



Assessment Annual Report

Service or Collection

Course Reserves

Fiscal Year

FY24 (July 2023 - June 2024)

Overview

This has been a year of experimentation. Midway through the fiscal year, we began a preemptive purchasing pilot project, to identify textbooks in use and purchase them prior to when instructors submitted requests. Although a heavy lift, we have added an increasing number of unlimited-user ebooks to our collection, saving our students approximately \$374,445.58.

We have also been experimenting with our organization. This year we finalized the Course Reserves Team - Steve stepped back to focus on other departmental teams, and Kristin joined us. We are expanding the types of projects students can work on, and changed their name from E-Reserves Students to Reserves Students, to better indicate that course reserves work is being done as a group.

Strategic Significance:

Course reserves have been identified as a core part of the OSULP strategic plan. Purchasing course materials makes college more affordable to students, increasing equity. It also ensures that the library is spending money on books that are sure to get high usage. By purchasing materials proactively, we can streamline processes to ease staff workload overall.

Takeaways:

- Preemptive purchasing front-loads expenses, but also front-loads effort. However, purchasing in bulk creates opportunities to streamline processes overall.
- Materials costs are increasing dramatically. We purchased 50% more items for course reserves in FY24 than we did FY23 (from 412 to 644 items). However, our purchase costs increased by over 140%.

Key Decisions:

- Formalizing the Course Reserves Team

As part of an overall re-organization of the department, we decided to formalize the group of people working on course reserves into the Course Reserves Team. This included taking Steve Weber off the team so he could focus on other department teams, and bringing Kristin Swetland onboard. The team is currently focusing on technical workflow aspects -

developing a new tracking spreadsheet with Ian Scofield/Acquisitions, ironing out what different status requests mean, etc. In addition, the team has redirected student labor to work on things related to all stages of course reserves workflows, rather than just e-reserves.

- Preemptive purchasing of course materials

In Fall 2024, OSULP began a pilot project, to test out workflows to pre-purchase course materials, rather than relying on instructor- and student-initiated requests. We developed a way to systematically examine data from the campus bookstore, identify what was already owned as an unlimited-user ebook, and contact instructors, hopefully prior to their students purchasing a textbook. Each term workflows have been finessed and the process simplified. Course materials are also used multiple times, so our return on investment increases each term.

- OverDrive

Students are particularly interested in using their course materials in different formats. During summer term, we negotiated access to OverDrive, and began purchasing audiobook editions of textbooks. During FY24, we were in the trial stages, but we have decided to go forward and identified 58 titles to purchase for Fall 2024.

Next Steps:

Preemptively purchasing course materials was a strong success, saving students money and streamlining processes. Over the next FY we will move towards implementing pre-purchasing as a regular tactic, rather than a pilot project. Once we are comfortable with the pre-purchasing procedures, we will look to identify other ways to streamline processes. For example, the Course Reserves Team will be investigating Leganto as a potential tool to help with managing reserves requests. We are also planning to implement a request deadline, beginning Winter 2025, to help manage service expectations for students and faculty.

We will need to continue to refine our communication about course reserves, particularly with the new licensing models in OverDrive. In particular, we would like to research how students use audiobooks in comparison to electronic or print books, and whether a week-long audiobook checkout is useful for a course to access their materials.

During the time covered by this report, the library overall was undergoing a strategic planning process, which is due for implementation beginning late September. Course reserves were identified as a key focus on the plan, as it relates to college affordability, student success and retention. The course reserves team has developed goals to align directly with this plan, and will implement these goals over the next two years.

Assessment:

Course expenditures are tracked by campus and item type. A snapshot of this data was downloaded and [is viewable here](#).

Preemptive purchasing gives a high return on investment. We calculated the potential cost savings for students who choose to use library ebooks rather than purchasing their own.

Please note that due to data being removed from the campus bookstore, we were unable to calculate cost savings for Fall 2023. [Full data can be found here.](#)

Term	Cost to Library (amount spent that term to pre-purchase unlimited user ebooks)	Student Savings (total savings if all students enrolled in a course used the library copy)
Winter 2024	\$9,754.76	\$179,186.08
Spring 2024	\$2,413.93	\$142,394.50
Summer 2024	\$78.94	\$52,865.00
Totals:	\$12,247.64	\$374,445.58

Respectfully submitted,
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Signature of the person (or persons) who prepared this report

Date submitted

Attachments

Appendix A: Assessment Data

- [Course expenditures by campus and item type](#)
- [Pre-Purchasing Cost Savings](#)