

Patron-Focused Services:

Models of Collaborative
Interlibrary Loan,
Collection Development,
& Acquisitions

Presented June 16, 2002

American Library Association
Annual Conference, Atlanta, GA

1

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)

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

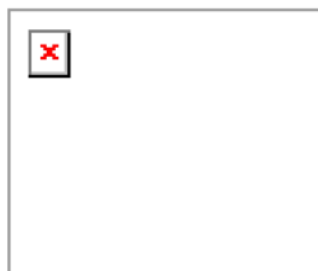
- Perdue, Jennifer and James A. Van Fleet. "Borrow or Buy: Cost-Effective Delivery of Monographs." *Journal of Interlibrary Loan, Document Delivery & Information Supply*, v. 9, no. 4, 1999: 19-28.
- Ward, Suzanne M. "Books on Demand: Just-in-Time Acquisitions." *Acquisitions Librarian*, no. 27, 2002: 95-107.

BOOKS ON DEMAND

Collaborative Interlibrary Loan and Collection Development

Suzanne M. Ward

Purdue University Libraries



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%)

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 meets 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

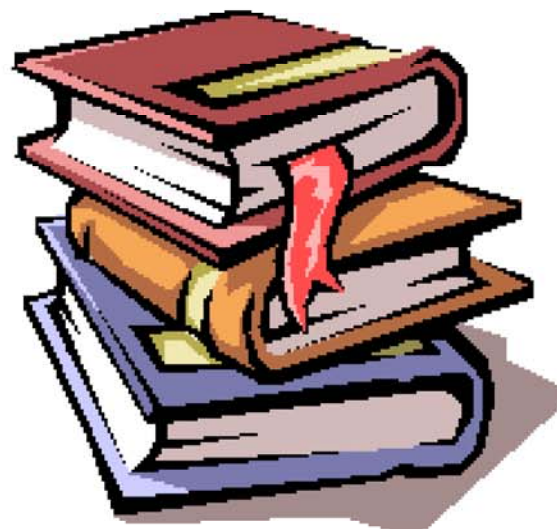
Trial Project Results: Patron Feedback

- 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

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

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



THOMAS CRANE PUBLIC LIBRARY

62

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

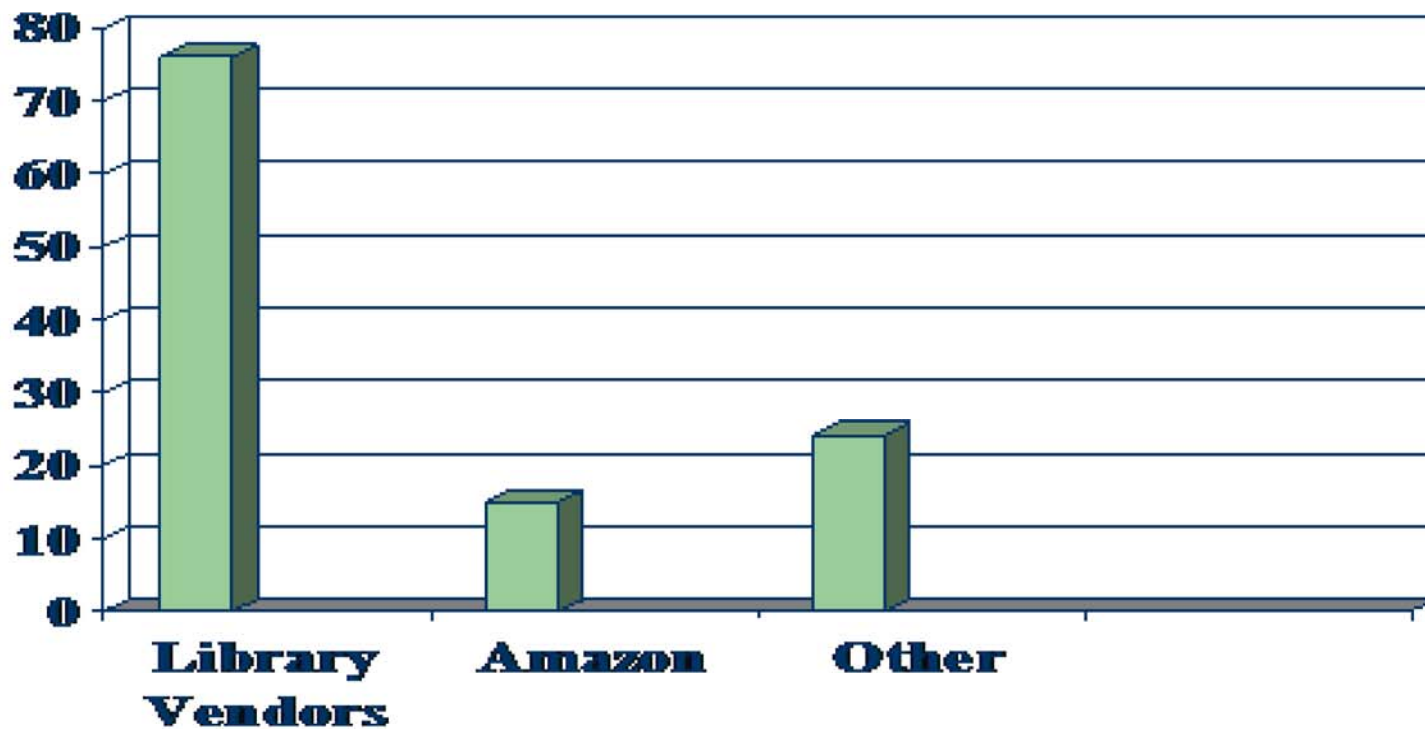
Decision-Making Process

- 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

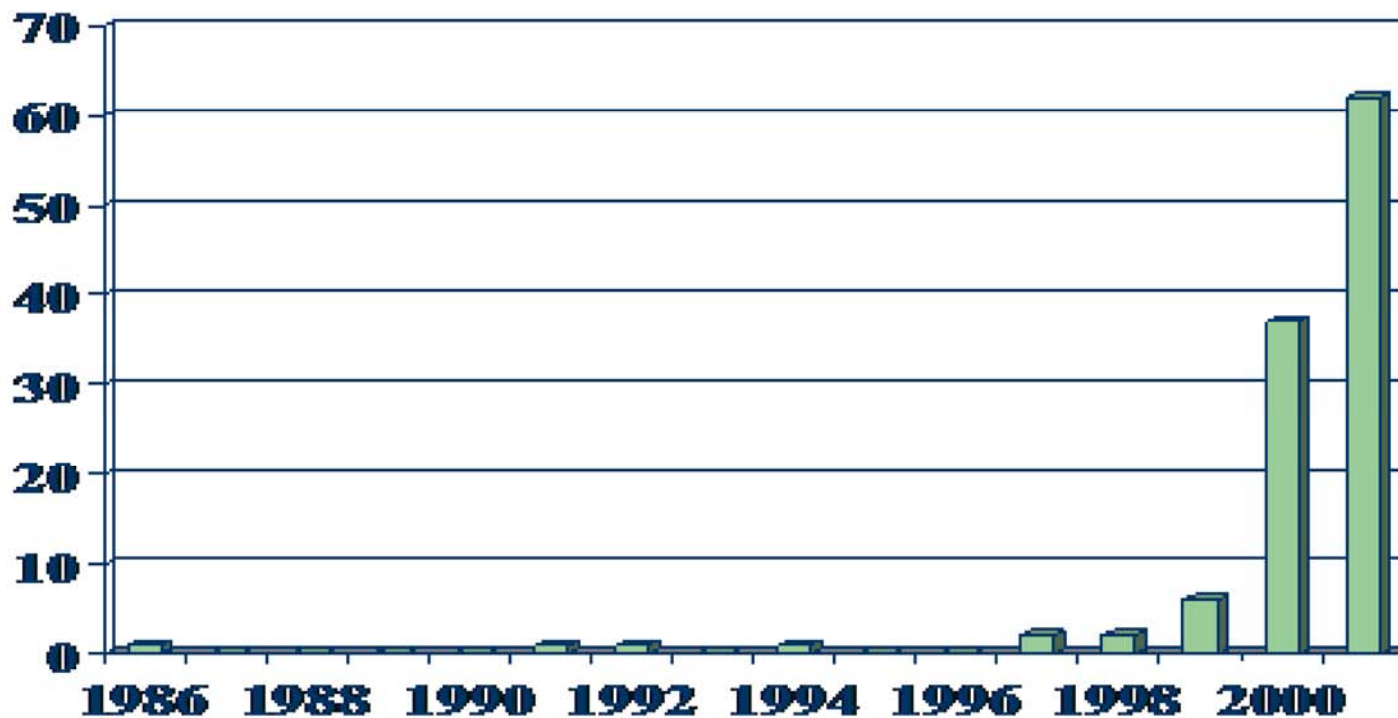
2001 Results—The Numbers

- 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

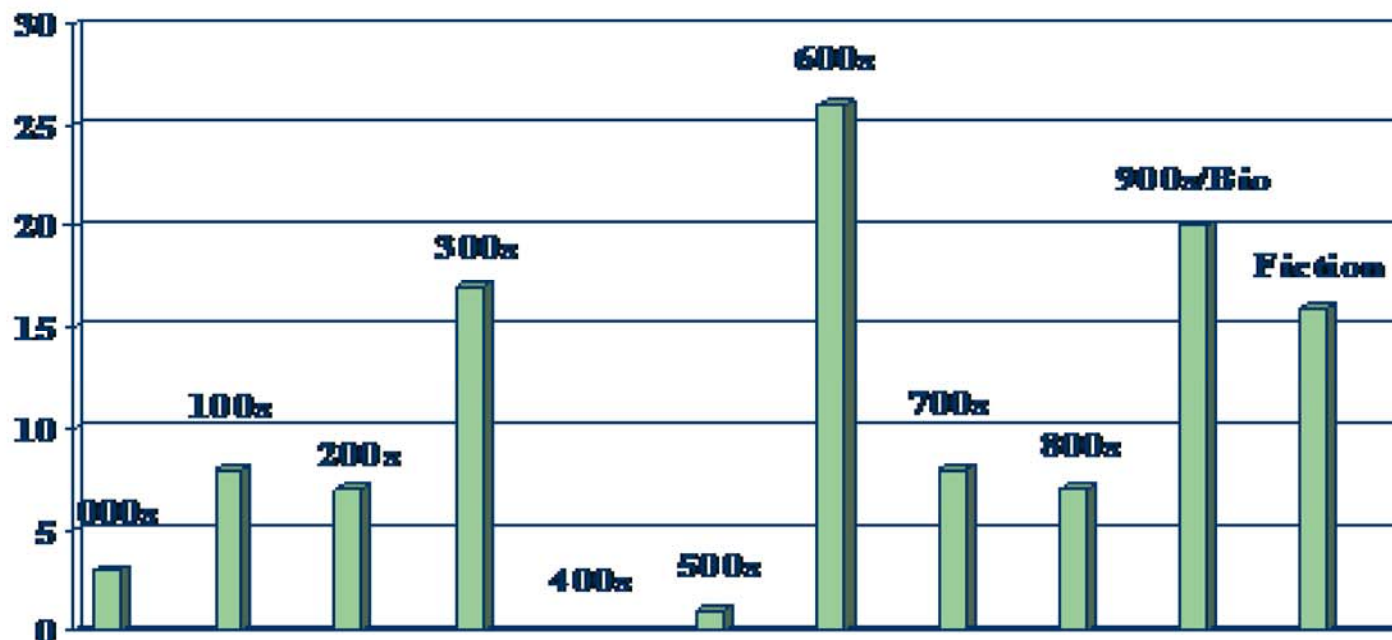


2001 Results--PubDate



70

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?

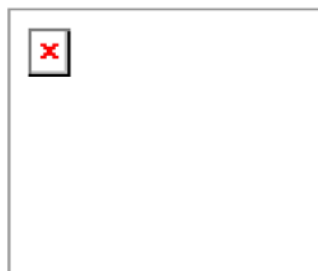
- Library users are happy
- Turnaround time is acceptable
- Cost is reasonable
- High interest items added to collection

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

	Univ Press	Scholarly/ Professional	Popular
English	53	28	19
Foreign Languages	55	34	11
History	64	29	7
Management	36	52	12
Philosophy	50	50	0
Political Science	40	60	0

87

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
 - mallen@ocln.org

Patron-Focused Services:

Models of Collaborative Interlibrary Loan, Collection Development,
& Acquisitions

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)

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

Perdue, Jennifer and James A. Van Fleet. "Borrow or Buy: Cost-Effective Delivery of Monographs." *Journal of Interlibrary Loan, Document Delivery & Information Supply*, v. 9, no. 4, 1999: 19-28.
 Ward, Suzanne M. "Books on Demand: Just-in-Time Acquisitions." *Acquisitions Librarian*, no. 27, 2002: 95-107.

BOOKS ON DEMAND

Collaborative Interlibrary Loan and Collection Development
 Suzanne M. Ward
 Purdue University Libraries

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%)

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 meets 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

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

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—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

Presenters' contact information

Sue Ward
ward@purdue.edu
Tanner Wray
twray@library.wisc.edu
Karl Debus-Lopez
kdebus@library.wisc.edu
Megan Allen
mallen@ocln.org