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Baseline requirements/enhancements for Reserves system:

Identify the top requirements for Reserves in each area (not only what is currently lacking):

Processing side:

1. Pulling in bibliographic data to automate the populating of fields (replacement for function of Tom's Ares Tools).
2. Support for bibliographic fields other than just monographs or serials (i.e. music, scores, etc.). All formats should be recognized; likewise, should be flexible/extensible enough to grow and work with new media.
3. Archive and reuse course reserve lists over a many year period.
4. Ability to track the status of items and move items to/from queues as needed.
5. Ability to delete and/or clean up items.

End-user interface: for students (CUL Course Help)

1. Clear, intuitive interface for students seeking Reserves (Usability group is working on this piece).
2. This should include issues of call numbers, facet sorting, grouping, location and alphabetical sorting.
3. Reasonably fast response time.

End-user interface: for faculty/instructors

1. Ability to track the status of items.
2. Clear, step-by-step instructions for instructors to submit and track requests, including clear guidelines on copyright issues.
3. Open URL (to enable faculty to request items and be able to get bibliographic data).

Back end issues

1. Structured course data - person creating course reserves must select from authoritative course roster descriptors.
2. No complications with Blackboard in the creation of course reserve lists.
3. Reporting functions, including the ability to gather statistical information (circulation)and to print reserve lists for archival purposes without having to use a print screen function.

Support issues

1. Minimal or no down time.
2. Vendor must be responsive to requests for fixes and enhancements.
3. Key staff who work with Reserves (in Access Services or IT/Systems) must be available the first month of Spring or Fall semesters; at minimum there should be backup staff who can perform these individual's functions.
4. Clear communication between reserves processing staff. There should be at least one quality control person to gather problem reports & communicate to Atlas.