The Department of “Getting It”

Steve Weiter & Ruth Owens
SUNY ESF
IDS Conference 2014
Starting Points

• Patron Driven Acquisitions Model for books
• Shrinking budgets/higher serials costs
• IDS member since 2010
• Desire to improve:
  – Speed of service
  – Fulfillment rates
  – Consistent rationale for decisions
Goals

• Make rational decisions about buying vs. borrowing
• Streamline decision process by eliminating Director (from the process)
• Seamless process for requesting patron
• Maximize fulfillment rates/Minimize patron frustration
• Savings in effort and money
What we Did

• Combined Acquisitions and ILL into one area of responsibility
• Began routing all requests (regardless of type) through one person/department
• ILL/Acq Librarian has the authority to fill requests by whatever method will do so most effectively/economically/efficiently
• Committed to filling as many requests as we can
Some Preliminary Results

<table>
<thead>
<tr>
<th></th>
<th>2012-2013</th>
<th>2013-2014</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrowing Filled</td>
<td>992</td>
<td>1368</td>
<td>27.5</td>
</tr>
<tr>
<td>Borrowing Cancelled</td>
<td>245</td>
<td>151</td>
<td>-62.3</td>
</tr>
<tr>
<td>Borrowing Total</td>
<td>1242</td>
<td>1507</td>
<td>17.6</td>
</tr>
<tr>
<td>Lending Filled</td>
<td>978</td>
<td>1161</td>
<td>15.8</td>
</tr>
<tr>
<td>Lending Cancelled</td>
<td>927</td>
<td>464</td>
<td>-99.8</td>
</tr>
<tr>
<td>Lending Total</td>
<td>1905</td>
<td>1676</td>
<td>-13.7</td>
</tr>
<tr>
<td>Totals</td>
<td>3147</td>
<td>3183</td>
<td>1.1</td>
</tr>
</tbody>
</table>
How It Works

• All ILL and purchase requests come to me
  – Process ILL Borrowing, manage rest of ILL
  – Library staff forward all purchase requests to me

• Purchase books, DVDs, and articles
  – Forward purchase information to other library staff who handle processing

• Recommend purchase of more expensive items and subscriptions

• All item gifts and donations brought to me
Tools Used

• ILLiad → Custom queues, routing, emails
• GIST Purchase Addon in ILLiad → Directly to Amazon
• GDM module for gifts
Loan Requests

• How many times requested?
• Does subject matter match?
• How much does it cost? → GIST Purchase Addon
• How many other libraries own it? → OCLC
• How quickly can it get here?
• Unfilled borrowing request?
Loan Requests

- ILL request routed to Doc Del queue: *Awaiting Acquisitions Processing*
- Cataloged and placed on hold or delivered
- Notification sent through ILLiad

- 5 books purchased from ILL requests
Example

- The Sugarmaker's companion: An integrated approach to producing syrup from maple, birch, and walnut trees
  - Subject area
  - Relatively new, not many libraries owned yet
  - Not expensive, available in Amazon
  - Purchased!

Dear _______________

The following item which you requested for purchase has arrived:

Loan Title: Situational prevention of poaching / by Loan Author: Andrew M. Lemieux
Edition: Publisher: Routledge
Date of Publication: 2014

You may come pick it up at the main desk in the library. It will be held for you for one week.

Questions about Interlibrary Loan may be directed to moon@esf.edu or (315) 470-6723.
Purchase Requests

• Subject matter
• How much does it cost?
• How many libraries own it?

• If borrowed:
  – Request created in ILLiad
  – Patron notified as usual when arrives
  – *This scenario may not occur often since we typically purchase requested items
  – **May make sense in the case of leisure reading/fiction
Article Requests

• Have we exceeded the “Rule of 5?”
• Is the whole issue being requested?
• Are requests coming from more than one person?
• How much does a single article cost?
• Subject area
Subscription vs. Individual Articles

• Consider subscription when:
  – Many requests from more than one person
  – Cost of individual articles compared with number of requests is near or larger than subscription cost

• Purchase individual articles when:
  – Not many requests
  – Cost of individual articles compared with number requested is far less than subscription cost

• Track these journal titles
Results

• 6 individual articles purchased (could have purchased more)
• 1 journal subscription purchased
  – More than one patron
  – Over rule of 5
  – Trend was for most current articles
Gifts

• Create list of titles and ISBN and/or OCLC numbers

• Run through GDM
  – How many in SUNY
  – Already owned
  – Hathi Trust, Google Books

• Titles can be looked up in GDM individually

• Not sure which method is more efficient
Benefits

• Know budget
• Freedom to make purchase decisions because I have almost all the information needed to make those decisions
• Know requesting habits of patrons
• Know ILLiad
• Filter through requests with knowledge of previous requests
Making Progress…

• Gather more knowledge
• Make better decisions on when to buy
  – Most ILL requests fit into conspectus, but can’t buy them all
  – Learn more about how patrons use items requested → many renewals, etc.
• Use GIST Acquisitions Addon
• More to learn in using GIST and GDM
• More seamless process for patrons
  – All they have to do is request something – we figure out the best way to “Get It”
Questions?

• Steve Weiter
  – spweiter@esf.edu

• Ruth Owens
  – rmowens@esf.edu