

MANCHESTER
1824

The University of Manchester

Stock Management:

helping customers find their books

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The University of Manchester Library

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Important disclaimer

!!!!!!



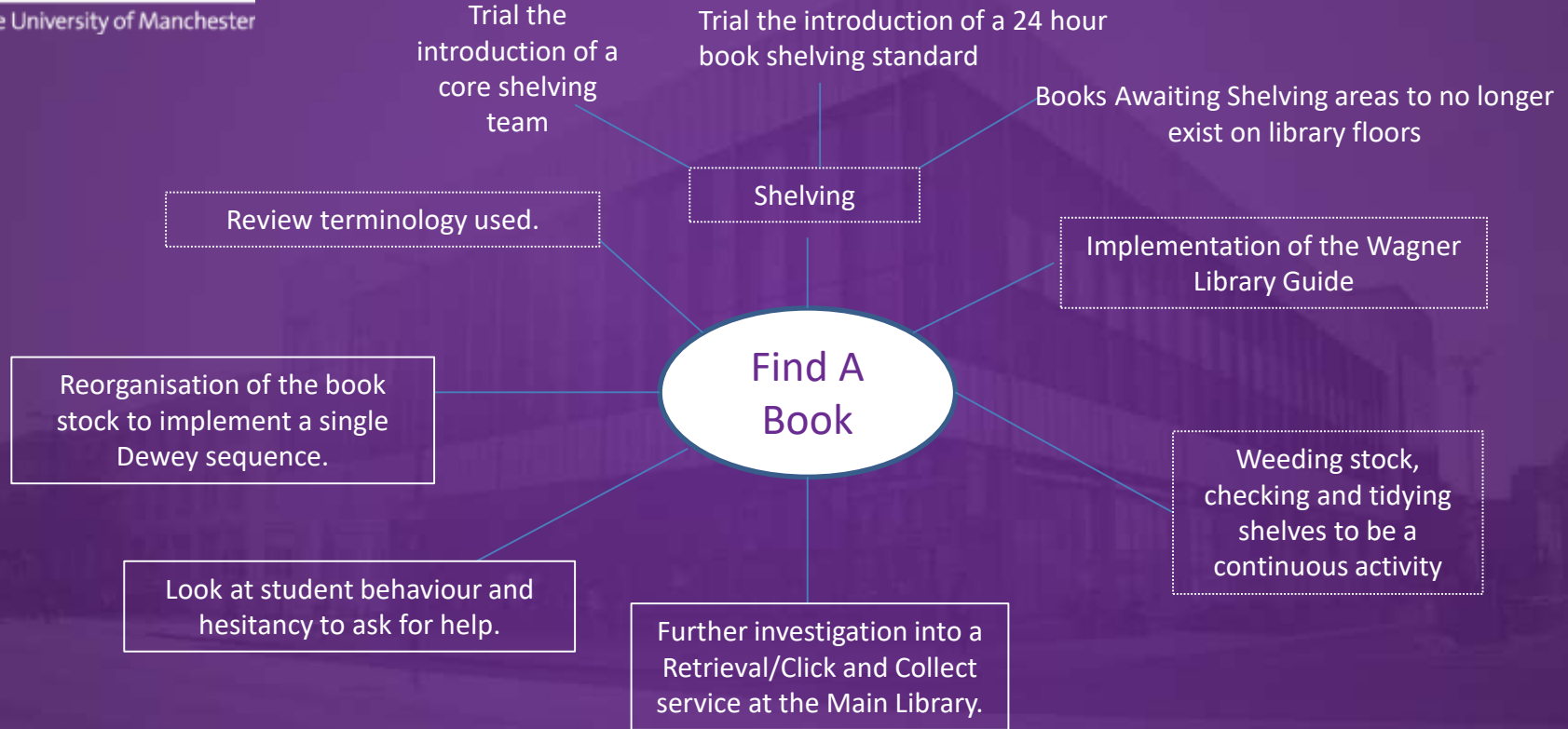
Projects:

- Find a Book
- Big Book Move

Find A Book

“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”





The way things were...



Journey 1

HOW I SEARCHED FOR A BOOK



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

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

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

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.

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

5 mins

I couldn't find the shelf

3 mins

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

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

So I looked on shelves randomly for the book

5 mins

I looked on a trolley where there were lots of books

3 mins

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.

I picked out some other books I found on the trolley

But I didn't find the book



Total search = 18 mins



Humanities Undergraduate Second year Full time



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

Journey 5

"I'm surprised, it usually takes a lot longer for me to find a book"

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

2 min

I looked on the trolley for my book

1 min

I found the book

Total search = 5 mins

Humanities
Undergraduate
2nd year
Full time



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

Season of Migration to the North
Tayeb Salih, 1969

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.

Journey 7

HOW I SEARCHED FOR A BOOK



Sex, Politics, & Putin
Valerie Sperling, 2015

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

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.

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

5 mins

I wrote down the location info and the catalogue number on my course list

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

1 min

It was in the

Blue zone

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

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

3 mins

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

2 mins

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

She didn't understand how the trolleys related to the book numbering system and was looking around the room feeling exasperated

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

2 min

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

3 mins

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

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

3 mins

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.

I found the book

Total search = 19 mins

Humanities Undergraduate

2nd year Full time 20 years old

I'm happy as once I was told to look on the trolleys I thought I would

How to improve the situation:

**Remove trolley parks
on the floors**

Avoid confusion for customers

**Next day shelving
standard**

Getting the books back on shelf quicker

New shelving team

Dedicated team of Shelving & Stock Management
Assistants

**Weeding, tidying &
checking shelves**

To be a continuous activity rather than project based



**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

Get started anytime
Using Library Search

Login
Log in, searching to get better results and more options for acquiring the book.

Library Search
[Search Input Field]

1 This covers the book's content.
2 Here the library has assigned a unique personal ID. Books.
3 This is the book's Dewey Decimal code. It shows you the book's exact location on the shelf.

Improving disabled students' learning: experiences and outcomes
Mary Fuller, Professor, 2008
[Callout: 370.193 B174]

2 Management of IT in a business.
3 This is the book's Dewey Decimal code. It shows you the book's exact location on the shelf.
4 This is the book's Dewey Decimal code. It shows you the book's exact location on the shelf.
5 This is the book's Dewey Decimal code. It shows you the book's exact location on the shelf.

370.193 B174
[Callout: 370.193 B174]

370.193 B174
[Callout: 370.193 B174]

370.193 B174
[Callout: 370.193 B174]

www.manchester.ac.uk/library/get-started
@UoMLibrary
#UoMGetStarted

Get started anytime
Finding your book

How to read a Dewey Decimal number
The Library uses the Dewey Decimal Classification scheme to arrange books and other resources on the shelves. Each book has a specific Dewey number called a "shelfmark", which shows its exact location on the shelf. Books are arranged from left to right, and from top to bottom.

370.193 B174
[Callout: 370.193 B174]

Can't find a book?
Please speak to a member of staff who will be happy to assist you.

www.manchester.ac.uk/library/get-started
@UoMLibrary
#UoMGetStarted

Big Book Move



← 666.1 FOR
—
659.1 F91
Business, Economics,
and Social, Physical & Political

659.2 F42 →
—
659.2 B25
Business, Finance, & Finance
—
Business, Finance & Finance
—
Business, Finance & Finance
—
Business, Finance & Finance

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)

The Big Book Move

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

538 7	539 7	540 7	541 7	542 7	543 7	544 7	545 7	546 7	
537 7	536 7	535 7	534 7	533 7	532 7	531 7	530 7	529 7	
520 7	521 7	522 7	523 7	524 7	525 7	526 7	527 7	528 7	
519 7	518 7	517 7	516 7	515 7	514 7	513 7	512 7	511 7	
502 7	503 7	504 7	505 7	506 7	507 7	508 7	509 7	510 7	
501 7	500 7	499 7	498 7	497 7	496 7	495 7	494 7	493 7	
484 7	485 7	486 7	487 7	488 7	489 7	490 7	491 7	492 7	

483 7	482 7	481 7	480 7	479 7	478 7	477 7	476 7	475 7		474 7	473 7	472 7
460 6/7	461 6/7	462 6/7	463 6/7	464 6/7	465 6/7	466 6/7	467 7	468 7		469 7	470 7	471 7

459 6/7	458 6/7	457 6/7	456 6/7	455 6/7	454 6/7	453 6/7	452 6/7	451 6/7	450 6/7	449 6/7	448 6/7	447 6/7	446 6/7	445 6/7
430 6/7	431 6/7	432 6/7	433 6/7	434 6/7	435 6/7	436 6/7	437 6/7	438 6/7	439 6/7	440 6/7	441 6/7	442 6/7	443 6/7	444 6/7

429 6/7	428 6/7	427 6/7	426 6/7	425 6/7	424 6/7	423 6/7	422 6/7	421 6/7		420 6/7	419 6/7	418 6/7
406 6/7	407 6/7	408 6/7	409 6/7	410 6/7	411 6/7	412 6/7	413 6/7	414 6/7		415 6/7	416 6/7	417 6/7

405 6/7	404 6/7	403 6/7	402 6/7	401 6/7	400 6/7	399 6/7	398 6/7	397 6/7	396 6/7	395 6/7	394 6/7	393 6/7	392 6/7	391 6/7
376 6/7	377 6/7	378 6/7	379 6/7	380 6/7	381 6/7	382 6/7	383 6/7	384 6/7	385 6/7	386 6/7	387 6/7	388 6/7	389 6/7	390 6/7

375 6/7	374 6/7	373 6/7	372 6/7	371 6/7	370 6/7	369 6/7	368 6/7	367 6/7	366 6/7	365 6/7	364 6/7	363 6/7	362 6/7	361 6/7
346 6/7	347 6/7	348 6/7	349 6/7	350 6/7	351 6/7	352 6/7	353 6/7	354 6/7	355 6/7	356 6/7	357 6/7	358 6/7	359 6/7	360 6/7

345 6/7	344 6/7	343 6/7	342 6/7	341 6/7	340 6/7	339 6/7	338 6/7	337 6/7	336 6/7	335 6/7	334 6/7	333 6/7	332 6/7	331 6/7
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Targets:

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.

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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."

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BOOKS ON THE MOVE

775,000

books were moved over
the summer vacation.

That's
11,071
each day!



80 Library staff across **7** teams worked together

Over **40**

communications
across different
channels aided us in success



We moved
21 kilometres
of books.

That's almost half the
distance across the
English Channel!



The book
Borsuk, Amaranth, 1980- author.
2018

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

- Tip
- Find in Library
- Details
- Virtual Browse
- Links
- Send To

Find in library

Back To Locations

LOCATION ITEMS

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

Locate This Book



Item available

Details

Title **The book**
Attribution Amaranth Borsuk.
Creator Borsuk, Amaranth, 1980- author. >
Subject Books -- History >
Printing -- History >
Printing >
Books >
Genre History
Publisher Cambridge, MA : The MIT Press.
Date 2018
Format/Physical descriptions xvi, 322 pages : illustrations ; 18 cm.
Language English
Contents **The book as object** -- **The book as content** -- **The book as idea** -- **The book as interface**.
Bibliography Includes bibliographical references (pages 297-307) and index.
Summary "The Book tracks the ways the book's physical form and artistic content have historically inspired one another's evolution. Borsuk shows that in order to see where books might be going, we must think of them as objects whose physical shape has experienced a long history of experimentation and play. Rather than hemmanise the death of books or creating a dichotomy between print and digital media, Borsuk points to a changing technology and highlighting the way poets and artists

Tweak your results

Expand beyond library collections

Sort by Relevance

Availability

- Available online
- Peer-reviewed
- Open Access
- Available in the UK

Subject

Author/Creator

Library

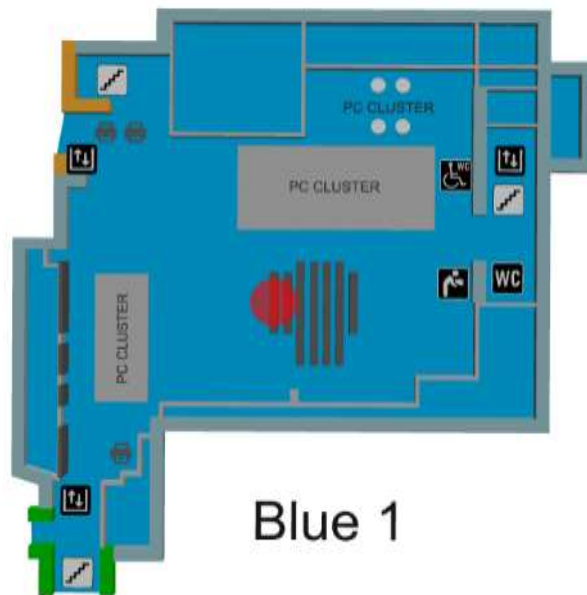
Resource Type

Collection

Date

Journal Title

002 BOR-The book / Amaranth Borsuk.



Blue 1

MANCHESTER
UNIVERSITY

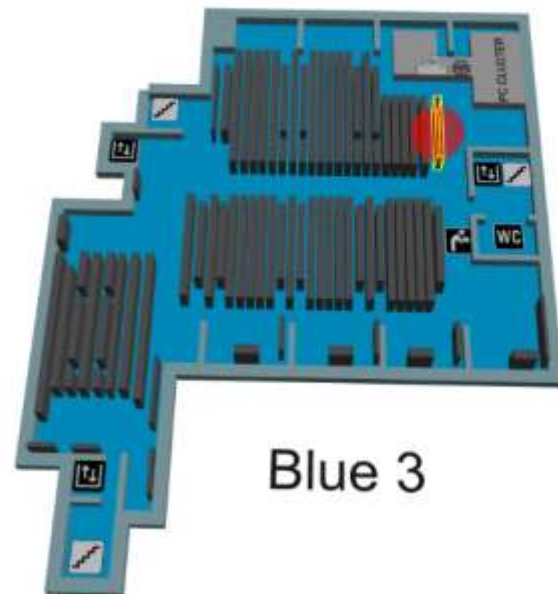
Stairs Lift Toilet Accessible Toilet

Water Fountain MFDs Self Issue Machines Book Return

Laptop Loans Study Room Information Point

Choose Floor

- Blue Ground
- Blue 1
- Blue 2
- Blue 3
- Blue 4
- Green 3
- Orange 4
- Orange 5
- Purple Ground



Blue 3

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Questions

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Stock Management:

helping customers find their books

Natasha Viner (Stock Projects Team Leader)

The University of Manchester Library