

## Ethnographic Comments: Circulation

### Part I: brief overall statement on comments

Users want convenience and easy access with a single login to circulation services, real-time information, and a website that is easy to interpret, especially when choices are presented. Many users are unaware of the circulation and delivery services we offer.

The two most frequently requested services were paging of books from a user's pickup library and maps linking call numbers to a visual representation of their location in the library. Areas of confusion include deciding which request button to use and finding articles. Electronic reserve users would like easier access and more 'faculty' items on Reserves. Users requested longer loan periods for reserves, ILLs, and E-ZBorrows; email alerts before, rather than after, action is taken on checkouts; an online payment option; and information about how long delivery takes or how soon before delivery is expected at the time they place requests. One user described the Recall service as unresponsive, and another as unnecessary.

### Part II: recommended changes to the RUL website

- Single login to IRIS and My Account (in progress).
- Maps that link to locations of items, sites, events, etc.
- Core services present in simpler context and language; separate portals for undergraduate and graduate & faculty users.
- Present resources and services interactively in response to what users say they looking for and how much time they have to spend
- Point of use, Video tutorials

### Part III: other issues to consider in the future

- In IRIS link from call numbers to maps and specific area of the libraries where items are located
- One item request button in IRIS
- Investigate and plan to offer a Paging service from users' pickup libraries (ASC)
- Make use of 4 hour reserve loan periods when appropriate (ASC); continue to support extending the loan period for EZ-Borrow books within the PALCI consortium
- Analyze Notices (overdue, courtesy, pickup, etc.) to determine if timing and text should be revised to alert users before actions, such as fines, items on hold are returned, ILLs and E-ZBorrows become overdue, are taken (ASC)
- Investigate switching Recalls from a user-initiate to a staff-initiated service (ASC)
- Online payment of fines and replacement charges
- Increase user awareness and user education on circulation services