

## **Charge to the Doe/Moffitt Task Force on Reserves**

Several incidents in the past two years have raised questions about faculty expectations concerning reserves processing. On more than one occasion faculty expressed their concern to administration. In each instance, and upon closer investigation of the circumstances, it became clear that there may be significant differences between faculty expectations and existing policies/procedures. Those differences concern the timeliness with which reserves are processed, the length of time it takes to acquire items to be placed on reserve, and obtaining information as to the status of their reserve requests.

This Task Force is charged with looking into these and related issues concerning reserves. The Task Force will examine how reserves are currently handled, detail and examine issues and concerns that have arisen, and propose any changes needed to address these issues.

The Task Force will consist of Rebecca Green, supervisor of the Course Reserve Unit; Jonathan Thomas, Head of Doe/Moffitt Circulation Services; a member of the circulation staff; a member of the Circulation Services Group; at least one member of the Course Reserve Unit; a faculty representative; at least one Doe/Moffitt staff member; a staff person from one of the Subject Specialty Libraries; and a student representative.

The Task Force will:

- Review current reserves procedures, with special attention to:
  - Timeliness of reserves processing
  - Procedures for acquiring materials not in the collection
  - Staffing issues
  - Methods used to communicate problems that occur with reserve requests.
- Recommend changes that will address the issues and concerns that arose in the examination of current procedures and from the input of the users of reserves.

### Procedure

- Examine current documentation.
- Interview the current reserves unit as to current practices.
- Investigate performance measures for reserves at some peer institutions.
- Solicit input from subject specialty libraries, selected faculty users, and selected student users to gain their perspective.

### Result

The Task Force will produce a written report outlining its findings, indicating any issues or problems that need to be addressed and offering a set of solutions to address any problems that need to be resolved. The Task Force will integrate the comments and suggestions of those surveyed in compiling its report. The Task Force report with recommendations will be submitted to Cabinet for discussion by July 31 so that changes can be implemented before the start of the fall semester.