Stock Management:
helping customers find their books

Natasha Viner (Stock Projects Team Leader)
The University of Manchester Library
Important disclaimer

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Projects:

• Find a Book
• Big Book Move
“19% of students were unable to find the book or materials they were looking for”

“It takes up to 30 minutes for customers to find the book they were looking for”
Find A Book

- Trial the introduction of a core shelving team
- Review terminology used.
- Reorganisation of the book stock to implement a single Dewey sequence.
- Look at student behaviour and hesitancy to ask for help.
- Further investigation into a Retrieval/Click and Collect service at the Main Library.
- Implementation of the Wagner Library Guide
- Trial the introduction of a 24 hour book shelving standard
- Books Awaiting Shelving areas to no longer exist on library floors
- Weeding stock, checking and tidying shelves to be a continuous activity
Journey 1

She used the Library catalogue to find the book and make sure that it was available to loan out.

The room is hidden away on the 3rd floor but because she'd been to it a couple of times, she knew how to get to it and no longer saw this as an issue.

As she hadn't decided which essay to write, she found other books that she could use instead.

I searched online at home using the library catalogue

2 mins

I wrote down the catalogue number and zone on my note pad

It was in the Purple zone

I knew the way to the room as I'd been there before

5 mins

So I looked on shelves randomly for the book

3 mins

I couldn't find the shelf

5 mins

I looked on a trolley where there were lots of books

3 mins

I picked out some other books I found on the trolley

But I didn't find the book

Total search = 18 mins

Gender and Violence in Islamic Societies
Edited by Zahia Smail Salhi, 2013

There didn't seem to be a shelf that corresponded to the number that she was looking for.

She believed the trolley was the shelf for the book as the numbers on the books started to correspond to the number she was looking for.

Although I didn't find the book I wanted, I found others that I could use instead.

Humanities Undergraduate Second year Full time

Although I didn't find the book I wanted, I found others that I could use instead.

Although I didn't find the book I wanted, I found others that I could use instead.
Journey 5

“I’m surprised, it usually takes a lot longer for me to find a book”

The student’s books were either in the Orange or Purple Zones. She found it useful to have the signs indicating which zone she was in so she knew instantly that she was in the right place.

The user didn’t look on the shelves at all but went straight to 2 trolleys next to the lift where she believed her books would be.

The user has become accustomed to finding books on the trolley rather than on the shelf and this search pattern works for her.

The course books for this student were located in this room so, although it was hidden away, she had found her own route to the room.

The student expects to have to look around. She uses the numbers to locate the book. But because the books are rarely on the shelf, it’s become her search pattern to look on the trolley first.

The user’s normal searches can take over 20 minutes.

HOW I SEARCHED FOR A BOOK

I searched at home online on the Library catalogue

2 mins

I came straight to the room as I’m used to coming here. All my course books are in Orange or Purple zones

I wrote down the location info and the catalogue number

It was in the Orange zone

I went straight to the trolley

0 sec

I looked on the trolley for my book

I’ve found that most of the books I need are always in the trolley so I always look here first

1 min

I found the book

Total search = 5 mins

Season of Migration to the North
Tayeb Salih, 1969
Journey 7

How I searched for a book

I used the library terminals to look on the library catalogue. I was looking for books from my course list.

5 mins

I knew where I was going as most of my books are in the same place.

1 min

I looked on the shelf for my book but couldn’t find it. I checked twice.

2 mins

I followed the numbering on the shelf to get to the right place.

1 min

I went downstairs and asked for help. I was told to look in the trolleys.

2 mins

I went back upstairs and looked at the different trolleys but didn’t understand how the trolleys were laid out.

3 mins

I asked the staff member who was organizing the trolley and he found it for me.

3 mins

I found the book.

Total search = 19 mins

It takes me longer to find books than write my essay.

The user didn’t have confidence in her own abilities at finding a book because she had struggled to find books in the past.

The user was feeling flummoxed and nearing the point of giving up.

Luckily, a staff member was putting books in one of the trolleys and he looked at the catalogue number and found the book on the trolley for the student.

The user also found online texts that were useful while searching for the books. She was going to download these onto her computer at a later point.

She doubted that she was in the right place, rather than the book not being there.

She didn’t understand how the trolleys related to the book numbering system and was looking around the room feeling exasperated.
# How to improve the situation:

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remove trolley parks on the floors</td>
<td>Avoid confusion for customers</td>
</tr>
<tr>
<td>Next day shelving standard</td>
<td>Getting the books back on shelf quicker</td>
</tr>
<tr>
<td>New shelving team</td>
<td>Dedicated team of Shelving &amp; Stock Management</td>
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<td></td>
<td>Assistants</td>
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<tr>
<td>Weeding, tidying &amp; checking shelves</td>
<td>To be a continuous activity rather than project</td>
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What have we done?!
Successes

• Shelving becoming more of a priority task
• Searching for books is easier for students and staff
• More hours allocated to shelving allows time to do tidying and small stock moves to free up space on the shelves
• Fewer queries regarding missing books
• Successful collaboration between different departments within the library
Collaboration
Big Book Move
Background:

• Stock in the library was arranged in subject areas. E.g. all humanities subjects on the same floor.

• Separate High Demand area on the Ground Floor

• Other sequences:
  • Reference material
  • Items with prefixes to their call numbers (For example “B” denoting bibliographies)
Customers are increasingly having difficulties finding physical books at the Main Library.

Many students arrive at University without the experience of using a large and complex library.

The organisation of books at the Main Library is no longer in a logical or user friendly arrangement.

Students have said that improvements in this area will make the biggest difference to their library experience.
Aims:
• To reorganise the book stock into a single, user-friendly sequence
• To integrate the High Demand collection
• To provide clear signage to help customers locate their books
### Computer Cluster

Books with an available status will be returned to the shelves by the end of the next day.

The maximum length of time taken to find a book with an available status will be fifteen minutes.

95% of customers will find the experience of looking for books easy. *
Integrating HD books will enable all copies of a book to be located in one place.

Releasing the High Demand area will provide additional study space on the Ground floor.

Updated and improved book location signage will enable customers to find their books easier.

Students will feel more empowered and self-sufficient when finding books.

Improved customer experience relating to finding books at the Main Library.

Improved book lay out: The book sequence will flow from Blue One upwards.
BOOKS ON THE MOVE

We have made improvements including...

- Relocation of the Folio Collection - now named the 'Oversized Collection'
- High Demand books are integrated into the new sequence
- New grey steel end panels and signage on Blue 2 and Blue 3 shelving

£151,224 to complete the work. That's 20p per book.

Project complete in 10 months
That's 2 months ahead of schedule!

"Loving the new revamp. Very easy to navigate."
80 Library staff across 7 teams worked together.

Over 40 communications across different channels aided us in success.

775,000 books were moved over the summer vacation. That's 11,071 each day!

We moved 21 kilometres of books. That's almost half the distance across the English Channel!
The book

Available at Main Library, Blue Area Floor 1 (002 BOR)

Find in library

LOCATION ITEMS
- Main Library
  - Available, Blue Area Floor 1 002 BOR (1 copy, 1 available, 0 requests)

Details
- Title: The book
- Publisher: Cambridge, MA : The MIT Press
- Date: 2018
- Format/Physical description: xxi, 322 pages : illustrations ; 18 cm.
- Language: English
- Summary: Includes bibliographical references (pages 297-307) and index.
- Bibliography: Book as object -- The book as content -- The book as idea -- The book as interface.

Locate This Book
Questions

Natasha.viner@Manchester.ac.uk
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