Merging Electronic Reserves and Course Management Systems:
A collaboration between the Brandeis University Libraries and Information Technology Services

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Introduction

• Overview of the project
• Who we are
• What we did
• Demonstration
• Results
• Practical Suggestions
Overview

- Spring 1997 Library begins Electronic Reserve Pilot Project
- Fall 1997 ITS implements WebCT
- Two services exist simultaneously; both are popular
- Fall 2003: Library/IT asked to collaborate and streamline services
- Spring 2003 ERES discontinued
- Fall 2004 Library/IT staff combine to support WebCT
Who we are

Core Group (meets frequently):
- Coordinator of Instructional Technology
- Access Services Manager
- IT System Administrator/Programmer.

Larger Group (meets every month):
- reference librarians
- instructional technology specialists
- library reserves staff
Who we are continued…

• Advantage – We benefit from each others’ experiences with customer service.
• We find that our roles within our departments are very similar. We are the public service areas of each department.
• We’re finding new ways to use MyCourses, WebCT
What we did

- Taught 10 workshops to 160+ faculty
- Set up 15 scanning stations across campus
- Created a staffed scanning center in the library
- Created a pool of Library / IT WebCT support staff
- Created shared support systems and procedures
- Redesigned WebCT documentation and log in pages
Current WebCT Support Model

- **Centers:**
  - 2 WebCT and Scanning support centers
  - 15 scanning stations

- **Staff**
  - 4 Instructional Technologists
  - 2 Library staff, 1 Fine Arts Librarian
  - ~15 Library / IT / FA student employees

- **Systems**
  - My Courses
  - Copyright notification/Email click through
  - Pending Queue
  - Archive
Pending Queue

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Results

• More resources and support available for faculty, students
• Better documentation
• Support staff work more efficiently
• Better campus awareness of available resources and policies
• Increased usage of WebCT
  – Fall 2002: 291 courses
  – Fall 2003: 393 courses
• Positive feedback from faculty, students
• Desire to pursue new Library / IT collaboration
For more information....

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Suggestions

- Library / IT / administration stakeholders must buy in
- Faculty committees should be consulted
- Institutional goals must be defined early (i.e. to improve overall support of instruction)
- Start planning early, and make early announcements
- Staff need to feel empowered
- Plan for informal times when various staff can interact (outside of meetings)
- Model successes from other schools
- See changes as “increased resources” not eliminated services
- Be prepared to work patiently with users who are not ready for change