunity for faculty to submit requests online, saving library staff a tremendous amount of time. Second, because the Ares interface mirrors that of ILLiad, which the library already used for

interlibrary loan, she could cross-train staff and student employees on both systems. This reduced training time and increased productivity since the same staff could do both ILL and reserves. When the work related to ILL was slow staff could work on course reserves and vice versa.

The University of Florida hosts its Ares application with Atlas, so they didn’t have to make an investment in hardware. Michelle says Ares was easy to implement, even with the customization Atlas did for them, including helping set up the routing policies and procedures for their nine branch libraries. “We’re a large institution so we get a lot of feedback from our staff. Atlas staff is very responsive and their support is wonderful. They listen to our ideas and have been very willing to incorporate enhancement requests into new versions of the software.”

*Now available from the following regional networks.*





Michelle says she has promoted Ares to faculty by comparing it to inputting an ILL request. This has helped faculty understand how easy it is to place and track requests from start to finish. Although the faculty are able to upload their reserve information, items are not posted until the library staff review all material uploaded to determine if copyright clearance is required.

“We’re very happy with the service and productivity enhancements we’ve gained since making the switch from our previous reserves system. Our faculty members really like the capabilities they have in Ares. One professor, who never used the old course reserves system because he didn’t want to come into the library, called Ares ‘seductively easy.’ If someone who has never used it before says that, we are pleased.”

## About University of Florida

Florida’s largest university—and the nation’s fourth largest—enrolls approximately 50,000 students annually and is home to 16 colleges and more than 150 research centers

and institutes. The Libraries form the largest information resource system in the state of Florida, containing more than 4 million volumes, more than 7 million microfilms and thousands of full-text electronic journals.

## About Atlas and Ares

Atlas Systems is a software development company founded in July 1995 with the mission of developing library automation to “promote library excellence through efficiency.” Atlas is best known for the ILLiad Interlibrary Loan Management Software, in use in over 900 libraries and now distributed exclusively by OCLC. The Ares system automates library reserve services, provides around-the-clock access to reserves collections includes integrated copyright management services, and saves time for faculty members and library staff.

*For more information, visit our website [www.atlas-sys.com](http://www.atlas-sys.com), email us at [ares@atlas-sys.com](mailto:ares@atlas-sys.com), or call Rich Stryker at 757-467-7872 ext 210.*



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This case study was developed based on an interview conducted with Karen Janke by Judith A. Michaelson, MLS, principal of JAM Marketing, LLC. JAM Marketing is a marketing consulting firm focused on helping organizations design and implement short-term marketing strategies that yield long-term results.