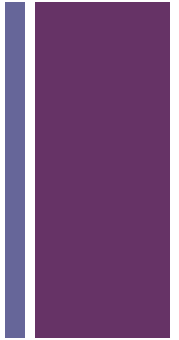




Patron Driven Acquisition Within ILL: Focus on Workflows

Presentation by Andréa Harland
April 10, 2015

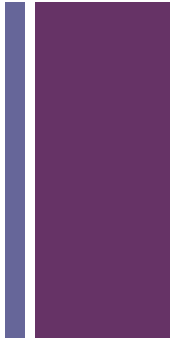
+ Patron Driven Acquisition



books on demand, **buy not borrow**,
collaborative collection development,
demand-driven acquisitions, **direct purchase**,
just-in-time acquisitions, just-in-time purchasing,
on-demand acquisitions, **patron-driven acquisitions**,
patron-initiated acquisitions, **patron-initiated collection development**,
patron-initiated purchase, point-of-need acquisitions,
purchase express, **purchase-on-demand**,
reader-driven acquisitions, **user-driven acquisitions**,
user-initiated collection development



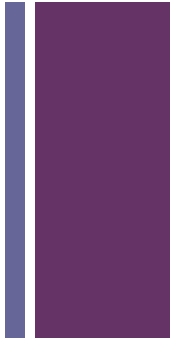
Key articles



- Tyler, D. C. (2011). **Patron-driven purchase on demand programs for printed books and similar materials: A chronological review and summary of findings.** *Library Philosophy & Practice* (paper 635). Retrieved from <http://digitalcommons.unl.edu/libphilprac/635/>
- DeJong, C. J., & Nance, H. (2014). **In a world of amazon, is it time to rethink ILL?** *Interlending & Document Supply*, 42(2) , 42-50. doi:10.1108/ILDS-02-2014-0019

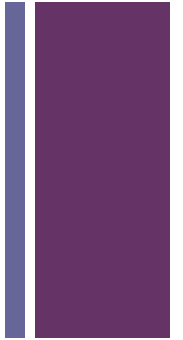


Selection of articles describing PDA programs



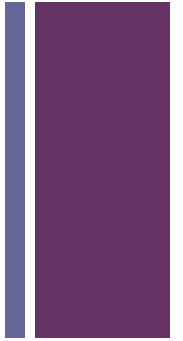
- Herrera, G., & Greenwood, J. (2011). **Patron-initiated purchasing: Evaluating criteria and workflows.** *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve*, 21(1-2), 9-24. doi:10.1080/1072303X.2011.544602
- Gibson, T. M., & Kirkwood, P. E. (2008). **A purchase-on-demand pilot project at the university of arkansas, for the proceedings of the materials research society symposiums.** *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve*, 19(1), 47-56. doi:10.1080/10723030802533853
- Comer, A., Lorenzen, E. A., & Fenner, A. (2005). **Biz of acq -- is purchase-on-demand a worthy model? do patrons really know what they want?** *Against the Grain*, 17(1), 75-78. Retrieved from <http://docs.lib.purdue.edu/atg/voll7/iss1/47>
- Coopey, B. M. (2006). **ATG special report -- ILL purchase express.** *Against the Grain*, 18(1), 47-49. Retrieved from <http://docs.lib.purdue.edu/atg/voll8/iss1/15>
- Chan, G. R. Y. C. (2004). **Purchase instead of borrow.** *Journal of Interlibrary Loan, Document Delivery & Information Supply*, 14(4), 23-37. doi:10.1300/J110v14n04_03
- Zopfi-Jordan, D. (2008). **Purchasing or borrowing: Making interlibrary loan decisions that enhance patron satisfaction.** *Journal of Interlibrary Loan, Document Delivery & Electronic Reserves*, 18(3), 387-394. doi:10.1080/10723030802186447
- Debus-Lopez, K., Ward, S. M., & Wray, T. (2003). **Collection development based on patron requests: Collaboration between interlibrary loan and acquisitions.** *Library Collections, Acquisitions, and Technical Services*, 27(2), 203-213. doi:10.1080/14649055.2003.10765918
- Waller, J. H. (2013). **Undergrads as selectors: Assessing patron-driven acquisition at a liberal arts college.** *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve*, 23(3), 127-148. doi:10.1080/1072303X.2013.85105

+ Goals of ILL PDA programs



1. Save money, cut costs
 - Van Dyk, G. (2011). Interlibrary loan purchase-on-demand: A misleading literature. *Library Collections, Acquisitions, & Technical Services*, 35(2-3), 83-89. doi:10.1016/j.lcats.2011.04.001
2. Build or fill gaps in the collection
3. Fill requests that would otherwise go unfilled
4. Provide more rapid turnaround time and delivery
5. Reduce workload of ILL staff

+ Goals of ILL PDA programs



6. Support cross disciplinary research
7. Acquire only one publication or a couple types of publications which might otherwise be too expensive to subscribe to
8. Acquire foreign titles
9. Allow patrons to participate in collection development

+ Workflow – ILL PDA



+ Workflows – ILL Requests

- What to consider

- All requests

- System identified or patron identified

- *Getting It System Toolkit (GIST)* for ILLiad

- Pitcher, K., Bowersox, T., Oberlander, C., & Sullivan, M. (2009). **Getting it system toolkit (GIST): The GIST of making informed decisions and workflow of buying, borrowing, downloading or viewing.** In *Necessity is the Mother of Invention*. Paper presented at the Charleston Library Conference, Charleston, SC, 4-7 November. doi:10.5703/1288284314784

- After ILL



Workflows – ID Purchase Candidate



■ Who:

- ILL staff
- Acquisitions staff
- Collaboration between ILL and Acquisitions staff
- Involve Selectors

■ Criteria

Example 1 (Herrera, 13)	Example 2 (Waller, 132-3)
<ul style="list-style-type: none">• Max cost < \$150• Books only• Published in last five years• No dissertations, textbooks, proceedings, encyclopedias	<ul style="list-style-type: none">• English language• Available within 7 days from Amazon• Max cost < \$75• Eligible for ILL (ex: no textbooks)• Non-fiction or literary fiction

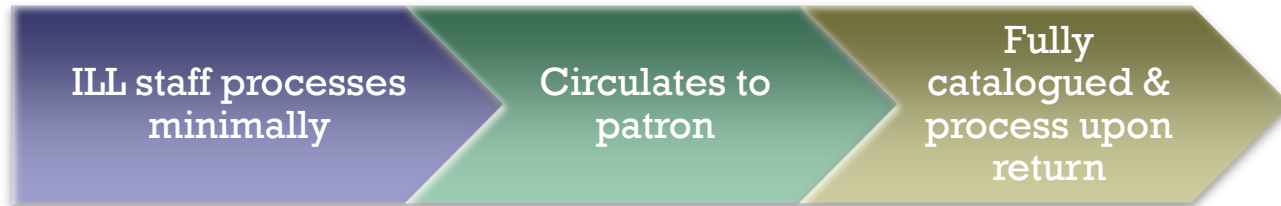
+ Workflow – Order & Receive



["Distribution centre \(J Sainsbury's\)"](#) by Nick Saltmarsh - flickr.com. Licensed under CC BY 2.0 via [Wikimedia Commons](#)

+ Workflow – Catalogue & Process

■ When?



OR



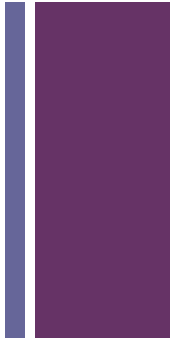
+ Workflow - Circulate



["Historylink Ballardlib03" by Unknown; Via the Seattle Public Library and Ballard Historical Society. Original uploader was Lawrence Cohen at en.wikipedia](#)



Conclusion



- Despite complexity of workflow still an interesting service.
- Potential for library to benefit from searching activities of its patrons.
- Material has been shown to be re-used.
- Benefit your own library's collection but also the collections of neighbouring institutions with whom you may partner – for example the members of a consortium.
 - “Duplication in collections means less diversity within a network, resulting in increased cost to borrow materials outside your network. These increased interlibrary loan borrowing expenses correspond to decreased monograph purchasing within the library organization.” (Pitcher, 193)

+ Thank you!

