



Extending Library Services to DSB



LIBRARY INFORMATION
COMMON



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Situation



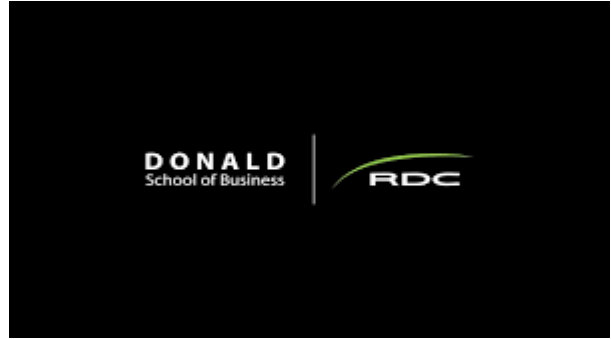
1 - RDC Main Campus



2 - LIC



When DSB students, faculty and staff wished to borrow or return print copies of library materials they had to travel to the main campus.



3 - Donald School of



4 - Business

Since opening in the Fall of 2011, DSB students have been asking for library services, specifically the ability to place a hold and have materials sent to them at the DSB.

In the 2016-17 academic year, enrollment at DSB surpassed 1,000 students.



5 - DSB Library service desk



6 - Display of Business Books

There is a small collection of new business related books at the DSB. This collection rotates in and out and is more of a display to promote the collection.

RDC Library



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Our Vision

RDC Library empowers learners to connect, collaborate, and create.

Our Mission RDC Library provides resources, technology, and support for creation, collaboration, and lifelong learning. Our flexible and inclusive spaces, services, and instruction enable students, faculty, and the community to make their ideas a reality. We innovate, we take risks, and we are leaders within the college, the community, and our profession.

Our Values

- Excellence
- Community
- Exploration
- Accountability
- Integrity
- Inclusiveness

Red Deer College Values



when you get here you understand

INCLUSIVENESS

The College creates welcoming environments, **making our programs and services accessible to diverse learners**. We offer a range of choices in what and how people can learn. Our curricula, processes and people honour diversity.

EXCELLENCE

The College offers high quality learning experiences. Our staff demonstrate subject area expertise. **We work to improve our processes, services and learning opportunities**. We celebrate achievement.

Obstacles to DSB students



Inequitable library service. Access to collections, technology and staff is different.



DSB

LIC

Regular Hours: 40 hours/week

79.25 hours/week

Extended Hours: 40 hours/week

101.25 hours/week

Desk Coverage: 1 staff on desk

2-3 staff on desk

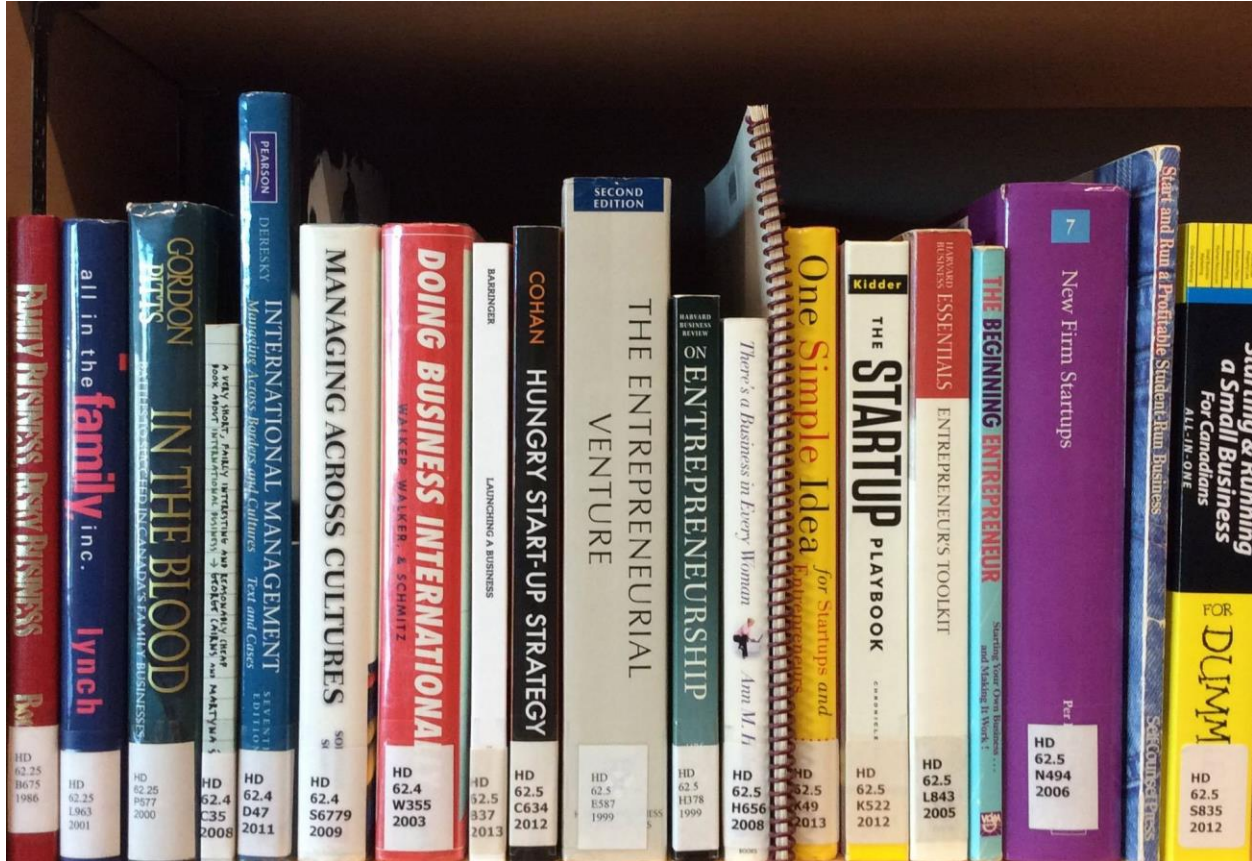
Print Collections



DSB students are disadvantaged when it comes to accessing the print materials from RDC and NEOS libraries.

- Transportation and travel time
- Finding and paying for parking
- Sense of isolation from the rest of RDC

Obstacles & Opportunities



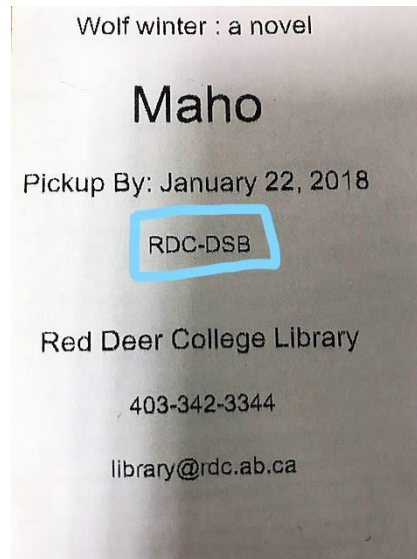
Obstacles (SIRSI)

- DSB does not have a library. No **branch location** means inability to create DSB location for holds pick-up.
- No way to identify DSB students, faculty and staff, and to create DSB hold slips.

Opportunities

- We already use a receipt printer to generate holds slips.
- Opt-In Service: opportunity to identify DSB students, faculty and staff interested in holds pick-up / return at DSB .
- Daily delivery service (Interoffice Mail) from RDC main to DSB and back.

Action: Collaboration & Pilot



Collaboration

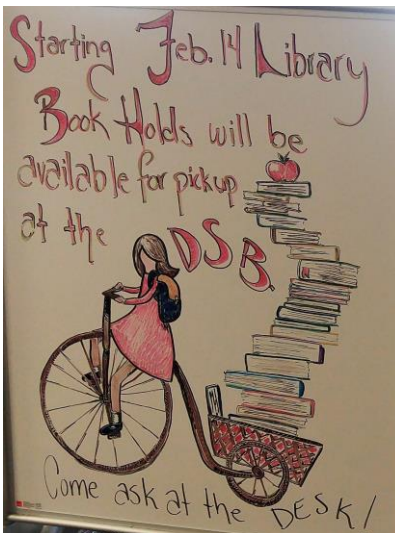
- *NEOS Helpdesk. created **cat 2 RDC-DSB** (appears on holds receipt)*
 - *RDC Shipping and Receiving Dept*
 - *DSB Administration*
 - *LIC library assistants: DSB and main campus*
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Pilot

- 3 DSB instructors and the library staff at DSB.
 - Test Processes: delivery time, holds slip, impact on hold pickup expiry, interoffice mail, notify DSB instructors ...
 - Tweak Processes based on identified problems and feedback from LIC staff and DSB instructors.
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Implementation: Opt-In Service



- Week of February 14th. Valentines present to DSB
- Opportunity to explain how it works and drawbacks.
 - email notification is sent to the patron indicating item is available for pick-up. This is misleading as it takes up to two days to get to DSB.
 - Not all students use/access their rdc email. LIC staff explain how to forward rdc email to the email used by the student.
- Promoted on social media, whiteboard signage at DSB and billets at both DSB and at LIC main campus.

Library delivers to DSB

Register to get library books & materials delivered to DSB. Here's how it works:

1. Visit staff at the RDC Library desk on main campus or the DSB desk (3rd floor) and **ask to register for DSB delivery.**
This is an "opt in" service for DSB students, staff, and faculty – registration is **not** automatic. Once you have opted in, **all** your library requests will be delivered to DSB as described.
2. Place a hold on an item in OneSearch (the library catalogue) and choose "Red Deer College" as your pickup location.
3. You will receive an email notification when your item is delivered to RDC. **Wait!** This means that the item is at main campus, not DSB. **Your item will arrive at the DSB desk (3rd floor) within 1-2 days of that email notification.**
4. Go to the DSB desk (3rd floor). Items available for pickup are located on a cart near the desk. Retrieve your item and take it to the staff at the desk to sign it out.
Available Monday to Friday, 8:30am-4:30pm
5. Return your item to staff at the DSB desk (3rd floor), Monday to Friday, 8:30am-4:30pm. **Do not leave items unattended.**
Items can also be returned to RDC Library on main campus.

February 2018

RDC Library delivers to DSB

Can't make it to main campus to get library books? Register to have library books delivered to DSB!

Talk to the staff at the DSB desk (3rd floor) to learn more.



Results



Improved Convenience & Inclusiveness: making our collections more accessible to DSB students, faculty and staff.

- Material is more accessible than in the past and students are not required to make any special trips to main campus to pick up or return materials.
- On average, it takes approximately 1-2 days for the materials to get to the DSB.
- Students at the DSB can pick up their materials during desk hours, Monday – Friday, 8:30am to 4:30pm. After hours the materials are kept in a secure location.
- Started using interoffice mail to send books for the display collection.

Conclusion



Unable to generate stats by user cat2 in Directors Station. When we move over to Blue Cloud we should be able to track and will solicit feedback from students.

Plan promotional blitz's at certain times of the year targeting not just DSB students but also faculty and staff.

Fall Plans: Promotion of LIC and library services

- Opt-in hold pick-up / return service
- Online Chat service and hours of main campus LIC
- Parking on main campus FREE on weekends and after 5:00 pm on weekdays

View as Sway Presentation at: <https://sway.com/2HyOH8en1IhnjhAs?ref=Link>