

EVALUATION OF ONLINE RESERVATION SYSTEM OF RESERVE BOOK: A CASE STUDY

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STUDENT OUTPUTS

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Abstract: Reserve collection is one of the vital services offered by academic libraries. As such, the case of the newly implemented online reservation of a University in Nueva Ecija, Philippines was evaluated through structured survey and informal interviews. Survey respondents were randomly selected undergraduate students who are frequent customer of the library. Results showed that most of the respondents were satisfied with the new procedure of borrowing reserve books in the library. The convenience brought to the students and to the library personnels by the online facility are greatly appreciated and improved the procedures of the library. The borrowing transaction became more efficient. It was also observed that the crowding at the reserve section counter became less. By and large, this innovative procedure of borrowing books saves time and energy of the clientele and also to library staffs.

Keywords: Reserve book, librarianship, online reservation, innovation

Brief Description of the Project

The basic function/objective of the library is to provide books/resources to its customers in short possible time to serve the information needs of the customers. In order to fulfill this objective, the university in Nueva Ecija, Philippines make an online reservation of reserve books available to its customers. This study evaluated its effectiveness and its effect to its customer.

Reservation of books is not new in the field of library science. It started in 19th century at the University of Michigan, Harvard University and Johns Hopkins University (Austin, 2004). Researchers don't have the data when online reservation started. Some of the academic libraries in the Philippines offering online reservation, namely De La Salle University – Manila, University of the Philippines, and Miguel de Benavidez Library (University of Santo Tomas Library). Through their websites and through email. These libraries are one of the biggest libraries in the Philippines.

The province of Nueva Ecija is considered rural province in the Philippines. Library resources and technological innovations are limited. Having this online reservation of books considered to be a technological innovation in this university.

The System

Traditional reservation of reserve books is done face to face. The university library allows customer to reserve book on the same day and can be take home after 4:00 pm. This reserve books can be loaned out only for photocopy or room use for 1 hour and can be borrowed overnight. This book must be return before 9:00 am the next day, failing to do so will charge fine

and automatically ban for borrowing for 1 week. When you borrowed it overnight, you cannot extend it and borrow again the same day for overnight use. This way, other customers can have the chance to use it.

The new system for reservation of reserve books is through web. Customers are given log in ID and password. They must be logged in to library system to search the book they need and can reserve it automatically without going to the library face to face. This system can show the availability of books in the library, if it's on loan or on shelf. You can reserve the book even it was on loan by other customers. The librarian can check all the reservations and make sure that the books reserved will be available at 4:00 pm. The customers will pick up the reserved books at the said time. If they did not get the book they have reserved, they are automatically banned for 1 week. Cancellation of reservation can only have done by the customer through their login page to avoid banning.

Significance of the project

This study can be beneficial to other libraries as their pattern, to improve their services specially in the reserve section. To evaluate the effectiveness and success rate of the new program implemented by the university. Through this study, the researcher gathered recommendations from the customers on how the reservation of reserve books be more effective and beneficial to the customer's informational needs.

Theoretical Framework

This study framed on Dr. S.R. Ranganathan's fourth law of library and information science "save the time of the reader". According to Illangarathne&Yingming (2015), technological innovations of library services was because to Ranganathan's law. Libraries wanted to provide its services in the shortest possible time and saves the time of the reader (customer) through the help of technology. Saving the time of the customer by making the library materials searchable in the web, the customer save time by not going to the physical library to check if the book they need is available. They can reserve it as long as they have the internet connection. They don't have to wait for the library to be open, fall in line and wait for the staff to be available.

Related Literature and Studies

Online Dictionary of Library and Information Science (ODLIS, 2013) define reserves "as materials given a shorter loan period (one-hour, three-hours, overnight, 3-day, etc.) for a limited period of time". These material which is in great demand because of being placed on a reading lists and on one side for very short limited periods or for an academic term, and then only for use on the premises or overnight. In the case of Moi University Library in Kenya, researcher studied how the reserve collection managed, identified problems, possible solutions to it and make recommendation how the reserve collection can serve its purpose. Odini recommended that the reservation collection should embrace automation for efficient management of the collection (Odini, 1997). Bhardwaj and Walia (2012) reiterated the effect of web enabled library and information services. Due to rise of web based information and communication technologies

(ICT), the delivery of basic function of academic library became faster and efficient. Through the technological advancement, library provides a better information services.

Goodson and Frederiksen (2011) stated that more than 100 years, libraries have provided reserves as way to meet the information needs of faculty and students. Budget constraints and declining financial support for library operations and concerns about copyright compliance, along with staffing and workload issues, have forced libraries to re-evaluate many internal processes.

In the survey of Isenberg (2006) mention that satisfaction for online reserves was more than double that of print reserves.

Methodology

The researchers used quantitative research method to measure the effectiveness of the new online reservation of reserve books. Participants were undergraduate students who are frequent visitor of the library. They are randomly selected. The researchers used an adopted and revised survey questionnaire that were used in the previous study about library reserve collection. After two weeks of implementation of the system, the research instrument was distributed and analyzed. Survey questionnaire were distributed to 100 undergraduate students that are frequent customer of the library. As a result, only 76 has been accomplished.

Results and Discussion

This section described the analysis of data followed by a discussion of the result of the study. The result relates to the study.

The collected data was analyzed using descriptive statistics. Frequency, percentage and tables were employed to present the data. In analyzing the frequency from responses based on five point Likert scale, the following was treated: Strongly Satisfied = 5; Satisfied = 4; Neutral = 3; Not Satisfied = 2 and Strongly Not Satisfied = 1 was used for survey question number 3 (rate your experience with the current process of Book Reservation). To obtain the mean value, $5+4+3+2+1=15$. Where the mean value is $15 / 5 = 3$. So for survey question number 3 with mean of 3 is accepted. Percentage was used in survey question number 1 (how often do you use items from the reserve collection) whereas the following was treated as: More than a twice a week; Once or twice a week; Once or twice a month; Once or twice a semester and Never. In the survey question number 2 (which of the following statements about the reserve section apply to you? Check if all that applies), percentage also was applied in analyzing these statements: I don't know about them; I don't know what is offered; I don't like having to ask someone for; The checkout process is too long; The books I want are often unavailable; None of the above: I am satisfied. This time the feeling of the respondents was expressed based on the survey. And opened ended question, "Comments, suggestions were added for more comprehensive results of the case study.

The questionnaire comprised of five items and data generated will be presented as follows:

1. Demographic of the respondents (age, gender, year level, course, and last school attended)
2. Usage of items from the reserve collection
3. Statements about Reserve Section
4. Experiences of current process of Reserve Section Services
5. Comments/Suggestions

Demographic Relationship of the Study

This set of data was intended to illustrate the demographic variables of the sample and to measure for any impact on the study. The demographic data consisted of name which is optional, age, gender, year level, course and school last attended.

Table 1.1 Age Distributions of the Respondents

AGE	FREQUENCY	PERCENTAGE
18 years old	24	31.6 %
19 years old	24	31.6 %
20 years old	16	21.1 %
21 years old	1	1.3 %
22 years old	3	3.9 %
23 years old	1	1.3 %
24 years old	5	6.6 %
25 years old	2	2.6 %
Total	76	100%

Table 1.1 presents the profile of the respondents in terms of their age. There are 24 respondents whose age is both 18 and 19 years old. Another is 16 respondents whose age is 20. The oldest respondent is 25 years old.

The data implies that majority of the respondents in this study ranges from 18 to 20 years old. This is not surprising because majority in these ages 18-20 are freshmen and are active in using the library facilities particularly to the Online Reservation of Reserve Book/s.

Table 1.2 Gender Distributions of the Respondents

GENDER	FREQUENCY	PERCENTAGE
Male	20	26.3
Female	56	73.7
Total	76	100%

Table 1.2 presents the profile of the respondents in terms of gender. Out of 76 respondents 56 or 73.7 % are females and 20 or 26.3 % are males.

The data implies that this could be certified to usual nature of the university. That this university in Nueva Ecija offers Education Courses such as BEED, BSED that females have a greater number of populations.

Table 1.3 Year Level Distributions of the Respondents

YEAR LEVEL	FREQUENCY	PERCENTAGE
First Year	55	72.4 %
Second Year	0	0 %
Third Year	9	11.8 %
Fourth Year	12	15.8 %
Total	76	100%

Table 1.3 presents the profile of the respondents in terms of year level. It was revealed that majority of the respondents are first year students 55 (72.4%).

The data implies that year level has a significant factor to the age of the respondents as shown in the table 1.1.

Table 1.4 Course Distributions of the Respondents

COURSE	FREQUENCY	PERCENTAGE
Bachelor in Elementary Education (BEED)	14	18.4 %
Bachelor of Science in Criminology	1	1.3 %
Bachelor of Science in Accountancy (BSA)	38	50 %
Bachelor of Science C..... (BSCE)	3	3.9 %
Bachelor in Secondary Education (BSED)	17	22.4 %
Bachelor in Secondary Education –Biology (BSED BIOLOGY)	1	1.3 %
Bachelor in Secondary Education –English (BSED EN)	1	1.3 %
Bachelor of Science in Information Technology (BSIT)	1	1.3 %
Total	76	100%

Table 1.4 presents the profile of respondents in terms of their course. The data revealed that Bachelor of Science in Accountancy (BSA) obtained the 50% among other courses who responded in this study.

The data implies that Bachelor of Science in Accountancy (BSA) students is the most library users. Thus these type of students are studios the reason why they always visit the library to study. In addition, these students do maintain their grades to further finish the course they choose. This reflected that books from BSA were the most expensive that most of the student could not afford to have a copy of their own that's why they prefer to stay in the library or reserved a book a for home reading.

Table 1.5 Last School Attended Distributions of the Respondents

LAST SCHOOL ATTENDED	FREQUENCY	PERCENTAGE
Private	35	46.1 %
Public	41	53.9 %
Total	76	100%

Table 1.5 presents the profile of respondents in terms of their school last attended. Out of 76 respondents 41 or 53.7 % are students came from public school and 35 or 46.1 % came from private schools.

The data implies that students from public school are the most library users. These show that they usually value what they have or what they can have especially with regards to their academic needs.

Table 2 Respondent's Usage of Items from the Reserve Collection

USAGE OF ITEMS	FREQUENCY	PERCENTAGE
More than twice a week	12	15.8 %
Once or twice a week	17	22.4 %
Once or twice a month	21	27.6 %
Once or twice a semester	20	26.3 %
Never	6	7.9 %
Total	76	100%

The data implies that this case study strives to evaluate the frequency used of the items in the reserve collection. Table 2 revealed the responses of the respondents. Majority of the respondents revealed that they use the items from the reserve collection every Once or twice a month 27.6% ; followed by Once or twice a semester 26.3% ; Once or twice a week 22.4%. Whereas More than twice a week 15.8% and Never 7.9%.

This proves that reserve collection items are very in demand that would resulted to a scarcity of reserve items. Also it has a significant factor to that most of the students do visit the library to utilized varied library resources in their studies.

Table 3 Respondent's Statements about the Reserve Section

STATEMENTS	FREQUENCY	PERCENTAGE
I don't know about them	5	6.7 %
I don't know what is offered	12	16 %
I don't like having to ask someone for a book	2	2.7 %
The checkout process is too long	5	6.7 %
The books I want are often unavailable	10	13.3 %
None of the above, I am satisfied of the reserve section services	44	58.7 %
Total	76	100%

Table 3 revealed that majority of the respondents' statements about the reserve section agreed that they are satisfied (None of the above: I am satisfied of the reserve section services) 44 or 58.7%.

Mainly because students do understand the policies and procedures of the library specifically in the reserve section.

Table 4 Respondent's Experience with the Current Process of Book Reservation

EXPERIENCE	FREQUENCY	PERCENTAGE
Strongly Satisfied	16	21.1 %
Satisfied	36	47.4 %
Neutral	22	28.9 %
Not Satisfied	1	1.3 %
Strongly Not Satisfied	1	1.3 %
Total	76	100%

Table 4 seeks out the experience with the current process of Book Reservation in the university. Majority of the respondent's rated Satisfied 47.4% about the current process of book reservation in the university. Thus it was followed by Neutral 28.9% and Strongly Agree 21.1%. Overall it reflects that services of the library particularly to the reserve section is good enough. Thus the library offers effective and efficient services to its customers.

Open Ended Questions Comments/Suggestions

In addition, an open ended questions, comments/suggestion of the respondents is highly encouraged for further development of the study. Comments/suggestion revealed that according to their preferences: Masmahabaposanayung period ngpaghiram; Extended borrow time for reserved books; thank you for reserving my book; one-day reserve is too short and often, I can't borrow some books, Suggest langposana may pandesal, may kape eh! Magbentarinpo kayo ng monay/pandesalmeeronngkapenamanpo. Para pa rinpohindinakakagutommagreview. Salamatpo; I hope that the length of time to borrow is longer than 1 day; I don't have suggestion because I am satisfied with the current process of book reservation even though sometimes the books that I want/need is unavailable; Add reference books that can be borrow for a week; It was satisfying that they supply the needs of the students and the information they needed for the studies; I never experience of book reservation; The reserved books should extend their borrowing time for the students who really needs it.

Conclusions and Recommendation

In the survey result, it reveals that most of the library customers are satisfied and strongly satisfied with the new way of reserving books via online. It is also a simple way of giving an equal opportunity to all the students who depends on the library collections to support their studies. Online reservation of reserve books is not new in library practices. Early part of the

21st century started in America and some libraries in the urban cities of the Philippines are already using the online reservation as part of their library management system. The researcher has experienced how convenient to make an online reservation and to secure a copy of a book before going to the library. However, there are some suggestions from the respondents if the library can extend the borrowing period of the reserve books because one day is too short to get the information they needed.

The researcher recommends that further study should be made and think more ways to save the time of the library customer. Subscription to e-resources are also recommended to make it available anytime and anywhere.

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Biographical Note:

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Appendix 1

Survey Questionnaire

This survey is to study the attitude of the undergraduate students in the new system in borrowing reserve materials in the library. Any information obtained in connection with this that can be identified with you will remain confidential.

Respondent's Data:

Name: (Optional) _____

Gender: ☐ Female ☐ Male Course _____ Year _____ Age _____

Last school attended: ☐ Private ☐ Public

Kindly put a tick mark (/) that corresponds to your answers.

1. How often do you use items from the reserve collection?

- () More than twice a week
- () Once or twice a week
- () Once or twice a month
- () Once or twice a semester
- () Never

2. Which of the following statements about the reserve section apply to you?

Tick if applies all.

- () I don't know about them
- () I don't know what is offered
- () I don't like having to ask someone for a book
- () The checkout process is too long
- () The books I want are often unavailable
- () I am satisfied of the reserve section services

3. Rate your experience with the current process of Book Reservation

- () Strongly satisfied
- () Satisfied
- () Neutral
- () Not satisfied
- () Strongly not satisfied

Comments/Suggestions:

Appendix 2

Ghant Chart

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