Out with the old, in with the new

What new services are we offering or considering?

- Rutgers media center - streaming media for reserves, snippets of movies on DVDs for classroom use; marketed through website, and bibliographers, using cnet and free software
- Copyright for media - certain percent allowable
- Anyone using outside companies for streaming media? Swank, Alexander Press, Waldo are examples of what some are using
- Physical delivery service to faculty and labs, and or departments of materials
- Paging service in the law library at U of Chicago to study carrels
- Lynda.com - online tutorial website
- Mobil lockers - "Moby" units - steel case. Rolling file cabinets, loan for the academic year, have signed agreements that they can inspect items
- Audio preservation services copied lp's and rare recordings onto mp3, and now putting on iPads with scans and notes
- Online system for language study , app on iPads
- Mobile apps for iPads and mobile phones
- Circulating laptop locks to patrons
- U borrow and scan and deliver services at U of C, scan no more than 20 percent - all students, faculty and staff, limit up to four at a time, cancel requests that are available ,   Some just fill the requests

What older services have been discontinued?

- Deciding on whether to take away ability of our students to recall, since they are doing this instead of borrowing, different libraries are doing this differently , some allow and some don't
- How are people finding ways to train staff on options for getting materials? User education at circ desk mostly
- Some libraries page items for all patron types, some do not - ie for faculty only, or faculty and staff; some for all but undergraduates
- Some libraries are converting copiers to scanners throughout the library
- What services are just automatically decreasing?   Circulation. Current Periodicals usage

How are we assessing services?

- Cornell uses an assessment specialist who gathers stats on services to assess success or failure
- Mining ILL system for stats to see trends. To see how many recalls,, generate reports on recalls and compared to items available on ILL

How do user expectations drive what we do?

- Survey grad students as to what they would like , giving them a: "choose an option" sort of survey.   U of Chicago did this and it lead to their scan and deliver service
- Scan and deliver, any thought to capturing that and storing the scans in the catalog? Implications: Copyright, creating metadata, too costly?
- Using overdrive? Some are using this e-book/audiobook vendor
- Bought a card reader to transfer data for students between different devices