The E-Reserves Task Force successfully completed its charge, to plan and fully implement electronic reserves in the University Libraries using the III e-reserves module by the Fall 2004 semester.

All project goals were accomplished with critical deadlines completed before or by desired timelines:

- E-reserves became fully operational by the first day of classes Fall 2004 after a detailed trial test period during the Summer 2004 sessions.
- A plan of action and a detailed project timeline was developed and met.
- Firm dates for critical events such as setting parameters, equipment procurement, testing, training, “Go-Live” date, were established and met.

Many important issues were addressed that required the assistance of personnel throughout the University Libraries:

- System wide implementation
- Timely procurement and installation of needed equipment
- System wide testing of the module
- Evaluation and review of many traditional course reserves practices and polices in lieu of electronic reserves
- Staffing and training
- Policy
- Processing
- Copyright and intellectual property
- Faculty and student access/instruction
- Publicity and Web presence

Numerous attempts have been made since October 2003 to secure the involvement of UA Legal Consul in reviewing our reserve copyright guidelines and in discussing the need for a policy addressing intellectual property concerns across campus. The issue never received the desired attention from legal consul. It may take the involvement of library administration in order to spotlight the
importance as a larger campus issue, with reserves being but a small component.

Feedback from students and faculty has been excellent. The policy decision to use electronic reserves whenever possible and appropriate, as opposed to asking the instructor’s preference, resulted in students and faculty encountering a large number of electronic reserves from the beginning of the project. Extensive planning and testing of hardware and software and the desire of reserve staff to produce a quality product gave students and faculty very positive experiences with our electronic reserves service.

Below are some suggestions for future improvements to the e-reserves offerings once the base service has seen some time-tested reality. Reserve staff, students, and faculty will, no doubt, have some fine suggestions on ways to improve the service.

- The underlying architecture of the online request form can be improved to allow direct file attachments and a “shopping cart” type interface.
- The planning and testing of audio and video media sets that will respond to the needs of faculty in such areas as performing arts, foreign languages, geosciences, and more.
- The continued evaluation of policy and process. Examples: Should we require faculty to do their own scanning and supply electronic files? Should we accept online request forms only? Retention schedule and location of inactivate reserve PDF files?

As stated in the Task Force charge, ongoing issues related to electronic reserves will be folded into the InfoLinks Review Committee.

I would like to thank all the members of the E-Reserves Task Force, as well as, Sherryl Robinson, Lora Lennertz, and Beth Juhl for their time, energy, opinions, and patience. The wide range of expertise and experience from all these folks, was invaluable to the project’s success and to the reality of improved library service to our students and faculty.

Respectfully submitted,
Debra Miller