

**E-reserves Pilot, Academic Year 2006-2007**

**Prepared by Kathleen Bauer April 16, 2007, revised August 27, 2007**

**This study and others are available online <http://www.library.yale.edu/libepub/usability/yulstudies.html>**

**Resource:** The Yale University Library ran a pilot study for electronic reserves in the 2006-2007 academic year. Libraries in Divinity, Cross Campus Library, Social Sciences, Medical and Art participated (although the Medical Library was not a full participant, as they use a different system, Blackboard, to provide links to fulltext material. Social Science assisted faculty in making links and students put those links into web pages and loaded them on the ClassesV2 server. Most other classes used Orbis, and an RSS feed from Orbis fed reserves information into ClassesV2.

In preparing reserves, Library staff did the following: 1. Checked for licensed digital material. If available digitally, made a link (either on a web page or in Orbis record). 2. If the library owned a copy of the print material, the article or chapter was digitized at Yale's RIS department, the digitized file was put on a secure library server, and a link to that file was put in the web page or Orbis record.

Students could see the Orbis record for E-reserves without any login , password, etc. At the point they wished to see fulltext, they were prompted to login.

**Objectives of the Survey:** To gauge student satisfaction with the E-reserves service, to identify problems with the service that the library should address, and to determine what service students want most: print reserves in the library, a course pack, or E-reserves.

**Methodology:** Students enrolled in a participating class were asked to complete a web survey consisting of 9 questions (attached).

Time Frame: A request went to all faculty members to alert students to the web survey, and to ask them to encourage students to fill out the web survey. Students were offered the chance at a random drawing for one person to earn a \$20 gift certificate to Barnes and Noble.

**Results:** 106 students responded.

Key findings

89 (84%) had used the E-reserves service

**Satisfaction average** on 1 to 5 scale: Image quality on screen 3.8, Text quality on screen 4.3, Speed of downloads 4.2, Print quality 4.3

**Problems Reported** (n=78 answered this question, the student was allowed to identify more than one problem):

1. No problem 30 responses
2. Confusing Display in ClassesV2 18 responses
3. Prompted for password or couldn't access 12 responses
4. Slow Downloads 12 responses
5. Bad links 9

**Access Preference** (n=82): 67 (82%) preferred to access through ClassesV2; 6 (4%) through Orbis

**Where they use E-reserves** (n=80): 34 (43%) in my room on campus; 31 (39%) off campus; 7(9%) in the library; 7 (9%); 1 (1%) in another campus location; other

**Top Choice for Course Readings** (n=98): 62 (62%) E-reserves; 30 (30%) Course Packs; Library Print Reserves 3 (3%)

**Should the Library Continue E-reserves? (of those who had tried E-reserves, 89 answered): 88 (99%) yes; 1 (1%) no**

**Comments for improvements (selected examples)**

- it'd be easier to use if the readings were organized via assignment date rather than alphabetically, particularly since many of the reserves were articles within journals or books that were alphabetized by the editor's name rather than the author of the piece we had to read
- just that it should be accessible through classesV2
- Only that it would be wonderful if used in more classes
- More, More, More
- Sometimes the print time is a bit long, I assume because of the size of the files, but I would prefer to have them more high resolution and readable online than very small and fast to print, but blurry.
- It would be nice to streamline access from v2 Reserves to avoid additional page with a single button to download pdf. Since this is the only option, it makes sense that it would simply be automatic.

**Additional information: 5 faculty members responded to the these questions:**

Report Author: Kathleen Bauer

Date: April 16, 2007

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"How important are E-reserves to your students?"

Not important	0
Somewhat important	0
Important	0
<b>Very important</b>	<b>4</b>
Necessary	0
N/A	1

If the Yale University Library decides not to provide an E-reserves service in the future will you use (check all that apply):

The Library's print reserve service	1
A course pack service	2
<b>Another way to provide digitized material</b>	<b>3</b>
Other (please specify)	1

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**E-reserves Pilot Mid-Semester Review Questions**

The Yale University Library is in the second (and final) semester of a pilot electronic course reserves service, the E-reserves pilot. E-reserves allow you to access your course readings online. We need your help in deciding whether we should continue to offer and expand this service to other classes. The survey consists of nine questions and should take you no more than ten minutes to complete. At the end of the survey you'll be sent to a web site where you may enter your name in a drawing for a \$20 Barnes and Noble gift certificate. One student will be picked at random for the certificate.

\* 1. Have you used any E-reserves readings for this class?

Yes

No (skip to number 7)

2. Regarding the quality of digital copies of course readings for this class, please indicate your level of satisfaction with each of the following: Very dissatisfied Dissatisfied Neutral Satisfied Very satisfied N/A

Quality of images in text on screen

Quality of printed text

Quality of text on screen

Speed of downloads

3. I encountered the following problem(s) with the E-reserves pilot (check all that apply):

bad link to article/book chapter

confusing course reserve lists in ClassesV2

confusing course reserve lists in Orbis

confusing Yale Links Menu

no problem to report

prompted for password at the publisher site (couldn't access)

slow downloads

other (please specify)

4. Are there any aspects of the Yale University Library E-reserves pilot service that you want to see improved (for example, other access points, quicker downloads, etc.)?

5. Did you prefer to use the links to E-reserves readings through (select one):

Don't know

No preference

Orbis

Yale ClassesV2

6. I most liked to access E-reserves readings using a computer (select one):

from off-campus

in another Yale campus location

in my room on-campus

in the library

other (please specify)

7. Considering all classes you have taken at Yale, have you ever used (check all that apply)

Course packs

E-reserves

Print course reserves located in the library

Other (please specify)

8. Regarding course readings, indicate the service that you most like to use (select one).

Course packs

E-reserves

Print course reserves located in the library

Other

9. Should the library continue the E-reserves service?

Yes No

Thank you for completing the survey. If you have any questions for us, please contact [kathleen.bauer@yale.edu](mailto:kathleen.bauer@yale.edu)  
When you click on Done you will be sent to a web site where you may enter your email address for a drawing for a \$20 gift certificate.