

The Department of “Getting It”

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SUNY ESF

IDS Conference 2014



Starting Points

- Patron Driven Acquisitions Model for books
- Shrinking budgets/higher serials costs
- IDS member since 2010
- Desire to improve:
 - Speed of service
 - Fulfillment rates
 - Consistent rationale for decisions

Goals

- Make rational decisions about buying vs. borrowing
- Streamline decision process by eliminating Director (from the process)
- Seamless process for requesting patron
- Maximize fulfillment rates/Minimize patron frustration
- Savings in effort and money

What we Did

- Combined Acquisitions and ILL into one area of responsibility
- Began routing all requests (regardless of type) through one person/department
- ILL/Acq Librarian has the authority to fill requests by whatever method will do so most effectively/economically/efficiently
- Committed to filling as many requests as we can

Some Preliminary Results

| | 2012-2013 | 2013-2014 | % Change |
|---------------------|-----------|-----------|----------|
| Borrowing Filled | 992 | 1368 | 27.5 |
| Borrowing Cancelled | 245 | 151 | -62.3 |
| Borrowing Total | 1242 | 1507 | 17.6 |
| | | | |
| Lending Filled | 978 | 1161 | 15.8 |
| Lending Cancelled | 927 | 464 | -99.8 |
| Lending Total | 1905 | 1676 | -13.7 |
| | | | |
| Totals | 3147 | 3183 | 1.1 |
| | | | |

How It Works

- All ILL and purchase requests come to me
 - Process ILL Borrowing, manage rest of ILL
 - Library staff forward all purchase requests to me
- Purchase books, DVDs, and articles
 - Forward purchase information to other library staff who handle processing
- Recommend purchase of more expensive items and subscriptions
- All item gifts and donations brought to me

Tools Used

- ILLiad → Custom queues, routing, emails
- GIST Purchase Addon in ILLiad → Directly to Amazon
- GDM module for gifts

Loan Requests

- How many times requested?
- Does subject matter match?
- How much does it cost? → GIST Purchase Addon
- How many other libraries own it? → OCLC
- How quickly can it get here?
- Unfilled borrowing request?

Back Forward Stop Refresh Search Import Price

GIST Purchase Addon: \$

Search: Amazon



Moon's Amazon.com Today's Deals Gift Cards Sell Help

Off to College Back to Amazon Shop now

Shop by Department

Search

Books

9781603583978

Go

Hello, Moon Your Account

Your Prime

Cart

Wish List

Books Advanced Search New Releases Best Sellers The New York Times® Best Sellers Children's Books Textbooks Textbook Rentals Sell Us Your Books Best Books of the Month

1 result for Books : "9781603583978"

Sort by Relevance

Show results for

Any Category

Books

- Business & Money (1)
- Cookbooks, Food & Wine (1)
- Crafts, Hobbies & Home (1)
- Reference (1)
- Science & Math (1)

Refine by

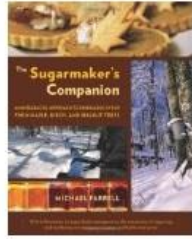
Amazon Prime

Prime Eligible

Avg. Customer Review

★★★★☆ & Up (1)

1.



The Sugarmaker's Companion: An Integrated Approach to Producing Syrup from Maple, Birch, and Walnut Trees by Michael Farrell (Oct 16, 2013)

★★★★☆ (9)

Formats

Price

New

Used

Paperback

~~\$39.95~~ **\$27.22** Prime

\$20.98

\$18.89

Only 16 left in stock - order soon.

Excerpt - Back Cover: "... Nancie Battaglia, and Kevin Sargent \$39.95 USD ISBN 9781603583978 ..." See a random page in this book.

Trade-in eligible for an Amazon gift card

Sponsored Links

Selling 9781603583978?

Sell ISBN 9781603583978 and Get More Cash Not Credit! Fast payment. sellbackyourbook.com/9781603583978



Loan Requests

- ILL request routed to Doc Del queue: *Awaiting Acquisitions Processing*
- Cataloged and placed on hold or delivered
- Notification sent through ILLiad
- 5 books purchased from ILL requests

Example

- *The Sugarmaker's companion: An integrated approach to producing syrup from maple, birch, and walnut trees*
 - Subject area
 - Relatively new, not many libraries owned yet
 - Not expensive, available in Amazon
 - Purchased!

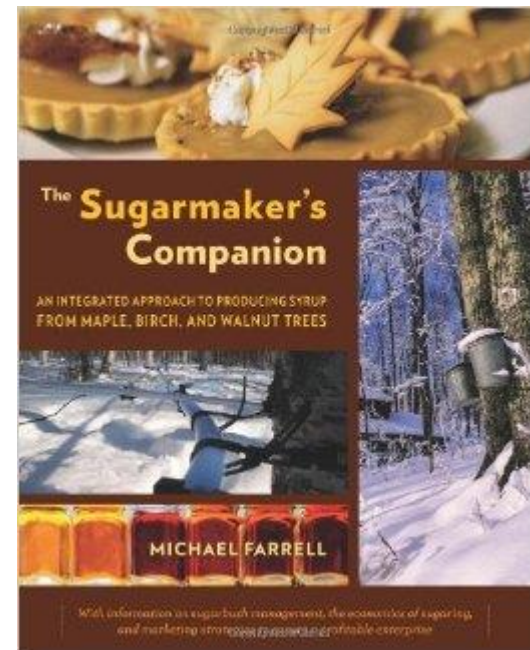


Image from: <http://www.amazon.com/The-Sugarmakers-Companion-Integrated-Producing/dp/1603583971>

ACQ Purchase Request Received

Dear _____

The following item which you requested for purchase has arrived:

Loan Title: Situational prevention of poaching / by Loan Author: Andrew M. Lemieux

Edition: Publisher: Routledge

Date of Publication: 2014

You may come pick it up at the main desk in the library. It will be held for you for one week.

Questions about Interlibrary Loan may be directed to moon@esf.edu or (315) 470-6723.

Purchase Requests

- Subject matter
- How much does it cost?
- How many libraries own it?

- If borrowed:
 - Request created in ILLiad
 - Patron notified as usual when arrives
 - *This scenario may not occur often since we typically purchase requested items
 - **May make sense in the case of leisure reading/fiction

Article Requests

- Have we exceeded the “Rule of 5?”
- Is the whole issue being requested?
- Are requests coming from more than one person?
- How much does a single article cost?
- Subject area

Subscription vs. Individual Articles

- Consider subscription when:
 - Many requests from more than one person
 - Cost of individual articles compared with number of requests is near or larger than subscription cost
- Purchase individual articles when:
 - Not many requests
 - Cost of individual articles compared with number requested is far less than subscription cost
- Track these journal titles

Results

- 6 individual articles purchased (could have purchased more)
- 1 journal subscription purchased
 - More than one patron
 - Over rule of 5
 - Trend was for most current articles

Gifts

- Create list of titles and ISBN and/or OCLC numbers
- Run through GDM
 - How many in SUNY
 - Already owned
 - Hathi Trust, Google Books
- Titles can be looked up in GDM individually
- Not sure which method is more efficient

Benefits

- Know budget
- Freedom to make purchase decisions because I have almost all the information needed to make those decisions
- Know requesting habits of patrons
- Know ILLiad
- Filter through requests with knowledge of previous requests

Making Progress...

- Gather more knowledge
- Make better decisions on when to buy
 - Most ILL requests fit into conspectus, but can't buy them all
 - Learn more about how patrons use items requested
→ many renewals, etc.
- Use GIST Acquisitions Addon
- More to learn in using GIST and GDM
- More seamless process for patrons
 - All they have to do is request something – we figure out the best way to “Get It”

Questions?

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