

Patron-Driven Acquisitions

Bridging the Boundaries of Need and Access to Information Resources



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Background

Libraries need to meet customer demand by providing resources at the point of need. We have less space and even less funding to meet their growing needs. We now have the ability to provide resources more quickly, and 'just in time' through our On Demand Information Delivery (ODID) program

ILL services provide a unique opportunity for libraries to identify patron needs. By purchasing resources rather than borrowing them, we are able to meet customer need and simultaneously see a greater return on investment as we use these requests to drive the collection.

User Need Is Identified

- User locates imbedded order records through our discovery tool and/or OPAC.
- Order Records are added based on our profile: Current Scholarly Material, no textbooks, popular fiction, or manuals.

User Need Is Identified

- A direct link is available from our discovery tool to an ILL request form.
- Upon submitting request User confirms request is for academic purposes prior to submitting the request.

Collection Development

- After three unique visits to the eBook, the library automatically purchases the title.
- Clicking on embedded links in the catalog will authenticate the user & initiate an order for the print item with our vendor.

Collection Development

- All ILL A/V requests are analyzed by resource managers who determine which of these is suitable for the collection.
- ILL searchers identify requests for items that are 'too new' to order through ILL and send them to resource managers as purchase considerations.

Access

- Users have immediate access to the eBook at the point the record is placed in the catalog.
- Print materials are received 'shelf-ready' & placed on hold for the user within 3-7 days after ordering.

Access

- The resource is either purchased for the collection or filled through ILL.
- Requests for purchases are routed to Acquisitions staff who process and track them using ILLiad (our ILL management system).

Where are we are now?

Since July 2011, the Library has added 36,569 print and 43,009 eBook records to the collection. To date, we have purchased 5,397 print books (~14% of exposed records) and 4,304 eBooks (~10% of exposed records)

Since October 2010 Librarians have analyzed 4,252 A/V requests (2,762 films & 1,490 audio). Of those, 259 films (9%) and 280 audio (19%) have been ordered for the collection
Since October 2010 ILL searchers have sent 770 requests for 'too new' materials to IRM selectors who opted to order 309 (~40%) of those titles for the collection