

Portland State University

From the Selected Works of Sherry Buchanan

June 11, 2008

Just in Time Acquisitions via Interlibrary Loan: Purchasing Models and Workflows

Sherry Buchanan, *Portland State University*



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Available at: <https://works.bepress.com/sherrybuchanan/17/>

Just in Time

Acquisitions via Interlibrary Loan: Purchasing Models and Workflows

40th Annual SUNYLA Conference

SUNYLA 2008

**Making a Raquette: SUNY Libraries
Navigating the Rapids of Change**

Sherry Buchanan

**Interlibrary Loan Coordinator
Portland State University
Presented June 11, 2008
Potsdam, New York**



Overview

- A bit about PSU ILL
- What does it cost to borrow?
- Sample requests
- Loan workflows
- Article workflow
- Comparator survey results
- Purchase on demand criteria
- Ways to improve service
- Future workflows



But First, Let's Take a Quick Poll

- How many folks are purchasing articles requested via ILL?
- How many folks are purchasing books requested via ILL?
- Are you adding ILL acquisitions to your collection?
- How many folks are borrowing or buying textbooks for users?
- ***How can we work smarter?***



PSU Library



Portland Ground: Pictures of Portland Oregon

http://www.portlandground.com/archives/2005/10/library_at_port.php

Portland State University



Portland
State
UNIVERSITY

- Downtown Portland, Oregon
- 26,000 students
 - 75% undergraduates
- 4,000 faculty / staff



Regional consortium: Orbis Cascade Alliance



- **35** OR / WA academic libraries
- **Union catalog** of **28** million items
- FY 07: **367,568** items borrowed
- **Courier** serving 280 libraries in OR / WA/ ID
- **Collection Development**
 - CDMC Motto: **“Think Consortially, Act Locally”**
 - Group purchases of e-resources
 - August 2007, YBP Preferred Vendor Agreement
 - Developing a consortial approval plan
 - Using [Gobi3](#), web-based software that allows selectors to view consortium-wide activity for titles under consideration –
“a tool that will allow us to work cooperatively one book at a time”
--Mark Watson, Chair CMDC



Orbis Cascade Alliance

- Now Using Innovative Interfaces Inc., the Inn-Reach module
- But our contract is coming to a rapid close!
- Our new system will be known as
(drum roll please)



WorldCat Navigator



- October 2008 . . .

projected to “go live”

new consortial borrowing solution, integrating VDX, WorldCat.org, WorldCat Resource Sharing and a new circulation gateway

. . . Stay tuned



PSU Library Collection Development Fiscal Year 2006 / 2007

- Collections
 - 1,368,635 volumes
 - 16,538 journals
 - 69,566 accessible e-journals
- Monograph Budget: \$429,983
- Monographs Added: 8722



PSU Library Resource Sharing Fiscal Year 2006 / 2007

- Consortial Sharing (returnables)
 - Borrowed 36,730
 - Lent 36,056
- Interlibrary Loan
 - Borrowed 12,199
 - **9267 articles**
 - 2932 returnables
 - Lent 8,747



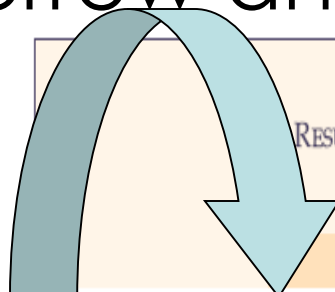
Considering that our services are in high demand and the costs of these services, let's ask ourselves...



- What does it cost to borrow?
- What are the main types of requests that we encounter?
- What are comparators doing?
- When does it make sense to buy rather than borrow?



Consider the Average Cost to Borrow an item through ILL



ASSESSING ILL/DD SERVICES STUDY				
RESULTS FOR ARL LIBRARY PARTICIPANTS, MEAN VALUES				
	Borrowing		Lending	
	2002	1996	2002	1996
Unit cost, Mediated	\$17.50	\$18.35	\$9.28	\$9.48
Unit cost, User-initiated	\$2.04-\$14.70	NA	\$3.47-\$12.06	NA
Fill rate, Mediated	86%	85%	58%	58%
Fill rate, User-initiated	84-91%	NA	76%-88%	NA
Turnaround time, Mediated	9.29 days (loans) & 6.23 days (copies)	16.9 days (loans) & 14.9 days (copies)	1.75 days (loans) & 1.37 days (copies)	NA
Turnaround time, User-initiated (loans)	2.30-8.23 days	NA	0.57-1.45 days	NA

ARL 230/231 • OCTOBER / DECEMBER 2003

Jackson, M. (2003). Assessing ILL/DD services study: initial observations. *ARL: A Bimonthly Report on Research Library Issues and Actions from ARL, CNI, and SPARC*, No. 230/231, 21-2 <http://www.arl.org/resources/pubs/br/br230/>

Do you know your actual costs?

- IFM
- Invoices
- Shipping
- Supplies
- Software
- Staff Time



What are the main types of requests that we may want to purchase rather than borrow?

- Books
 - New titles
 - Subject-specific
 - Previously requested
 - Overseas dissertations
- Articles
 - When it's cheaper to buy than pay copyright plus lending fees
 - When articles are unavailable through traditional means



Let's look at some examples . . .

- 1000 Dessous : A History of Lingerie
- Circuit Design with VHDL
- Any book about VLSI
- Articles with high copyright costs



1st ILL Request

note that this item was requested from 15 libraries

General Update Form

Save Changes Cancel Request Process Route Change Status To... Show EMail Browse

General Request Information

Transaction Number: 126577
Username/Name: [REDACTED]
Transaction Status: Request Finished
Transaction Date: 1/11/2007 12:40:17 PM
Not Wanted/Need By: 12/29/2006
Delivery Method/Site: [REDACTED]
Service Level/Shipping: Regular

Item Information

Call Number: [REDACTED]
Location: [REDACTED]
Due Date: 1/3/2007
Reason for Cancellation: [REDACTED]
Item Number/Ref Number: [REDACTED]
ISSN: [REDACTED]
Special Instructions: [REDACTED]
Max Cost/Pieces: 1

Request Type: ☐ Article ☒ Loan
Book

Item Information:
☒ Alternate Edition
☐ Accept Non English
☐ Allow Copies?
☐ Copyright Already Paid?
☒ Allow Renewals?
☐ Library Use Only?
☐ Replacement Pages?

Bibliographic Information

Article Loan Citation Additional

Loan Author: Néret, Gilles.
Loan Title: 1000 dessous : a history of lingerie = Eine Gesc
Loan Publisher: [REDACTED]
Loan Place: [REDACTED]
Loan Date: [REDACTED]
Loan Edition: [REDACTED]
Original Loan Author: Néret, Gilles
Original Loan Title: 1000 Dessous

OCCLC Information

ILL Number: 25653483
OCCLC Number: 40526253
Lending String: DYA,DYA,KSU,RRP,MTG
Lender: RRP 1 PD
System ID: OCCLC
OCCLC Status: [REDACTED]

Resubmission

ILLNumber	ESPNumber	LendingString
25551168	40526253	*CGP,CGP,ZLU
25379279	40526253	*GSE,COF,KCI
25236873	40526253	*NTG,NTG,MS

Notes and Tracking Information

Notes Tracking History Other Request

12/15/2006 9:54:34 AM sending 2nd notification to patron
min
Staff

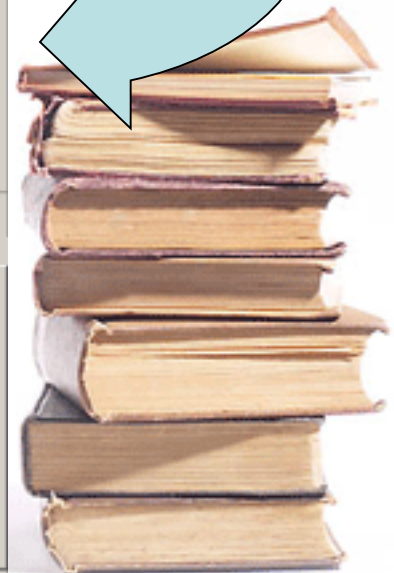
12/12/2006 12:43:25 PM patron won't be able to pick this up until the 20th -- please don't pull before the due date!
min
Staff

11/28/2006 8:52:55 AM CGP,ZLM,JAJ - non-circ, DXU - in use
min
Staff

Billing Information

Copyright Lending Library Invoice

Compliance/Pay Meth. [REDACTED]
Pages: 1
Per Page: [REDACTED]
Base Fee: [REDACTED]
CCC Number: [REDACTED]



2nd ILL Request

General Update Form

Save Changes Cancel Request Process Route Change Status To... Show EMail Browse

General Request Information

Transaction Number: 139043
Username/Name: [REDACTED]
Transaction Status: Awaiting Librarian Verification
Transaction Date: 3/15/2007 11:30:18 AM
Not Wanted/Need By: 05/03/2007
Delivery Method/Site: [REDACTED]
Service Level/Shipping: Regular

Bibliographic Information

Article | Loan | Citation | Additional |

Loan Author: Neret, Gilles
Loan Title: 1000 Dessous : A History of Lingerie
Loan Publisher: Taschen
Loan Place: [REDACTED]
Loan Date: July 1998
Loan Edition: [REDACTED]
Original Loan Author: [REDACTED]
Original Loan Title: [REDACTED]

Billing Information

Copyright | Lending Library Invoice |

Compliance/Pay Meth.: [REDACTED]
Pages: [REDACTED]
Per Page: [REDACTED]
Base Fee: [REDACTED]
CCC Number: [REDACTED]

Item Information

Call Number: [REDACTED]
Location: [REDACTED]
Due Date: [REDACTED]
Reason for Cancellation: [REDACTED]
Item Number/Ref Number: [REDACTED]
ISSN: [REDACTED]
Special Instructions: [REDACTED]
Max Cost/Pieces: [REDACTED]

Request Type: ☐ Article ☒ Loan
Book

Item Information:
☐ Alternate Edition
☐ Accept Non English
☐ Allow Copies?
☐ Copyright Already Paid?
☐ Allow Renewals?
☐ Library Use Only?
☐ Replacement Pages?

OCLC Information

ILL Number: [REDACTED]
OCLC Number: [REDACTED]
Lending String: [REDACTED]
Lender: [REDACTED] PD
System ID: OCLC

Notes and Tracking Information

Notes | Tracking | History | Other Request |

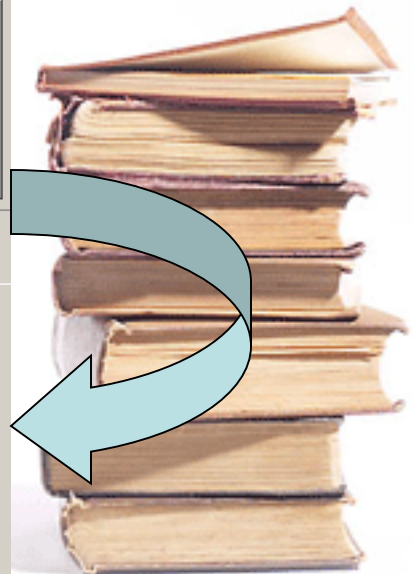
3/15/2007 11:29:50 AM \$12 + to buy
lydiah
Staff

3/15/2007 11:19:33 AM previously requested on TN 126577 -- if unfiled, check history
lydiah
Staff

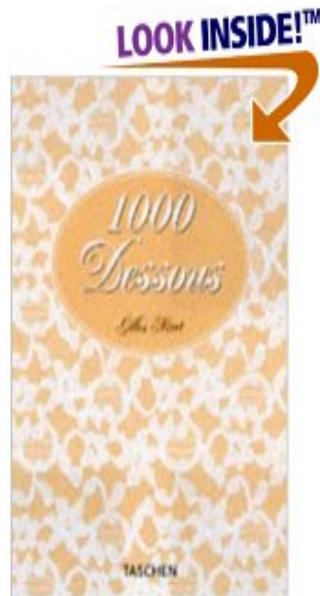
3/14/2007 7:58:35 PM
[REDACTED]
User

I requested this item previously, and recieved and returned it. I'm using the images in a printmaking project that explores images of women and self-perception. My advisor this project is Printmaking

We learn that the book was requested previously in *some* cases, and we have an opportunity to check the price.



Purchase Price



[Share your own customer images](#)
[Look inside another edition of this book](#)

[Are you the publisher or author? Learn how Amazon can help you make this book an eBook.](#)

1000 Dessous (Klotz) (Hardcover)

[Lookup this book at Powells City of Books](#)

[Lookup this book at the Multnomah County Public Library](#)

by [Gilles Neret](#) (Author)

★★★★☆ (5 customer reviews)

List Price: \$29.99

Price: **\$29.99** & this price with Super Saver

Availability: Usually ships within 4 to 6 weeks. Ships from and sold by

Also Available in: List Price: Our Price: Other Offers:

[Hardcover](#) (New Ed)

[Paperback](#)

[Order it used!](#)

[See 8 offers](#) from **\$12.00**

Keep connected to what's happening in the world of books by signing up for our e-mail newsletters. Discover new releases in your favorite categories, interviews and podcasts, special sales, and more.



A Quick Cost Analysis

- To borrow once, we pay \$17.50
- To borrow twice, we pay \$35.00
- To buy, we pay \$12.00 + \$3.00 S&H
- $\$17.50 - 15.00 = \2.50 SAVINGS
- The book sale is an option
- Students could create brief records to place items on reserve
- Consider acquisitions and cataloging costs if we keep it



Circuit Design with VHDL

Loan Title	<input type="text" value="circuit design with VHDL"/>	Organization	<input type="text"/>	<input type="radio"/>
Loan Author	<input type="text"/>	<input type="checkbox"/> Disregard User Link		<input type="radio"/>

Before our "No Textbooks" Policy

This textbook was requested 41 times, filled 23 times

Cost to Borrow: \$17.50 x 23=\$402.50

Purchase Price: \$34.44 new

Subject librarian was notified when staff recognized repeat titles; professor was asked to place a copy on reserve

94062	sidhanti	Loan	Pedroni, Volnei A.	Circuit design with VHDL /
9134	keerthi	Loan	Volnei A. Pedroni	Circuit design with VHDL
9091	andala	Loan	Volnei A. Pedroni	Circuit Design with VHDL
916	andala	Loan	Volnei A. Pedroni	Circuit Design with VHDL
9134	uri	Loan	Pedroni, Volnei A.	Circuit design with VHDL /
9091	hi	Loan	Pedroni, Volnei A.	Circuit design with VHDL /
9091	andala	Loan	Pedroni, Volnei A.	Circuit design with VHDL /
9091	la	Loan	Pedroni, Volnei A.	Circuit design with VHDL /
90534	na	Loan	Pedroni, Volnei A.	Circuit design with VHDL /
90534	na	Loan	Pedroni, Volnei A.	Circuit design with VHDL /

Search returned 41 records



Very Large Scale Integration Books

167944	Loan	Weste, Neil H	CMOS VLSI design : a circuits and systems perspective
167942	Loan	david harris	cmos vlsi design
164923	Loan	Neil H. E. Weste, David Harris	CMOS VLSI Design A Circuits and Systems Perspective.
161638	Loan	NEIL H.E. HARRIS, DAVID WEST	CMOS VLSI DESIGN
158782	Loan	Ramachandran, S.7571328 (Seeth	Digital VLSI systems design : a design manual for implementation of projects on FPGAs
138432	Loan	Wolf, Stanley, 1943-	Silicon processing for the VLSI era /
133334	Loan	Wolf, Stanley, 1943-	Silicon processing for the VLSI era /
130335	Loan	Kaushik Roy, Sharat Prasad	Low-power CMOS VLSI circuit design
130334	Loan	Kaushik Roy, Sharat Prasad.	Low-power CMOS VLSI circuit design
127599	Loan	Bushnell, Michael L. (Michael Lee),	Essentials of electronic testing for digital, memory, and mixed-signal VLSI circuits /
126569	Loan	Sherwani N.A.Naveed	Algorithms for VLSI Physical Design Automation
126566	Loan	WESTE, NEIL H.E	CMOS VLSI DESIGN - A CIRCUIT AND SYSTEM PERSPECTIVE
124830	Loan	Sherwani, N. A. (Naveed A.)	Algorithms for VLSI physical design automation /
122905	Loan	Bushnell, Michael L. (Michael Lee),	Essentials of electronic testing for digital, memory, and mixed-signal VLSI circuits /
122882	Loan	Michael L. Bushnell, Vishwani D. A	Essentials of electronic testing for digital, memory, and mixed-signal VLSI circuits
122653	Loan	Neil H.E. Weste, David Harris	CMOS VLSI Design
122652	Loan	Weste, Neil H. E.	CMOS VLSI design : a circuits and systems perspective /
122161	Loan	Bushnell, Michael L. (Michael Lee),	Essentials of electronic testing for digital, memory, and mixed-signal VLSI circuits /
122047	Loan	Michael L. Bushnell, Vishwani D. A	Essentials of electronic testing for digital, Memory & Mixed signal Vlsi Circuits
122046	Loan	Michael L. Bushnell, Vishwani D. A	Essentials of electronic testing for digital, Memory & Mixed signal Vlsi Circuits
121690	Loan	Sherwani, N. A. (Naveed A.)	Algorithms for VLSI physical design automation /
121563	Loan	Bushnell, Michael L. (Michael Lee),	Essentials of electronic testing for digital, memory, and mixed-signal VLSI circuits /
121554	Loan	Sherwani, N. A. (Naveed A.)	Algorithms for VLSI physical design automation /
121440	Loan	Weste, Neil H. E.	CMOS VLSI design : a circuits and systems perspective /
121439	Loan	Bushnell, Michael L. (Michael Lee),	Essentials of electronic testing for digital, memory, and mixed-signal VLSI circuits /
121438	Loan	Bushnell, Michael L. (Michael Lee),	Essentials of electronic testing for digital, memory, and mixed-signal VLSI circuits /
121254	Loan	Bushnell, Michael L. (Michael Lee),	Essentials of electronic testing for digital, memory, and mixed-signal VLSI circuits /
121240	Loan	Bushnell, Michael L. (Michael Lee),	Essentials of electronic testing for digital, memory, and mixed-signal VLSI circuits /
121223	Loan	Weste, Neil H. E.	CMOS VLSI design : a circuits and systems perspective /
121218	Loan	Sherwani, N. A. (Naveed A.)	Algorithms for VLSI physical design automation /
121215	Loan	Sherwani, N. A. (Naveed A.)	Algorithms for VLSI physical design automation /



Now, let's look at Purchasing . . .

Loan Workflow #1

- ILL purchases via Amazon
- ILL adds record using OCLC Connexion
- ILL places a hold in our ILS
- ILL updates ILLiad



Purchase via Amazon

- Login with the ILL e-mail username and password
- Select the Lib Tch Svs Account
- Place the item in the cart
- Select ILL as shipping location
- Submit the order
- Print 2 copies of the receipt from the ILL e-mail inbox, one to Purchasing Folder, one to Acquisitions

amazon.com.





Hello. Sign in to get [personalized recommendations](#).

Your Amazon.com



Today's Deals



Gifts

Shop All Departments



Search Amazon.com



Sign In

What is your e-mail address?

My e-mail address is

Do you have an Amazon.com password?

☐ No, I am a new customer.

☒ Yes, I have a password:

Sign in using our secure server



Multiple accounts possible

Select an account

You can view orders in your personal or corporate account.

ACCOUNT SELECTION

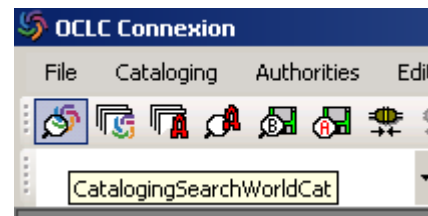
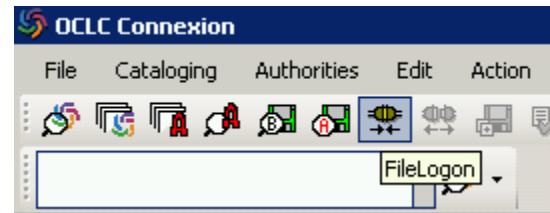
- ☐ View my personal account
- ☒ View my PSU Tech Svs account

Continue ►



OCLC Connexion

- To add an order record to the OPAC, open the Connexion Client
- Click the icon to logon
- Click the “search WorldCat” icon; find the record
- CTRL Y (ONE TIME ONLY) to apply the 592 and 949 fields
- Go to field 949, after ep= type the price (no dollar sign) and click the save diskette icon
- Click the Export icon – this will export the record to the OPAC and now reflect that we’ve ordered the item



Staff places a hold for ILL

[Keyword](#) | [Title](#) | [Author](#) | [Subject](#) | [Journal](#) | [Author/Title](#) | [Num](#)

[New Search](#)

[Request Item](#)

[Save This Record](#)

[MARC View](#)

[Modify Search](#)

[Look for Related Items](#)

[Send search to Summit](#)

[A
F](#)

KEYWORD



gay travels in the muslim world

All Collection

1 result found. sorted by date.

Title:

Gay travels in the Muslim world / Michael T. Luongo, editor.

Publication:

New York : Harrington Park Press, c2007.

CLICK on link(s) to connect

[Table of contents only](#)

1 hold on first copy returned of 1 copy

1 copy ordered for Shelves (Click for Map) on 08-09-2007.

ILLiad

- Make a note, ordered from Amazon for \$12.45
- Remove ILL # if previous
- Add *Amazon to the lending string
- Route request to Request Sent Document Provider (a custom queue)



- Upon Receipt
 - Property stamp the book
 - Check in via ILLiad and process as a typical receipt (due date one month)
- Upon Return
 - Item is routed to Selector, then Acquisitions if appropriate



Loan Workflow #2

- ILL uses e-mail routing to send the request to Acquisitions
- Alternatively or additionally, Acquisitions could monitor a queue of 2005 and newer requests (routed to a custom queue)
- Acquisitions staff does a rush order, catalogs, places hold
- Upon arrival, item is checked in at Acquisitions and user notified



The Alternative: saying no in a helpful way

- EXHAUSTED: You might request that the library acquire this item:
<http://vikat.pdx.edu/acquire/>
- TOO NEW: This item was too recently published for circulating copies to be available for ILL. You could re-request in a few months or recommend that the library acquire this item:
<http://vikat.pdx.edu/acquire/>



Article Workflow . . .

- ILLiad makes it easy to check Copyright costs.
- When we're about to exceed 5 articles from the same journal published within the most recent 5 years, and we're about to pay, we have the opportunity to decide to
 - **FIRST** - look for **free** sources
 - buy outright from publishers, rather than pay copyright royalties and lending fees (the issue or the article)



F

R

E

E

VS.

\$37

Transaction Status	Cancelled by ILL Staff		
Transaction Date	5/28/2008 10:50:01 AM		
Not Wanted/Need By	07/16/2008		
Delivery Method/Site			
Service Level/Shipping			

Bibliographic Information

Article	Loan	Citation	Additional
Journal Title: Annals of Emergency Medicine			
Volume/Issue: 45		5	
Month/Year/Pages: May		2005	495 - 496
Article Author: C. Florence			
Article Title: Nonurgent Care in the Emergency Department: C			
Original Journal Title:			
Publisher/Place:			
Item Author/Edition:			

Billing Information

Copyright	Lending Library Invoice
Compliance/Pay Meth.	
Pages	

Due Date	
Reason for Cancellation	Full Text Available
Item Number/Ref Number	
ISSN	
Special Instructions	
Max Cost/Pieces	

Item Information
<input type="checkbox"/> Alternate Edition
<input type="checkbox"/> Accept Non English
<input type="checkbox"/> Allow Copies?
<input type="checkbox"/> Copyright Already Paid?
<input type="checkbox"/> Allow Renewals?
<input type="checkbox"/> Library Use Only?
<input type="checkbox"/> Replacement Pages?

System Information

System Number	
Lending String	
Lender	
System ID	

Resubmission		
ILLNumber	ESPNumer	LendingString

Notes and Tracking Information

Notes	Tracking	History	Other Request
<p>5/28/2008 10:50:01 AM Available full text from: <i>sherryb</i> <i>Staff</i> http://www.usc.edu/schools/sppd/research/healthresearch/images/pdf_reportspapers/nonurgent%20care%20in%20ED.pdf</p>			
<p>5/28/2008 10:49:39 AM \$37 copyright fee - found free full text on the web: <i>sherryb</i> <i>Staff</i> http://www.usc.edu/schools/sppd/research/healthresearch/images/pdf_reportspapers/nonurgent%20care%20in%20ED.pdf</p>			

Beneficial License Agreements e.g. Elsevier's Science Direct

- Consortial agreement with Elsevier – articles not included in subscription are accessible at a discount:

Copyright Royalty
\$37


ScienceDirect
\$22



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[Browse](#)
[Search](#)
[My Settings](#)
[Alerts](#)
[Shopping Cart](#)
[Help](#)
Quick Search

Title, abstract, keywords

Author

 [search tips](#)

Journal/book title

Volume

Issue

Page

Shopping Cart

Shopping Cart

Billing Address

Payment Data

Confirm


A new item has been added to your shopping cart.
 = Full-text available


= Non-subscribed

[View Purchased Articles](#)

Items (1) - Sorted by publication date


This is the latest article added to the shopping cart.
Clinical Policy: Critical Issues in the Diagnosis and Management of the Adult Psychiatric Patient in the Emergency Department
Annals of Emergency Medicine, Volume 47, Issue 1, January 2006, Pages 79-99

Thomas W. Lukens, Stephen J. Wolf, Jonathan A. Edlow, Samina Shahabuddin, Michael H. Allen, Glenn W. Currier, Andy S. Jagoda

[Remove](#)
\$22.00
Total
\$22.00

Does not include applicable taxes.

You will be able to confirm the total cost of your purchase before we process your order.

You will have **immediate online access to purchased articles for a 24 hour period** following the completion of this purchase. During this 24 hour period, you may download and print a copy of each article for your personal use.

I agree to the [Purchase Agreement Terms and Conditions](#)
To continue with your purchase, you must agree to the Purchase Agreement Terms and Conditions. Click the link above to view the agreement.
[Purchase These Articles](#)
[Find More Articles](#)

General Request Information

Transaction Number	175094	
Username/Name	sherryb	Sherry Buchanan
Transaction Status	Cancelled by ILL Staff	
Transaction Date	5/22/2008 9:45:12 AM	
Not Wanted/Need By	07/10/2008	
Delivery Method/Site		
Service Level/Shipping		

Bibliographic Information

Article | Loan | Citation | Additional

Journal Title	Annals of emergency medicine		
Volume/Issue	47	1	
Month/Year/Pages	1-01	2006	79-
Article Author	Lukens, Thomas		
Article Title	Clinical Policy: Critical Issues in the Diagnosis an		
Original Journal Title			
Publisher/Place			
Item Author/Edition			

Billing Information

Item Information

Call Number		Request Type <input checked="" type="radio"/> Article <input type="radio"/> Loan
Location		Article
Due Date		Item Information
Reason for Cancellation		<input type="checkbox"/> Alternate Edition
Item Number/Ref Number		<input type="checkbox"/> Accept Non-English
ISSN	01960644	<input type="checkbox"/> Allow Copies?
Special Instructions		<input checked="" type="checkbox"/> Copyright Already Paid?
Max Cost/Pieces		<input type="checkbox"/> Allow Renewals?
		<input type="checkbox"/> Library Use Only?
		<input type="checkbox"/> Replacement Pages?

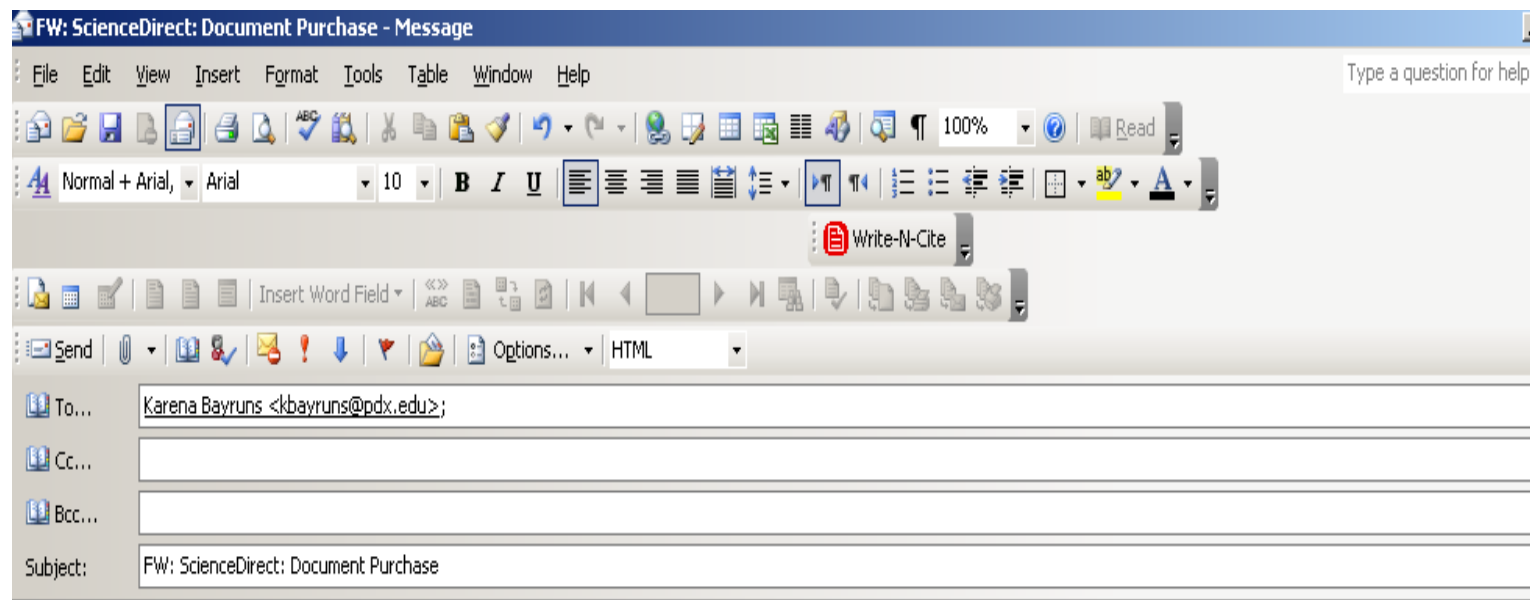
System Information

System Number		Resubmission
		ILLNumber ESPNumber LendingString
Lending String		
Lender		
System ID		

Notes and Tracking Information

Notes | Tracking | History | Other Request

5/21/2008 10:08:12 AM TEST REQUEST - DO NOT FILL
sherryb



[Print documentation on the way...](#)

Sherry Buchanan | Interlibrary Loan Coordinator | [Portland State University Library - Interlibrary Loan](#) | 1875 SW PARK AVENUE | PORTLAND OR 97201 | (503) 725-3877 | (503) 725-4527 FAX | sherryb@pdx.edu

From: ScienceDirect Message Center [<mailto:messagecenter@sciencedirect.com>]

Sent: Wednesday, June 04, 2008 12:51 PM

To: sherryb@pdx.edu

Subject: ScienceDirect: Document Purchase



E-mail Receipt of Your Article Purchase on ScienceDirect

Having observed that purchasing ILL items can . . .

- Be cheaper
- Be faster
- Fill more requests
- Increase patron satisfaction
- Increase use of collections
- Open conversations amongst staff that ultimately build better services



Let's consider how others have responded to the conundrum

- [Survey Results](#)

PSU STATISTICAL COMPARATORS:
6 of 9 libraries responded

Unnamed Library

University of Toledo

University of Illinois-Chicago

University of Texas-Arlington

Western Michigan University

Indiana University-Purdue University Indianapolis



- Does your library purchase books requested via ILL?

4 of 6 YES!

- Does your ILL unit purchase articles?

4 of 6 YES!

- What is your library's borrowing/purchasing policy for textbooks?

**With situational exceptions, none borrow textbooks via ILL.
Half deflect requests using a bookstore-provided spreadsheet.**

- Does your library use ALIBRIS or other sources?

UT – yes if less than \$35

WMU – just Amazon

IUPUI – routes to Acquisitions

- Does your library purchase items when doing so is cheaper than borrowing them, even if the item may not be within your collection parameters?

Unanimous NO!

IUPUI “Purchase on Demand” Criteria

Not Allowed:

Textbooks (determined by the campus bookstore textbook list)

Dissertations

Test prep materials

Computer manuals

Audio CDs (music, books on tape)

Dictionaries, encyclopedias, workbooks

Juvenile books

Obvious popular titles that we wouldn't collect anyway (e.g. 3-hour diet: how low-carbs make you fat, or The Automatic Millionaire Workbook)

Price/Format Restrictions:

Years Allowed: 2004-2007

Price Limit: \$100

Paperback is preferred format.

Fiction & DVD/VHS are allowed. Purchase DVD if available.

UT Arlington “Books on Demand” Criteria

Not Allowed:

Textbooks

Popular or recreational interest

Self-help books

Manuals or workbooks

Reference material and theses

Allowed:

published in current or previous year

under \$150

available domestically and in-print

nonfiction

English language

PSU ILL Acquisitions Criteria

Not Allowed:

Popular materials

Vanity press items

Textbooks (bookstore spreadsheet)

Price/Format Restrictions:

Price Limit: \$20

Hardback is preferred format



An anecdote

- You're in your locally owned video store, and the movie you planned to rent is on sale for \$2.99!
- The DVD rental cost is \$3.99
- Do you buy it or borrow it?
- In the future, perhaps it will make more sense for libraries to buy when it is cheaper than borrowing, even if the item does not match collection development parameters.
- Criteria or No Criteria, that may be the new question . . .



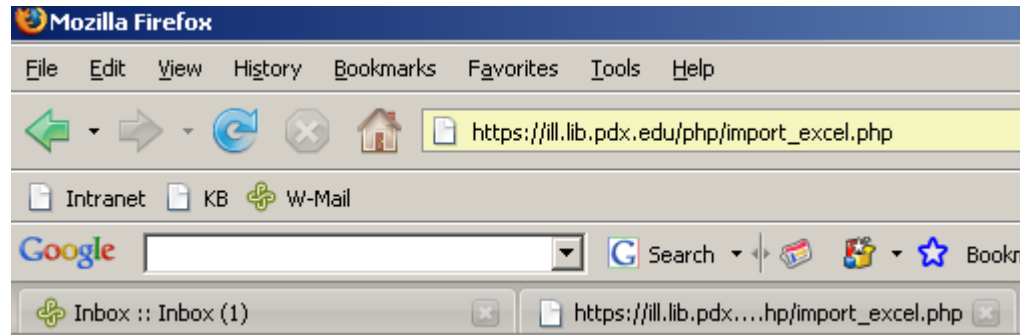
In a nutshell

- Borrowing a book for \$17.50 when it costs less to buy it isn't economically viable
- Borrowing the same book over and over is often more costly than buying it once
- Costs to buy articles directly from publishers are often lower than copyright royalty fees and lender fees



Customization: textbook routing

We upload a [spreadsheet from the bookstore](#) each term:



Import Textbooks from Spreadsheet

Select File:

- At SQL level, added routingref table
- Custom queue:
Awaiting Textbook Verification
- Routing Rule:
Moves requests based on ISBN
- Query:
(t.LoanTitle in (Select Title from
RoutingRef) or t.ISBN in (select ISBN from
RoutingRef) or t.ISBN in (select
ISBNnodash from RoutingRef))

Customization: Amazon price-grabber

- Mike Flakus, Programmer Analyst Extraordinaire, wrote the Java script
- If an ISBN is in the URL of requests imported from WorldCat, the ISBN is used to look up the Amazon price
- The price is imported into the notes field of the ILLiad request
- If there's no ISBN or no Amazon price can be found, nothing is entered in the notes field



The Java Script

```
• <script>
• var http = createRequestObject();
• amazonLookup(getVar("isbn"));
• function createRequestObject() {
•     var ro;
•     var browser = navigator.appName;
•     if(browser == "Microsoft Internet Explorer"){
•         ro = new ActiveXObject("Microsoft.XMLHTTP");
•     }else{
•         ro = new XMLHttpRequest();
•     }
•     return ro;
• }
• function amazonLookup(isbn)
• {
•     //alert("isbn: " + isbn);
•     isbn = isbn.split(",");
•     //alert("page: https://lib10.psu.ds.pdx.edu/illiad/php/isbn_ajax.php?isbn="+isbn);
•     http.open('get', 'https://lib10.psu.ds.pdx.edu/illiad/php/isbn_ajax.php?isbn='+isbn);
•     http.onreadystatechange = handleResponse;
•     http.send(null);
• }
• function handleResponse()
• {
•     if(http.readyState == 4 && http.status == 200)
•     {
•         var response = http.responseText;
•         //alert("response: " + response);
•         document.forms["LoanRequest"].Notes.value = response;
•     }
•     else
•     {
•         // waiting for response
•     }
• }
• function getVar(name)
```



The Java Script

```
• {
•   get_string = document.location.search;
•   return_value = "";
•
•   do
•   {
•       //This loop is made to catch all instances of any get variable.
•       name_index = get_string.indexOf(name + '=');
•
•       if(name_index != -1)
•       {
•           get_string = get_string.substr(name_index + name.length + 1, get_string.length -
name_index);
•           end_of_value = get_string.indexOf('&');
•           if(end_of_value != -1)
•               value = get_string.substr(0, end_of_value);
•           else
•               value = get_string;
•
•           if(return_value == "" || value == "")
•               return_value += value;
•           else
•               return_value += ', ' + value;
•       }
•       } while(name_index != -1)
•
•   //Restores all the blank spaces.
•   space = return_value.indexOf('+');
•   while(space != -1)
•   {
•       return_value = return_value.substr(0, space) + ' ' +
return_value.substr(space + 1, return_value.length);
•
•       space = return_value.indexOf('+');
•   }
•   return(return_value);
• }
• </script>
```



Sample Request:

Book Request

* Indicates required field

Enter information below and press the Submit Information button to send.

Books arrive in 10-14 days (usually 2 weeks). Due dates are usually 2-3 weeks from receipt (set by lending libraries). If possible, please request books through [Summit](#), the regional book delivery system. It's faster!

High-demand NEW books are not commonly circulated through Interlibrary Loan.

PLEASE NOTE: TEXTBOOKS USED IN THE CURRENT OR UPCOMING TERM WILL NOT BE OBTAINED VIA INTERLIBRARY LOAN.

* Author/Editors

Harmon, Katharine

* Title

Please do not abbreviate unless your citation is abbreviated

You are here : personal
geographies and other maps of
the imagination

Publisher

Place of Publication

Date of Publication

Edition

ISBN (International Standard Book

9781568984308

Sample Request . . . continued:

Call Number

OCLC or Docline UI Number

59308760

Please allow 10-14 days to obtain a book.

* Not Wanted After Date

(MM/DD/YYYY)

07/25/2008

Will you accept the item in a language
other than English?

If yes, specify acceptable languages in the notes field.

No

Will you accept an alternate edition of
this item?

No

Notes

Provide MORE INFORMATION or let us know if the document is PSU-owned but not able to be located. (255 chars max)

Price at Amazon: \$16.47

Where did you learn about this item?

Where did you find this item cited?

Examples are Dissertation Abstracts, Dialog (specify which database), or a specific journal or book.

info:oclcnum/59308760 -
FirstSearch:WorldCat

Some Positive Results

- We fill more requests, and we do it faster
- Copyright costs remain low
- After sharing the “Most Requested Journals” canned report, and the “New and Improved Copyright Report,” Acquisitions folks appended the “Most Requested Journals” XLS with subscription costs



Some Sticky Wickets

- ePub ahead of print articles, embargos
- Online-only journals – must buy or cancel
- Time involved in record-keeping
- More handling, mediation
- Collection development criteria thwarts some requests, example:
 - Wired for greed : the shocking truth about America's electric utilities
 - Author: Seeber, Joe.
 - Date: 2005
 - Publisher: iUniverse, Inc.
 - ISBN: 059535744X
 - OCLC#: 86081843
 - \$13.95 on Amazon.com
 - Non-circulating via ILL, but because this is considered a "Vanity Press," we canceled this request



Transition Slide:
time for a brief retrospective and
thoughts for the future



But First, a Plug for ShareILL ~ Get More for your Patrons!

ShareILL: Gateways & Union Catalogs

Gateways and union catalogs

- [AIB-WEB Italian OPACs](#)
- [AIB-WEB List of Italian Periodicals/Liste Italiane di Periodici](#)
- [Archive in Österreich/Archives in Austria](#) [Contains links to web sites and contact information for regional libraries](#)
- [Australian Libraries Gateway](#)
- [\[http://www.uibk.ac.at/ub/obib.html?style=plain\]](http://www.uibk.ac.at/ub/obib.html?style=plain) [Austrian Libraries/Österreichische Bibliotheken, Documentationsstellen](#)
- [Bibliotek.dk](#) [Danish Union Catalog](#)
- [Bibliothèques en Ligne](#)
- [BIBSYS](#) [Norwegian Union Catalog](#)
- [Büchereiverband Österreichs](#)
- [Cadence](#) [database of choral sets and orchestral parts held by New Zealand choirs, orchestras, and libraries](#)
- [Canadian Library Gateway](#) [links to Canadian library catalogs and web sites](#), [Canadian national union catalog](#) and the [Directory of Special Collections of Research Value in Canadian Libraries](#)
- [Cataloghi Storici](#) [Biblioteca Digitale Italiana](#)
- [CCFR: Catalogue Collectif de France](#)
- [COPAC Academic and National Library Catalogue](#) [includes holdings of major university and national libraries](#)
- [CURL](#) [union catalog for the Consortium of Research Libraries \(UK\)](#)
- [Danish National Bibliography](#)
- [DEff](#) [Denmark's Electronic Research Library](#)
- [DIMDI](#) [German Institute of Medical Documentation and Information \(not a gateway or union catalog\)](#)



How did PSU get here?

- Budget concerns
- Savings observations
- Newfound opportunities to improve workflow and service
- Consensus-building through conversations
- Interest in other points of view and user-centered processes
- Persistence with heart



ILL Acquisitions @ PSU Library

A conversation, a budding relationship

2003 - 2006

purchasing reels, dissertations and articles
not available via ILL

April 2007

comparator survey completed
discontinued borrowing textbooks via ILL
began systematically purchasing articles

June 2007

purchasing books via Amazon

June 2008

considering buying when cheaper than
borrowing (not necessarily acquiring)



How might *I* create change?



Assess your situation . . . Learn about

- Purchasing costs
- ILL Borrowing costs
- Purchasing options
 - Publishers
 - Document suppliers
 - Booksellers: ALIBRIS, Amazon, GOBI
 - Overseas libraries
- Free sources
 - www.doaj.org
 - Repositories
 - Project Gutenberg



Identify Ways to Improve Services: Share and Discuss Information

- Reference, ILL and Acquisitions
 - Review purchasing options together
 - books, journals, and databases
 - Assess when to subscribe to journals vs. borrowing articles
 - Assess ILLiad Canned reports
 - Most Requested Journals
 - Most Requested Loans



Identify Ways to Improve Services: Share and Discuss Information

- Consider Routing Rules in ILLiad
 - Recently published books queue
 - Pre-1923 books queue to identify free public domain works on the web
 - Route based on a word to grow an area (nanotechnology)?
 - Route based on table of past requests (multiple requests for same title or ISBN)
 - Textbook requests based on ISBN or title
- Be excited to share what you know
 - Copyright costs, Subscription costs



Identify Ways to Improve Services: Share and Discuss Information

- Be willing to learn and teach others (we're all in this together!)
 - ILS
 - ILLiad
 - Connexion
 - Gobi
- Think in terms of an ongoing conversation



Identify Ways to Improve Services: Share and Discuss Information

- “Do what you can,
with what you have,
where you are”
(Teddy Roosevelt)
- Get the Visa into ILL staff's
hands
- Start small - make one
adjustment
- Be flexible



Possible Future workflows

- Extend use of document suppliers NTI, CAI, TGA, BRI, ALBRS, new vendors?
- Pilot ALBRS, pre-determined maxcost
- Forge more license agreements
 - Netflix or www.facets.org
 - eBooks (Safari)
 - Digital Dissertations (UMI)
- Borrow eBooks from CISTI
 - From the CISTI Catalogue, click on "[MyiLibrary eBook Loans](#)"
- Buy articles when <\$20
- Exchange eBooks with vendors (trade)
- Buy books when less than the cost to borrow. After buying a book, you don't have to keep it! You saved money already, and there are no return shipping fees.
- More automated purchasing (ILLiad talks to Gobi3, or other vendors)



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