Patron-Focused Services

- Suzanne M. Ward
  - Purdue University Libraries
- Tanner Wray
  - Univ. of Wisconsin-Madison Libraries
- Karl E. Debus-Lopez
  - Univ. of Wisconsin-Madison Libraries
- Megan Allen
  - Thomas Crane Public Library (MA)

http://archive.ala.org/rusa/mouss/archives/ill/ill02_files/slide0021.htm
Presentation Order

- Concept Overview
- Purdue University Libraries
- Univ. of Wisconsin-Madison Libraries
- Thomas Crane Public Library
- Bibliographers’ Analysis (Purdue)
- Questions & Answers
ILL Book Borrowing: Traditional Model

- Borrow book
- A few weeks’ use
- Return book
Exploring a New Model:
Keep the Book!

- Recently published titles
- Titles not listed in OCLC
- Titles requested by certain patrons, e.g., faculty
- Titles requested multiple times

- Failed ILL transaction (Wisconsin)
- Immediate purchase of books that meet certain criteria (Purdue, T. Crane PL & Wisconsin)
Why a New Model?

- Fill requests that might otherwise go unfilled
- Enhance the collection based on patrons’ expressed needs
- Improve service and patron satisfaction
What Is It Called?

- Books on Demand
- Just-in-Time Acquisitions
- Point-of-Need Acquisitions
- Collaborative Collection Development
Let’s explore how it works …

• Three working models
  – Purdue University Libraries
  – University of Wisconsin-Madison
  – Thomas Crane Public Library

• Bibliographers’ analysis
  – Purdue University Libraries
Bibliography


BOOKS ON DEMAND

Collaborative Interlibrary Loan and Collection Development

Suzanne M. Ward
Purdue University Libraries

http://archive.ala.org/rusa/mouss/archives/ill/ill02_files/slide0027.htm
Purdue University

- 38,000 students
- Publicly supported institution
- West Lafayette, Indiana
Purdue University Libraries

- FY 2000/01
  - 2.5 million volumes / 14 libraries
  - Total ILL borrowing filled 2000/01: 28,000
  - Total books added: 14,000
  - Total monograph budget: $1.1 million
ILL Transaction Costs

- ARL average transaction cost: $27.83
  - Borrower: $18.35
  - Lender: $9.48
Just-In-Time Proposed Model

- Establish acquisitions parameters
- Purchase book from Amazon.com
- Lend to ILL patron
- Catalog returned book for library

ASSUMPTION: A book that one patron needs will also be useful to others.
Pre-Project Analysis I

- Review recent imprints borrowed through ILL: April – Sept 1999
  - 796 titles published in last 5 years (of 2778 total loans requested)
  - Check 60 random titles in Amazon
    - $50 maximum cost
    - Delivery within a week
    - Scholarly work in English
Pre-Project Analysis II

● 18 (30%) of sample titles met criteria
  – Average cost $26.02 (excluding shipping)

● 18 sample titles:
  – 2 undergraduates (11%)
  – 11 graduates (61%)
  – 5 faculty/staff (28%)

● 18 sample titles:
  – 15 social sciences/humanities (84%)
  – 3 sci/tech (16%)

http://archive.ala.org/rusa/mouss/archives/ill/ill02_files/slide0033.htm
Proposal Review

Public Services Advisory Committee (PSAC)

- Director for Public Services and Collections
- Public Services department heads
  (including head of Technical Services)
- Head, Access Services (investigator)
PSAC Recommendations

- Increase maximum cost per book to $100
- Increase project funding
- Establish ordering/processing procedures
- Set project evaluation criteria
  - Track subsequent circulation
  - Solicit patron feedback
  - Analyze patrons’ departments & status
  - Analyze purchased books
Acquisitions Criteria

- Published in the last 5 years
- In English
- Scholarly work
- Delivery within a week
- Prefer paperback edition
- Maximum cost $100
Trial Project

- Began 1/2000 and renewed through present
- $65,000 allocated from non-recurring funds (through 6/02)
Workflow, part 1

- ILL …
  - does title meet criteria?
  - can Amazon supply? Price & Time
  - assigns home library
  - enters record in Clio

- Acquisitions …
  - places order with Amazon
  - enters “on order” record in OPAC
Workflow, part 2

- ILL …
  - receives book directly from Amazon
  - lends book to patron
  - sends returned book to Cataloging
Major Workflow Objective

As little extra or rush processing as possible
What Did We Buy?

- Health clubs: architecture and design
- Building imaging applications with JAVA
- Encyclopedia of women and crime
- Eating disorders in women and children
- Politics of human rights in East Asia
- Inventing the public enemy: the gangster in American culture
- Monetary policy rules
More Sample Titles

- Textures of place: exploring humanist geographies
- Stimulant drugs and ADHD
- Public relations as relationship management
- Chaplain to the Confederacy: Basil Manly Fuller and Baptist life in the old south
- Introduction to critical thinking
- Theoretical and numerical combustion
Trial Project Results: 28 months, part 1

- 1,720 books acquired
- $37.11 average cost per book
- Average 2 books per patron
- Average turnaround time: identical with traditional loans (8 days)
Trial Project Results: 28 months, part 2

- Percent by discipline
  - 84% social sciences/humanities
  - 16% sci/tech/engr

- Patron status information
  - 9% undergraduates
  - 60% graduates
  - 31% faculty/staff
Trial Project Results: Patron Feedback

- Short questionnaire is distributed with books

- 61% of questionnaires returned
  - Did book arrive in time? 99.8% Yes
  - Usefulness of book for library collection?
    - Very useful 76%
    - Moderately useful 20%
    - Marginally useful 4%
Patron comments …

“Thanks for buying this! Useful for research and teaching.”
Patron comments …

“Good addition to the Libraries’ collection. Please continue to add recent books.”
Patron comments ...

"Super book. Anticipate high demand (another person in our dept borrowed it from me already)."
Patron comments ...

“The book came so much faster than I ever expected!”
Subsequent Circulation: Methodology

- Compare:
  - Books on Demand titles with Humanities, Social Sciences & Education (HSSE) Library titles
  - Number acquired and number circulated
  - Percentages
Subsequent Circulation: Results

- 51% of On Demand titles subsequently circulate (26% more than once)

- 28% of similar books added to the collection during the same time period subsequently circulate (11% more than once)
Subsequent Circulation: Caveats

- HSSE books acquired with different selection criteria
  - Publication dates
  - Language
  - Type, e.g., reference, fiction, poetry
- Same patron may check out the on-demand title after cataloging
- Pattern may be different in other libraries
- Pattern may differ over time

[Link to presentation slide]
Books per patron

- 1,720 books & 734 patrons
- 1 patron 28 books
- 1 patron 23 books
- 1 patron 20 books
- 64 patrons 3 books
- 121 patrons 2 books
- 419 patrons 1 book
Adjustments & Surprises

- Workflow
  - Amazon can supply half of books checked
  - Amazon cancellations
  - Downtime
  - Maximum cost
  - Credit card
  - Property stamp
Conclusions

- Patrons delighted with program
- Turnaround time acceptable
- Project adds relevant titles to collection
- Not as effective for sci/tech titles
- Library staff supportive
Future Directions

- Continue to apply for funding
- Expand program
  - Chapters?
  - Multiple vendors?
  - Books older than 5 years?
STARTING ANEW:

Collaborations Between ILL and Acquisitions

Tanner Wray & Karl E. Debus-Lopez
University of Wisconsin-Madison Libraries
University of Wisconsin-Madison

- 41,522 students
- Publicly supported institution
- Largest of 26 UW campuses
UW-Madison Libraries: FY 00/01

- 6 million volumes / 40+ libraries
- 7 major ILL operations:
  - Total campus ILL borrowing (filled): 53,000+
  - Memorial total ILL borrowing (filled): 27,000+
- Total volumes added: 79,000
  - (excl. Law, Health Sciences, IMC, Hist. Soc.)
- Total materials budget: $10.1 million
  - Monographic budget: $2.3 million
Impetus

- Many institutions exploring effectiveness of access vs. acquisitions models, including:
  - Cost
  - Delivery speed to patron
  - Interaction between patron needs and collection development practices
ILL→Rush Acq Initiation

- Library Director asked Acq & ILL staff to develop pilot
- CDO, Director initially allocated $2,000/yr
- Head of Public Services & ILL staff developed scope
- Selectors approved scope
- ILL & Acq staff developed procedures
- Pilot initiated May 2000
- Came out of pilot Feb 2002
Purpose

- Gain experience in ILL/Acq linkages
- Rush Acq procedures effective for ILL requests?
- Purchase effective when can’t borrow?
- Get materials into patron hands faster?
- Cost effective?
- ILL Librarian effective as selector?
- Viable long-term model?
Scope of Titles Purchased
(After Failed ILL at 5 Libraries)

- In scope for “General Library System”
  - Excludes Law, Medical, American History
- Current year imprint + 2 previous years
  - Changed to current plus 3 years in Feb 02
- Monograph or proceedings
  - Not textbooks, computer manuals
- Price < $250
- Additional copies permitted
ILL→Rush Acquisitions Workflow

- ILL attempts to borrow book
- 5 potential lenders fail to loan book
  (Current year imprints not sent for ILL after Feb 02)
- ILL Librarian refers in scope titles to Acquisitions
- Rush acquisitions/cataloging
- Patron notified by circulation desk
- Patron borrows book
ILL Details
(After 5 lenders unable to fill loan request)

- ILL Librarian:
  - In scope?
  - Which library should book reside in?
- Request flagged in CLIO
- ILL stops work

- Request given to Acquisitions
- Acquisitions takes over request
Rush Acquisitions Overview

- All patron requests considered rush
- Fulfill patron requests by ‘needed by’ date provided by patron (or 2 weeks if no date provided)
- Web-based sources preferred
  - Identify availability
  - Rapid delivery
- Pursue multiple sources until received
- Credit card preferred
Acquisitions Details #1

- Approval item: If not shipped, item ‘blocked’. Title rush ordered from another source.

- Not approval item: Order staff check availability. Current sequence:
  - Amazon.com
  - Publisher or distributor
  - Out of print sources
  - If foreign, may use vendor
  - If unavailable, request returned to ILL
Acquisitions Details #2

- Order staff place order
  - Order placed against ILL fund
  - Up to $15 shipping automatically accepted
  - Patron ID & name, pickup library input to order notes
  - Claim in 14 days if not received
- If not received in 3 weeks, Acquisitions confers with ILL
Receipt, Processing and Notification Details

- At receipt, patron ID and name removed from order record
- Item rush cataloged/processed
- Item delivered to pickup library
- Circulation desk notifies patron of availability
Summary Data
May 2000-April 2002 (2 years)

- Titles Received 135
  - Domestic 108
  - Foreign 27

- Fulfillment (4 orders unfilled) 97%

- Expended (incl. shipping) $4,976
- Average paid per title $36.86*
  *includes average shipping of $3.85
Summary Data
May 2000-April 2002 (2 years)

- Average time
  Acquisitions receives request→circ desk*

  - Domestic  8 calendar days
  - Foreign  31 calendar days

*Includes 1 day for mailroom receipt, technical services processing and delivery to circ desk
### Fulfillment by Source

- **Amazon.com** 57  
  includes Amazon France and Amazon UK  
- **Borders*** 46  
- **Barnes and Noble** 14  
  includes BN.com and store*  
- **Foreign Vendor** 10  
- **Publisher** 5  
- **Domestic Vendor** 3  
  *no longer regularly used

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http://archive.ala.org/rusa/mouss/archives/ill/ill02_files/slide0073.htm

6/4/2014
Subject Analysis

- Percent by discipline
  - 79% social sciences/humanities
  - 21% science/technology/engineering

- Largest concentration of titles
  - H classification = 24%
  - P classification = 21%
Circulation Analysis

- 73% of ILL→Rush Acq titles subsequently circulated (circulated 2 or more times)

- Average Circulation/item: 3.5 times

- 6% of similar books added to the Memorial collection during the same time period had 2 or more circulations
Titles with Highest Circulation

- Bowling Alone: The Collapse and Revival of American Community
- Handbook of Qualitative Research
- Body for Life
- Heartbreaking Work of Staggering Genius
- Handbook of Attachment
- Statistical Methods for Categorical Data Analysis
- Games of Strategy
- Holocaust in American Life
- SPSS for Psychologists: A Guide to Data Analysis...
- Psychology and the Internet
Findings

- Gain experience in ILL/Acq linkages
  - Improved ILL—Acquisitions cooperation
  - Increased understanding of workflows
- Are Rush Acquisitions procedures effective for ILL requests?
  - Domestic titles very successful
  - Foreign titles take more time
- Purchase effective when can’t borrow?
  - High fill rate (checked availability)
Findings

- Get materials to patron faster?
  - Domestic titles acquired quickly
  - ILL before Acq adds patron delay
- Cost effective?
  - Yes; Low shipping costs
- ILL Librarian effective as selector?
  - Quality of items was high; High circulation
- Viable long-term model?
  - Yes
Future

- Adjust Scope
  - More imprint years
  - Selectively use for foreign imprints?
- Consider Purchase before ILL
- Request increased funds
- When is Acq better than Access (ILL)?
- Assess relevant policies and activities
  - Impact of paper-preferred acquisitions
BUY IT, YOU’LL LIKE IT
User-Inspired Collection Development

Megan Allen
Thomas Crane Public Library

Who Are We?

- A medium-sized public library
  - Total holdings: 539,000
  - Materials budget: $305,000

- A regional ILL processing center
  - 362 member libraries/80 active borrowing libraries
  - 7,000 borrowing requests filled in 2001
Why Buy?

- Satisfy library users
- Obtain items unavailable for ILL
- Increase ILL fill rate
The Scheme

- ILL, Acquisitions staff developed working guidelines & procedures
- Regional funds were available for collection development
When to Buy?

- No potential lender
- All potential lenders exhausted
- Item too new to borrow
- Multiple requests for same item
Decision-Making Process

- ILL Librarian makes the call

- Order clerk orders the item, fastest/cheapest way, unprocessed/uncataloged

- Item circulated to ILL patron

- When returned, item passed to Acquisitions Librarian
2001 Results—The Numbers

- Number of items purchased: 113
- As percentage of (returnable) ILL requests filled: 2%
- Average cost per item: $17.00
- Total spent: $1895
2001 Results—The Vendors
2001 Results--PubDate
2001 Results—Scope
2001 Results—Turnaround Time

- Purchased items: 69% received in 14 days or less
- ILL items: 73% received in 14 days or less
- Purchased items: 16 days average turnaround time
- ILL items: 9 days average turnaround time
1999-2000 Results—Subsequent Use

- 97% added to our collection
- 93% subsequently circulated
- Average circulations per item: 7
- 1999: 35% circulated >10 times
- 2000: 22% circulated >10 times
Rolling Readjustments

- Fewer long orders
- Fewer wacky titles
- More fiction titles
- More audio/visual items
- More online vendors
- Credit card use
What’s Not to Like?

- Library users are happy
- Turnaround time is acceptable
- Cost is reasonable
- High interest items added to collection
Books for Patrons in These Disciplines

- English: 231
- History: 138
- Foreign Languages: 90
- Political Science: 71
- Management: 67
- Philosophy: 59
Totals, 2000-2001

- Total books 1,447
- # in these disciplines 656
- % in these disciplines 45%
- No departmental affiliation 196
Questions

- How many books fit collection profile?
- For in-scope titles, why not already acquired?
- Probable longevity?
- Publisher type?
- Evidence of interdisciplinary research?
More Questions

- Project titles different from normal acquisitions?
- Refinements to approval plan?
- Perception of collaborative collection development?
- Recommendations?
Purdue Bibliographers

- English
- History
- Foreign Languages
- Political Science
- Management
- Philosophy

- Kristine Anderson
- Larry Mykytiuk
- Robert Freeman
- Jean-Pierre Herubel
- Judy Nixon
- Jean-Pierre Herubel
Methodology: project data

- Access database of 1,447 titles
  - Bibliographic information
  - Patron status and department

- Enhancements
  - Dewey classification number
  - Publisher type
  - Would have bought? If not, why?
  - Probable longevity
Methodology: collections data

- Title lists for books acquired normally during same time period
  - Bibliographic information
  - Dewey classification number
  - Circulation activity
Percent of On-Demand Books Fitting Collection Profile

- English: 80%
- History: 99%
- Foreign Languages: 93%
- Political Science: 94%
- Management: 90%
- Philosophy: 88%
Why not already acquired?

- Budgetary constraints
- “Wet ink” titles
- Interdisciplinary
- Narrow specialty
- Publishers’ catalogs not seen
Estimated Longevity

As long as other books in these subject areas
## Percentage by Publisher Type

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<th>Field</th>
<th>Univ Press</th>
<th>Scholarly/Professional</th>
<th>Popular</th>
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<tr>
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<td>40</td>
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<td>0</td>
</tr>
</tbody>
</table>

http://archive.ala.org/rusa/mouss/archives/ill/ill02_files/slide0105.htm
Interdisciplinary research?

- FLL patrons: only 23% of books fell in FLL class number ranges

- English & FLL patrons: second highest category (20%) was sociology books

- Management: 40% of books requested by non-Management patrons
Out-of-scope titles (1-20%)

- Textbooks
- Popular
- Recreational interest
- Extremely narrow subject focus
- Out of scope for discipline, but appropriate for overall collection
Comparison with routine orders

- English – much lower % sociology
- History – no difference
- FLL (in English) – lower % university press
- Management – lower % university press
- Philosophy – foreign languages
- Political science – foreign languages, association publications
Perceptions of collaborative collection development

- Grad students’ input
- Strengthens collection in interdisciplinary area
- Cost effective
- Meets point-of-need requirements
- Fast, easy, seamless
- Vast majority of titles are in scope
- Improved customer service
Recommendations

- Move project from trial to routine status
- Explore selection criteria expansion
- Adjust approval plan
- Review ILL transactions periodically
- Review circulation records periodically
- Change funding for interdisciplinary programs
Presenters’ contact information

- Sue Ward  
  - ward@purdue.edu
- Tanner Wray  
  - twray@library.wisc.edu
- Karl Debus-Lopez  
  - kdebus@library.wisc.edu
- Megan Allen  
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Patron-Focused Services:
Models of Collaborative Interlibrary Loan, Collection Development, & Acquisitions

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(Current year imprints not sent for ILL after Feb 02)
ILL Librarian refers in scope titles to Acquisitions
Rush acquisitions/cataloging
Patron notified by circulation desk
Patron borrows book

ILL Details
(After 5 lenders unable to fill loan request)

ILL Librarian:
  In scope?
  Which library should book reside in?
Request flagged in CLIO
ILL stops work
Request given to Acquisitions
Acquisitions takes over request

Rush Acquisitions Overview

All patron requests considered rush
Fulfill patron requests by 'needed by' date provided by patron (or 2 weeks if no date provided)
Web-based sources preferred
  Identify availability
  Rapid delivery
Pursue multiple sources until received
Credit card preferred

Acquisitions Details #1

Approval item: If not shipped, item 'blocked'. Title rush ordered from another source.
Not approval item: Order staff check availability. Current sequence:
  Amazon.com
  Publisher or distributor
  Out of print sources
  If foreign, may use vendor
If unavailable, request returned to ILL

**Acquisitions Details #2**

- Order staff place order
  - Order placed against ILL fund
  - Up to $15 shipping automatically accepted
  - Patron ID & name, pickup library input to order notes
  - Claim in 14 days if not received
  - If not received in 3 weeks, Acquisitions confers with ILL

**Receipt, Processing and Notification Details**

- At receipt, patron ID and name removed from order record
- Item rush cataloged/processed
- Item delivered to pickup library
- Circulation desk notifies patron of availability

**Summary Data**

**May 2000-April 2002 (2 years)**

- Titles Received 135
  - Domestic 108
  - Foreign 27

- Fulfillment (4 orders unfilled) 97%

- Expended (incl. shipping) $4,976

- Average paid per title $36.86*
  - *includes average shipping of $3.85

**Summary Data**

**May 2000-April 2002 (2 years)**

- Average time
  - Acquisitions receives request→circ desk*
    - Domestic 8 calendar days
    - Foreign 31 calendar days
  - *Includes 1 day for mailroom receipt, technical services processing and delivery to circ desk

**Fulfillment by Source**

- Amazon.com 57
includes Amazon France and Amazon UK
Borders* 46
Barnes and Noble 14
includes BN.com and store*
Foreign Vendor 10
Publisher 5
Domestic Vendor 3
*no longer regularly used

Subject Analysis
Percent by discipline
79% social sciences/humanities
21% science/technology/engineering

Largest concentration of titles
H classification = 24%
P classification = 21%

Circulation Analysis
73% of ILL→Rush Acq titles subsequently circulated (circulated 2 or more times)
Average Circulation/item: 3.5 times
6% of similar books added to the Memorial collection during the same time period had 2 or more circulations

Titles with Highest Circulation
Bowling Alone: The Collapse and Revival of American Community
Handbook of Qualitative Research
Body for Life
Heartbreaking Work of Staggering Genius
Handbook of Attachment
Statistical Methods for Categorical Data Analysis
Games of Strategy
Holocaust in American Life
SPSS for Psychologists: A Guide to Data Analysis...
Psychology and the Internet

Findings
Gain experience in ILL/Acq linkages
- Improved ILL—Acquisitions cooperation
- Increased understanding of workflows
Are Rush Acquisitions procedures effective for ILL requests?
- Domestic titles very successful
- Foreign titles take more time
Purchase effective when can’t borrow?
- High fill rate (checked availability)

Findings
Get materials to patron faster?
- Domestic titles acquired quickly
- ILL before Acq adds patron delay
Cost effective?
- Yes; Low shipping costs
ILL Librarian effective as selector?
- Quality of items was high; High circulation
Viable long-term model?
- Yes

Future
Adjust Scope
- More imprint years
- Selectively use for foreign imprints?
Consider Purchase before ILL
Request increased funds
When is Acq better than Access (ILL)?
Assess relevant policies and activities
- Impact of paper-preferred acquisitions

BUY IT, YOU’LL LIKE IT
User-Inspired Collection Development
Megan Allen
Thomas Crane Public Library
Who Are We?
A medium-sized public library
   Total holdings: 539,000
   Materials budget: $305,000
A regional ILL processing center
   362 member libraries/80 active borrowing libraries
   7,000 borrowing requests filled in 2001

Why Buy?
Satisfy library users
Obtain items unavailable for ILL
Increase ILL fill rate

The Scheme
ILL, Acquisitions staff developed working guidelines & procedures
Regional funds were available for collection development

When to Buy?
No potential lender
All potential lenders exhausted
Item too new to borrow
Multiple requests for same item

Decision-Making Process
ILL Librarian makes the call
Order clerk orders the item, fastest/cheapest way, unprocessed/uncataloged
Item circulated to ILL patron
When returned, item passed to Acquisitions Librarian

2001 Results—The Numbers
Number of items purchased: 113
As percentage of (returnable) ILL requests filled: 2%
Average cost per item: $17.00
Total spent: $1895

2001 Results—The Vendors

2001 Results—PubDate

2001 Results—Scope

2001 Results—Turnaround Time

| Purchased items: 69% received in 14 days or less |
| ILL items: 73% received in 14 days or less |
| Purchased items: 16 days average turnaround time |
| ILL items: 9 days average turnaround time |

1999-2000 Results—Subsequent Use

| 97% added to our collection |
| 93% subsequently circulated |
| Average circulations per item: 7 |
| 1999: 35% circulated >10 times |
| 2000: 22% circulated >10 times |

Rolling Readjustments

- Fewer long orders
- Fewer wacky titles
- More fiction titles
- More audio/visual items
- More online vendors
- Credit card use

What’s Not to Like?

| Library users are happy |
| Turnaround time is acceptable |
| Cost is reasonable |
| High interest items added to collection |

BOOKS ON DEMAND

| Purdue University Libraries Bibliographers’ Analysis |
| Suzanne M. Ward |
| Purdue University Libraries |
### Books for Patrons in These Disciplines
- English 231
- History 138
- Foreign Languages 90
- Political Science 71
- Management 67
- Philosophy 59

### Totals, 2000-2001
- Total books 1,447
- # in these disciplines 656
- % in these disciplines 45%
- No departmental affiliation 196

### Questions
- How many books fit collection profile?
- For in-scope titles, why not already acquired?
- Probable longevity?
- Publisher type?
- Evidence of interdisciplinary research?

### More Questions
- Project titles different from normal acquisitions?
- Refinements to approval plan?
- Perception of collaborative collection development?
- Recommendations?

### Purdue Bibliographers
- English
- History
- Foreign Languages
- Political Science
- Management
- Philosophy
- Kristine Anderson
- Larry Mykytiuk
Robert Freeman  
Jean-Pierre Herubel  
Judy Nixon  
Jean-Pierre Herubel

**Methodology: project data**

Access database of 1,447 titles  
- Bibliographic information  
- Patron status and department

Enhancements  
- Dewey classification number  
- Publisher type  
- Would have bought? If not, why?  
- Probable longevity

**Methodology: collections data**

Title lists for books acquired normally during same time period  
- Bibliographic information  
- Dewey classification number  
- Circulation activity

**Percent of On-Demand Books Fitting Collection Profile**

- English 80%  
- History 99%  
- Foreign Languages 93%  
- Political Science 94%  
- Management 90%  
- Philosophy 88%

**Why not already acquired?**

- Budgetary constraints  
- “Wet ink” titles  
- Interdisciplinary  
- Narrow specialty  
- Publishers’ catalogs not seen
Estimated Longevity
As long as other books in these subject areas

Percentage by Publisher Type

Interdisciplinary research?
FLL patrons: only 23% of books fell in FLL class number ranges
English & FLL patrons: second highest category (20%) was sociology books
Management: 40% of books requested by non-Management patrons

Out-of-scope titles (1-20%)
Textbooks
Popular
Recreational interest
Extremely narrow subject focus
Out of scope for discipline, but appropriate for overall collection

Comparison with routine orders
English – much lower % sociology
History – no difference
FLL (in English) – lower % university press
Management – lower % university press
Philosophy – foreign languages
Political science – foreign languages, association publications

Perceptions of collaborative collection development
Grad students’ input
Strengthens collection in interdisciplinary area
Cost effective
Meets point-of-need requirements
Fast, easy, seamless
Vast majority of titles are in scope
Improved customer service

Recommendations
| Move project from trial to routine status |
| Explore selection criteria expansion |
| Adjust approval plan |
| Review ILL transactions periodically |
| Review circulation records periodically |
| Change funding for interdisciplinary programs |

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