



Promoting Library Excellence Through Efficiency



ARES® RESERVES MANAGEMENT SOFTWARE CASE STUDY

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IUPUI E-Reserves Challenge

University Library staff wanted a more robust electronic system to handle their course reserves. The system they had could manage some of the back-end processes but there were two major issues the system didn't address.

First, reserve requests from faculty still needed to be submitted on paper. This meant keying of information was the task of library staff who frequently had to deal with incomplete forms and decipher handwriting, increasing the likelihood of errors.

Second, the library couldn't easily extract statistics to help faculty manage reserves and improve the quality of their coursework through better understanding of usage. Once items went up on reserve, they never came off. Thousands of documents were posted on reserve and neither library nor teaching staff could tell which were being used. The library wanted a system that would make it easy for faculty to submit reserve requests online and track usage of their materials.

The Ares Solution

Karen Janke, Associate Librarian and Access Services Team Leader, says that what drew the library to Ares initially was their familiarity with ILLiad, which they used for interlibrary loan. They knew Ares was similar in database structure and could see how the system would both present an easy-to-use option for faculty and deliver statistics for more effective reserves management.

According to Karen, the library had a tight implementation schedule that included customizing Web pages. Atlas worked with library staff to meet their schedule. "We told them when we needed it and they delivered for us. Anyone who works with vendors knows how really unusual that is." Implementation was completed just two weeks before the library turned on the system for faculty to use.

"Operating under such a tight timeframe was a bit of a nail biter, but the rollout went smoothly and our faculty really love it. Ares allows them to submit reserve requests from anywhere and upload their documents directly. A lot of faculty members put the same things on reserve every semester, so the ability to clone a class is a real timesaver for them."

Karen says that the significant amount of time library staff saves by not having to re-key information means they can provide more service. They used to require that faculty give the library the books and the photocopies to scan. Now, faculty can fill out the form on the website and library staff will pull the journal or book and scan the item for them. Moving from paper to online reduces error and lost time in figuring out what faculty members meant and makes it easier to contact faculty if there is a question.

IUPUI staff and faculty enjoy Ares' benefits

Karen points to several areas of change that Ares has brought to the library staff and IUPUI faculty.

- **Access to statistical data.** Ares provides a picture of reserves usage that was previously unavailable. Now faculty and library staff can see how many items a class has on reserve, which departments are using the reserves system heavily, what types of documents are on reserve, and how many times something has been used. Ares also provides a list of hard copy items so library staff knows what to remove from reserve at the end of a semester.
- **Copyright management.** IUPUI has specific guidelines for fair use and adheres strictly to those guidelines to avoid the need to pay copyright fees. Faculty uploads their items and then a library staff person reviews

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and approves them. If a requested item exceeds the guidelines, the item is not approved for use.

- **Comprehensive and customizable.** Ares facilitates processing of items in different media and formats so all reserves can be handled in one place. Web forms and individual fields on the forms can be customized (e.g., specifying what is required/not required) and each item can be handled in a different way if the library chooses. Customized pick slips are generated automatically, providing clean, professional-looking book wraps without any manual work.
- **Saves time and improves service.** Receiving online submissions from faculty saves library staff time and decreases turnaround time, resulting in better service to faculty and students. If an item is requested for reserve and the library doesn't own it, library staff can email the Acquisitions Department directly through Ares and notify the faculty member that an order request has been submitted.

In addition to all the tangible benefits of Ares, Karen says the library enjoys a good working relationship with Atlas. "Atlas staff is very responsive to our needs, helping us extract information from the system so we can respond to queries we get from our customers. This positive experience is something we didn't have with our previous vendor and it makes a real difference in the value we see in the system."

About Indiana University-Purdue University Indianapolis

IUPUI was created in 1969 as a partnership by and between Indiana and Purdue Universities, with Indiana University as the managing partner. With over 29,000 students, 2,152 full-time and 927 part-time faculty members, IUPUI is the second-largest campus in the Indiana University statewide system. The campus offers more than 200 academic programs, from associate degrees to doctoral and professional degrees.

The IUPUI University Library is central Indiana's premier academic research library designed to serve the needs of the electronic age. In addition to holdings of more than 650,000 volumes, subscriptions to 4,000 plus periodicals and journals, and a full range of reference materials, the library hosts more than 250 public computer stations that provide access to campus electronic resources, the catalog systems of regional academic libraries, and the Internet.

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, email us at 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.