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# Introducing Purchase on Demand @ Scribner Library, 2009-2010

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# INTRODUCING PURCHASE ON DEMAND @ SCRIBNER LIBRARY, 2009-2010

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# Purchase on Demand in a nutshell

☐ The POD system is based on rerouting a subset of submitted ILL requests for purchase instead of borrowing. The two primary goals of POD are to shorten delivery time for student loan requests and to introduce a means for students to contribute to the ongoing development of our library's monograph collection.

# Implementation steps

- June-July 2009 - Preliminary discussion among the **acquisitions, cataloging,** and **interlibrary loan** departments on the feasibility to implement POD into existing workflow structure; work out parameters.

- August 2009 - Consensus among **all librarians** to adopt POD and to let go of some of their collection development duties.

- September 2009 - Introduction of POD.

- December 2009 – Evaluation of fall semester data.

- January 2010 – Expansion of existing parameters.

- April 2010 – Completion of the program for two semesters; agreement to continue next semester.
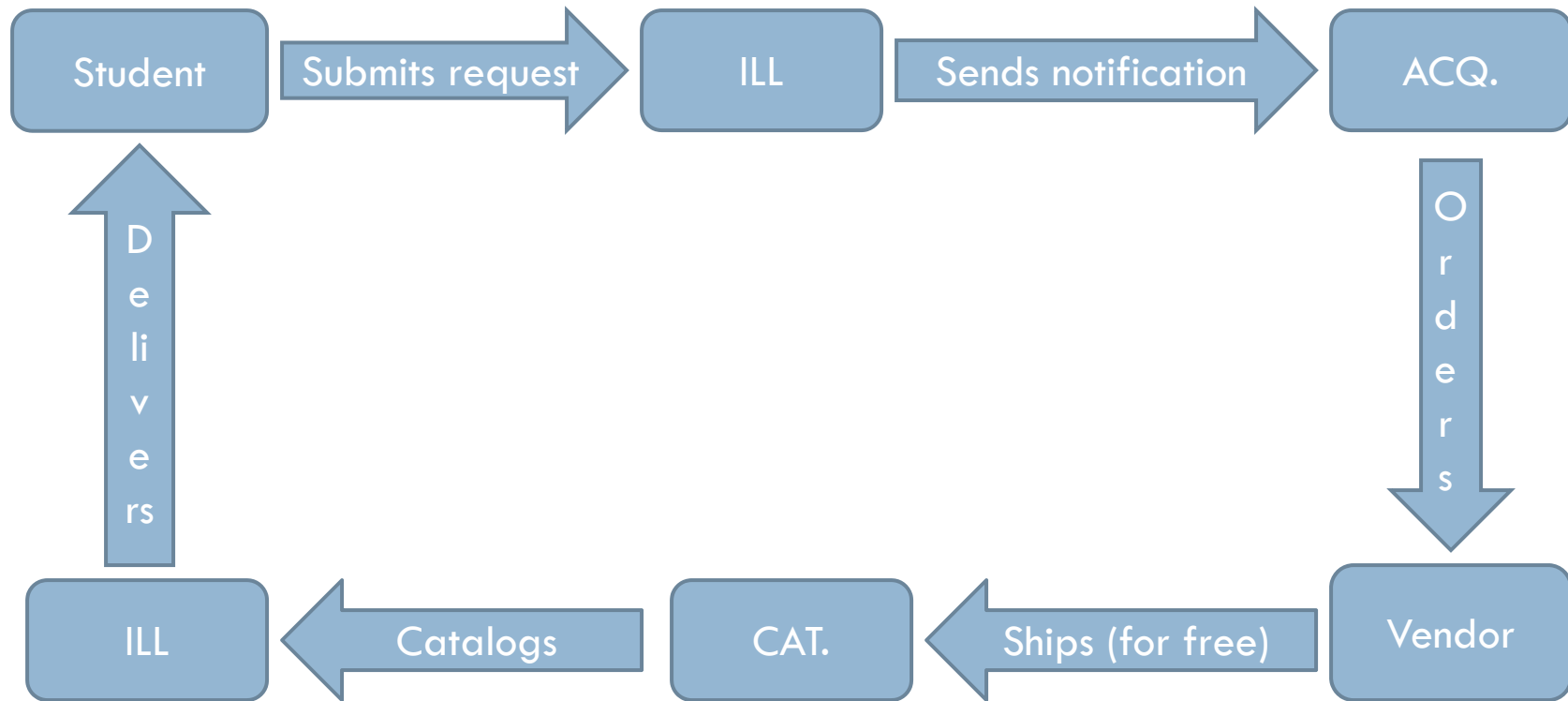
# Parameters

Initial parameters - September 2009

- Student requests only
- Maximum cost $50
- Publication date within the last 5 years
- No subject limitation to what is purchased within reason
- Book purchases only
- No POD requests during summer and winter breaks

Modified parameters - January 2010

- Increase maximum cost to $75
- Extended publication date to the last 10 years

# Simplified workflow

Student → Submits request → ILL → Sends notification → ACQ.

ACQ. → Orders → Vendor

Vendor → Ships (for free) → CAT.

CAT. → Catalogs → ILL

ILL → Delivers → Student

# ILL's responsibilities – Initial steps

- **Recognize request** (by users status, book, year) and move request to "Awaiting Extensive Searching" in ILLiad (ILL staff and student workers)

- **Validate request** by searching our catalog and then Amazon for price and availability; out of stock items are not requested, but filled though standard ILL service; (ILL staff)

- **Process request** in ILLiad using SKD as Lender Symbol; when asked if to proceed since there is no ILL number, say yes(ILL staff)

- **Send request** to Acquisitions via ILL email account to make information accessible to everyone in the department (ILL staff)

# Acquisitions' responsibilities

- Verifies availability, price, and local holdings

- Rush orders (48 hours or less)

- Load OCLC record into local OPAC (Voyager) with the status of "On Order", along with PO#, Call #, and assigned Subject headings

- Receives item, creates invoice, and forwards to Cataloging usually within an hour

# The cataloging side of things…

- ☐ Verify the bibliographic record is correct
- ☐ Check fields, make any required edits
- ☐ Change location in holding record
- ☐ Item record is created
- ☐ Spine label attached
- ☐ Monograph delivered to ILL department
- ☐ This process is usually completed within 2 hours

# ILL's last steps – Receives and Return processing

- Item is received in ILLiad; add due date to ILL request (General Update Form) and to the receives form (Check Item in from Lending Library); SKD will also have to be selected for the latter form (ILL staff and student workers)

- Check item out to ILL, not the patron

- When item is returned, it is then discharged from the OPAC and sent to circulation for shelving in the circulating collection

# POD summary for 2009-2010

- 127 items processed (53-fall and 74-spring)
- POD requests comprised 3.84% of all filled loan requests (3,300) and 6.76% of student filled loan requests (1,877)
- Total spent $3,112 (List price $3,782)
- Average cost per item $24.50 (List price $29.77)
- Realized 17.75% discount off list price through Amazon
- Turnaround time = 4.66 days versus 8.55 days for standard ILL
- We have decided not to publicize POD thus far
- Some unexpected purchases include juvenile titles