I Want That! [poster]

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Available at: https://works.bepress.com/ellen_corrigan/7/
Service issues before online form:
- Users wanted on-order material, but public service staff often did not know how to help.
- Hours of public/technical services personnel differ, difficult for instantaneous communication.
- Paper request form often forgotten, lost, or misdirected.
- Incomplete information identifying item and user frequently submitted.
- Consistent messages regarding delivery expectations were difficult.

OPAC view: link to web form appears in each bib

MARC view: 856 field easily added at record creation, easily removed upon completion of processing

Title must be filled in by user (not automatic, occasionally a user stumbling block)

Status selection for user education of what to expect for delivery time

If status is received, item is found and processed immediately.
If not yet received, form is filed to wait for item's arrival; "Patron request on file" note put in holdings record.

E-mail goes to all Cataloging and Acquisitions staff so it always hits an appropriate person and workflow stage.

Circulation receives processed item with printout showing user contact information.

User checks out item.