

# Purchasing Instead of Borrowing

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Circulation & Interlibrary Loan Librarian

Joyner Library

East Carolina University

ILLiad International Conference, March 18, 2015

# Purchasing

- Two names
  - Purchase on Demand
  - Demand Driven Acquisitions
- Buying materials when asked for them rather than just-in-case
  - Interlibrary loan
  - Other patron request

# Purchasing because of ILL is Increasingly a Best Practice

- Brigham Young Univ.
- Bucknell Univ.
- College of William & Mary
- Grand Valley State Univ.
- Indiana State Univ.
- Oregon State Univ.
- Penn State Univ.
- Purdue Univ.
- Saint Anselm College
- The Ohio State Univ.
- UNC Wilmington
- Union College
- Univ. of Arkansas
- Univ. of Hong Kong
- Univ. of Minnesota
- Univ. of Nebraska-Lincoln
- Univ. of South Florida
- Univ. of Wisconsin-Madison
- and more have published on ILL POD/PDA!

Doing so is also included on the **Rethinking Resource Sharing Initiative's STAR Checklist** of best practices.

# Reasons for POD

- Can be faster than traditional ILL
- Can be cheaper than traditional ILL
- Obtains newly published items
- Obtains otherwise unavailable items
- Supplements traditional collection development

# Various Purchasing Models

## Reviewers

- Subject Liaisons
- Collection Development
- ILL

## Purchasers

- Subject Liaisons
- Collection Development
- Acquisitions
- ILL

## Review Process

- Send by email for review
- Check in ILLiad

# Joyner Library's Process

# Overview of ECU & Joyner Library

- Enrollment of nearly 27,000 students in 100 bachelor's, 77 master's, 21 doctoral, and 77 professional certification programs
- Joyner Library, ECU's academic main library
  - 2 million print volumes
  - nearly 950,000 electronic books
  - over 98,000 electronic journals
  - 475 online databases
  - numerous primary source collections
  - Over 800 instruction classes taught
  - Nearly 27,000 interlibrary loan requests

# Collection Development Guidelines

## Yes

- Monograph
- English Language
- Delivery within 1 week
- Likelihood of interest by others

## Some Changed Over Time

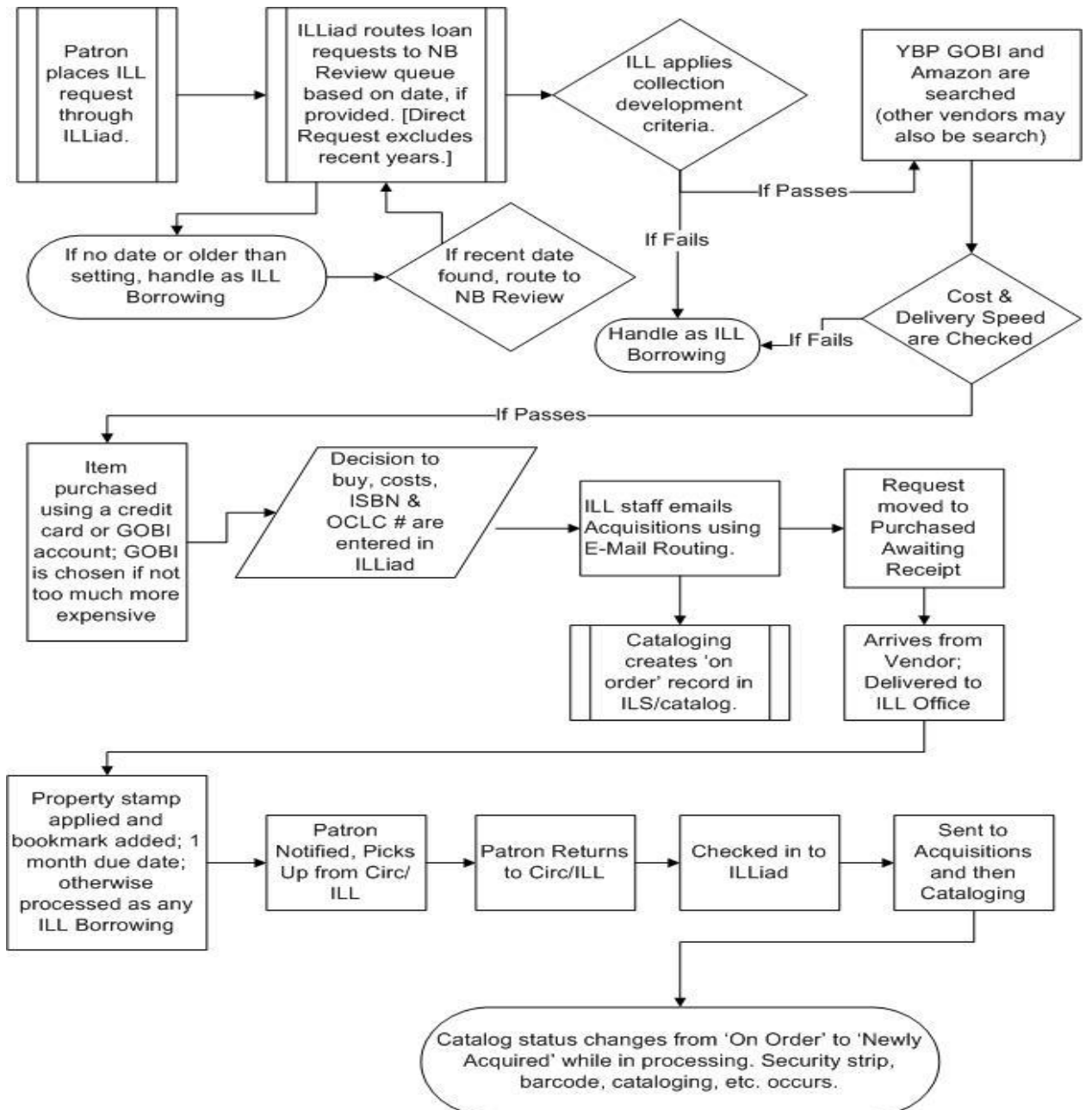
- Cost
- Dissertations/Theses

## Generally No

- Audio/Visual
- Juvenile
- Cookbooks
- Guidebooks, Handbooks
- Sets
- Textbooks
- Foreign Language
- Too Popular or Niche



# East Carolina University's ILL-Centered POD Workflow



- Awaiting NB Review queue in my queue group

The screenshot shows the ILLiad Client interface. At the top, there are navigation tabs: Home, Borrowing, Document Delivery, Lending, and System. Below these are search sections for Requests, Users, and Addresses. The main content area shows a tree view of request categories. The 'Awaiting NB Review' item is highlighted in blue.

Category	Item	Count
Requests (10 items)	Awaiting Request Processing	3
	Awaiting Unfilled Processing	2
	Request in Processing	1
	Awaiting Conditional Processing	3
	Problem Requests	1
Borrowing Manager (17 items)	Renewals	11
	Awaiting Patron Reply	1
	Outside Reply	4
	Recalled by Lender	1
William (7 items)	Awaiting NB Review	2
	Purchased Awaiting Receipt	5
Held Requests (1 items)		
Music (1 items)		
Sent, Checked Out, Delivered (950 items)		
Archive (56587 items)		

- Create a **Custom Queue** for POD requests

The screenshot shows the ILLiad Customization Manager (geec) interface. The window title is "ILLiad Customization Manager (geec)". The interface includes a navigation pane on the left with categories like Borrowing, Contact Information, Doc Del, Lending, Odyssey, and System. The main area displays a table of CustomQueues. The table has columns for QueueName, ProcessType, and NVTGC. The row "Awaiting NB Review" is selected. Below the table, there is an "Edit Row" section showing the details for the selected row.

QueueName	ProcessType	NVTGC
Awaiting NB Review	Borrowing	ERE
Awaiting OCLC Sending	Borrowing	ERE
Awaiting Patron Reply	Borrowing	ERE
Awaiting Post Receipt Processing	Borrowing	ERE
Awaiting Purchase - Rebecca H.	Borrowing	ERE
Awaiting RAPID Local Sending	Borrowing	ERE
Awaiting RAPID Request Sending	Borrowing	ERE

Filter: x  ([NVTGC] = 'ERE' Or [NVTGC] = 'DE' Or [NVTGC] = 'EC' Or [NVTGC] = 'ML') A... Edit Filter

QueueName	Value
QueueName	Awaiting NB Review
ProcessTy	Borrowing
NVTGC	ERE

- Create a **Routing Rule** to automatically route requests with a year in the date field

ILLiad Customization Manager (geec)

Home Z39.50 E-mail Templates Server Addons

ERE NVTGC New Record Copy Record Reset Filter Table Options Save Delete Cancel Editing Options Show Change History Maintenance Search All Tables and Keys Search Favorites Setup Wizards Setup

**Routing**

RuleNo	RuleActive	ProcessType	TransactionStatus	MatchString	NewProcessType	NewTransactionSta
1	Yes	Borrowing	Awaiting Request Processing	t.DocumentType = 'Book' AND t.LoanDate >= '2013' AND t.Tr...	Borrowing	Awaiting NB Review
2	Yes	Borrowing	Awaiting Request Processing	u.Cleared = 'Yes' AND (t.ESPNNumber > " or t.ISSN > ") and t...	Borrowing	Awaiting Direct Rec
3	No	Borrowing	Awaiting Request Processing	t.WebRequestForm = 'GenericRequestDECopy' And u.NVTGC ...	Doc Del	Holding - Awaiting I
4	Yes	Borrowing	Awaiting Request Processing	t.RequestType = 'Article' AND t.ISSN > " AND LendingString is...	Borrowing	Awaiting RAPID Re
5	Yes	Borrowing	Awaiting Request Processing	t.ESPNNumber > " AND t.RequestType = 'Article' AND t.Lendin...	Borrowing	Awaiting RAPID Re
6	No	Borrowing	Awaiting Request Processing	u.Status in ('Educator Card','DE Undergraduate','DE Graduate'...	Doc Del	Holding - Awaiting I
7	Yes	Borrowing	Awaiting Copyright Clearance	t.PhotoJournalYear < '2008' And u.NVTGC in ('ERE','DE','EC','ML')	Borrowing	Awaiting Request P
8	No	Borrowing	Awaiting Copyright Clearance	t.DocumentType = 'FDD' And u.NVTGC in ('ERE','DE','EC','ML')	Doc Del	Holding - Awaiting I
9	No	Borrowing	Awaiting Request Processing	t.DocumentType = 'FDD' AND t.SystemID != 'RAPID' And u.N...	Doc Del	Holding - Awaiting I
10	No	Borrowing	Awaiting Request Processing	t.NotWantedAfter \<	Borrowing	RUSH Request Proc
11	No	Borrowing	In Transit to Pickup Location	u.NVTGC = 'ML'	Borrowing	Fn Route to Music I

**Edit Row**

RuleNo	1
RuleActive	Yes
ProcessType	Borrowing
TransactionSta	Awaiting Request Processing
MatchString	t.DocumentType = 'Book' AND t.LoanDate >= '2013' AND t.TransactionStatus != 'Awaiting Direct Request Sending' And u.NVTGC in ('ERE','DE','ML') and t.CallNumber != 'skip'
NewProcessType	Borrowing
NewTransaction	Awaiting NB Review
RuleDescription	Automatically moves loans published in 2013 or later for POD review

System 580276 - Borrowing Request

Borrowing Processing Printing Copyright OCLC

Cancel Request Next Step Request Sent Route Route To Document Delivery Add Flag Remove Flag Cloning Policies Directory OCLC Billing Billing User Send E-Mail User Pending Updates System Import into Resubmission System

History Detail OCLC PubMed/Dodine Z39.50 Google Search Rapid Amazon GOBI Proquest Dissertation Abstracts Classic Catalog

**General Request Information**

Transaction Number: 580276  
 Patron: [Redacted]  
 Username: [Redacted]  
 Transaction Date: 3/3/2015 1:33 PM  
 Delivery Method: Hold for Pickup  
 Service Level: Regular  
 Billing Account: [Redacted]

Article Loan  
 Not Wanted After: 04/02/2015  
 Wanted By: [Redacted]  
 Site: [Redacted]  
 Received Via: [Redacted]  
 Shipping Options: [Redacted]  
 Doc Type: Book

**User**

Name: [Redacted]  
 Status: Graduate  
 Department: HISTORY  
 Delivery Location: ERE  
 E-mail: [Redacted]  
 Phone: [Redacted]  
 Notification: E-Mail

**OCLC Information**

ILL Number: [Redacted]  
 OCLC Number: [Redacted]  
 Lending String: [Redacted]  
 Lender: [Redacted]  
 System ID: OCLC  
 OCLC Status: [Redacted]  
 In Process Date: [Redacted]

Article Info Loan Info Imported Request Copyright Invoice Additional Library User

Title: War crimes, atrocity, and justice  
 Author: Shapiro, Michael  
 Publisher: [Redacted]  
 Place: [Redacted]  
 Date: 2015  
 Edition: [Redacted]  
 Original Loan Author: [Redacted]  
 Original Loan Title: [Redacted]

Accept Alternate Edition  
 Accept Non English  
 Allow Copies?  
 Copyright Already Paid?  
 Allow Renewals?  
 Library Use Only?  
 Replacement Pages?  
 Priority Shipping

**Item Information**

Call Number: [Redacted]  
 Location: [Redacted]  
 Due Date: [Redacted]  
 Reason For Cancellation: [Redacted]  
 ISxN: [Redacted]  
 DOI: [Redacted]  
 PMID: [Redacted]  
 Special Instructions: [Redacted]  
 Max Cost / Pieces: [Redacted]

**Purchase-on-Demand Information**

Decision (cited title): [Redacted]  
 Cost (cited pages): [Redacted]  
 Shipping (cited in): [Redacted]  
 Comp. Cost (cited date): [Redacted]

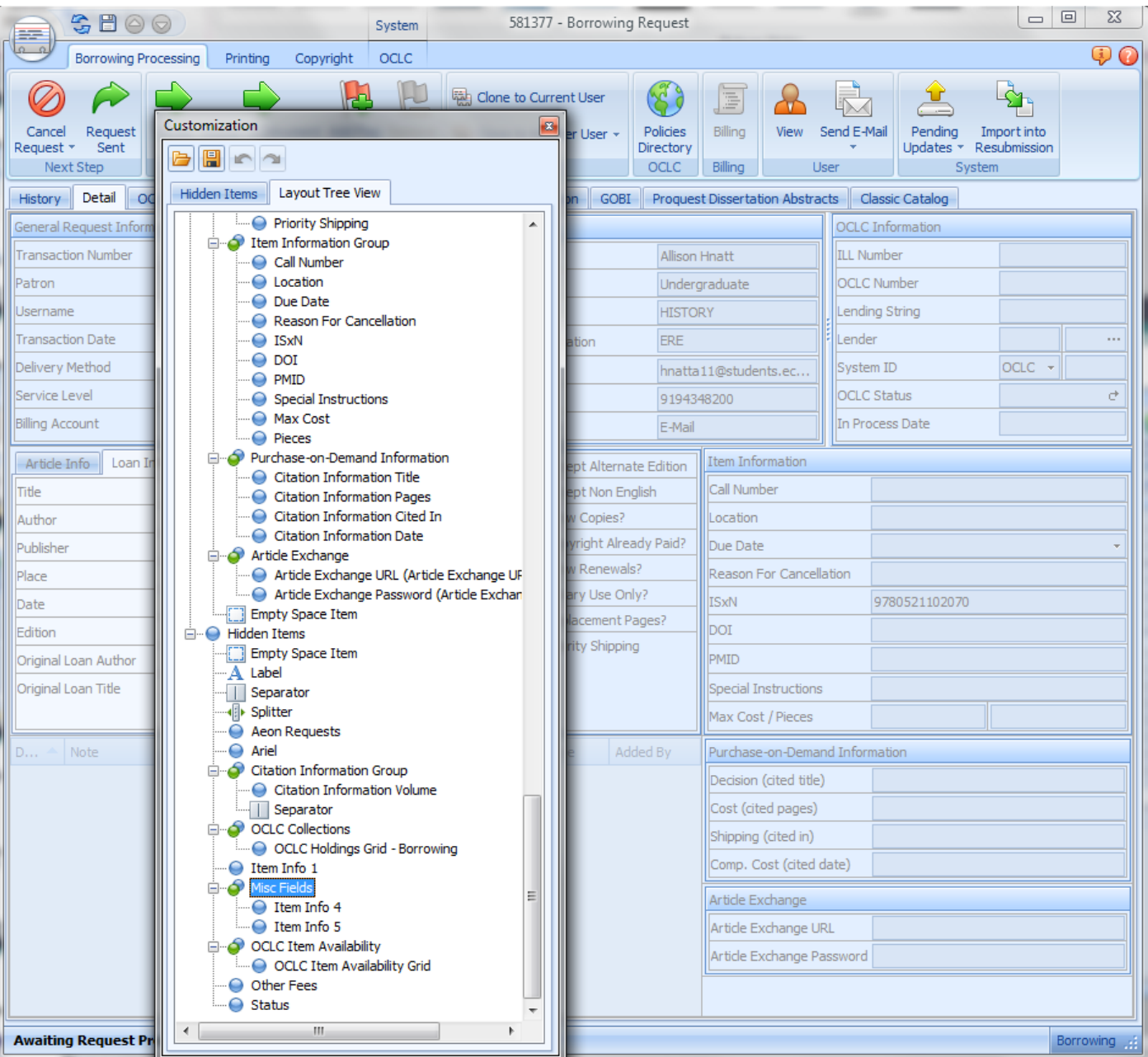
**Article Exchange**

Article Exchange URL: [Redacted]  
 Article Exchange Password: [Redacted]

Date Note Type Added By

Awaiting NB Review Borrowing

- Layout for POD & Patron Data; Addons Displaying



- Customize Layout (right click on request form)

- Could now use Item Info fields instead of Cited fields

- Adding **Add-Ons**
- Download from Atlas' Directory
- Configure in Client



Manage Addons

Home

Reset Cache Options | Save Settings | Reset Settings | Create Connection File Addon Settings

Name	Author	Version	Active	Description
Amazon Book Searches	Atlas Sys...	1.1	<input checked="" type="checkbox"/>	Performs an Amazon search for the LoanTitle for loans.
CCC GetItNow Service	IDS Proje...	2.1	<input checked="" type="checkbox"/>	Performs a price lookup of the article using the CCC GetItNow Service.
Classic Catalog	Atlas Sys...	1.0.1	<input checked="" type="checkbox"/>	Opens the Classic Catalog in ILLiad. Pretty cool, huh?
Connexion	IDS Project	1.0	<input type="checkbox"/>	Opens the OCLC Connexion within ILLiad
Getting It System Toolkit	IDS Project	1.0	<input type="checkbox"/>	The GIST addon does a GIST search for an ISBN for loans based on the LoanTitle.
GOBI	IDS Project	1.3	<input checked="" type="checkbox"/>	GOBI
Google Combined	IDS Project	2.1	<input checked="" type="checkbox"/>	Search Google Scholar, Google Books and Google.
Google Scholar Search	Atlas Sys...	1.1	<input type="checkbox"/>	Performs a Google Scholar search for the PhotoArticleTitle for articles.
Google Search	Atlas Sys...	1.1	<input type="checkbox"/>	Performs a generic Google search for the LoanTitle for loans and the PhotoArticleTitle for articles.

System 580276 - Borrowing Request

Borrowing Processing Printing Copyright OCLC

Cancel Request Request Sent Route Route To Document Add Flag Remove Flag Clone to Current User Clone to Another User Policies Directory Billing View Send E-Mail Pending Updates Import into Resubmission

History Detail OCLC PubMed/Dodine Z39.50 Google Search Rapid Amazon GOBI Proquest Dissertation Abstracts Classic Catalog

**General Request Information**

Transaction Number: 580276  
 Patron: [Redacted]  
 Username: [Redacted]  
 Transaction Date: 3/3/2015 1:33 PM  
 Delivery Method: Hold for Pickup  
 Service Level: Regular  
 Billing Account: [Redacted]

Article Loan  
 Not Wanted After: 04/02/2015  
 Wanted By: [Redacted]  
 Site: [Redacted]  
 Received Via: [Redacted]  
 Shipping Options: [Redacted]  
 Doc Type: Book

**User**

Name: [Redacted]  
 Status: Graduate  
 Department: HISTORY  
 Delivery Location: ERE  
 E-mail: [Redacted]  
 Phone: [Redacted]  
 Notification: E-Mail

**OCLC Information**

ILL Number: [Redacted]  
 OCLC Number: [Redacted]  
 Lending String: [Redacted]  
 Lender: [Redacted]  
 System ID: OCLC  
 OCLC Status: [Redacted]  
 In Process Date: [Redacted]

**Article Info** Loan Info Imported Request Copyright Invoice Additional Library User

Title: War crimes, atrocity, and justice  
 Author: Shapiro, Michael  
 Publisher: [Redacted]  
 Place: [Redacted]  
 Date: 2015  
 Edition: [Redacted]  
 Original Loan Author: [Redacted]  
 Original Loan Title: [Redacted]

Accept Alternate Edition  
 Accept Non English  
 Allow Copies?  
 Copyright Already Paid?  
 Allow Renewals?  
 Library Use Only?  
 Replacement Pages?  
 Priority Shipping

**Item Information**

Call Number: [Redacted]  
 Location: [Redacted]  
 Due Date: [Redacted]  
 Reason For Cancellation: [Redacted]  
 ISxN: [Redacted]  
 DOI: [Redacted]  
 PMID: [Redacted]  
 Special Instructions: [Redacted]  
 Max Cost / Pieces: [Redacted]

Date	Note	Type	Added By

**Purchase-on-Demand Information**

Decision (cited title): [Redacted]  
 Cost (cited pages): [Redacted]  
 Shipping (cited in): [Redacted]  
 Comp. Cost (cited date): [Redacted]

**Article Exchange**

Article Exchange URL: [Redacted]  
 Article Exchange Password: [Redacted]

Awaiting NB Review Borrowing

- Layout for POD & Patron Data; Addons Displaying



- OCLC search to check ownership

580276 - Borrowing Request

Borrowing Processing Printing Copyright OCLC OCLC

OCLC Keyword crimes atrocity justice Shapiro Mic... Type Any

ISxN Scan Title War crimes, atrocity, and justice Sub Type All

Derived War,cr,at,a Custom Limits Copy Info Holdings Blank Work Form Constant Data Send Request

History Detail OCLC PubMed/Docline Z39.50 Google Search Rapid Amazon GOBI Proquest Dissertation Abstracts Classic Catalog

Searching Record Detail Holdings Work Form

Record	Main Entry	Title	Format	OCLC	Standard Number	Year	Publisher	Holdings	L	Owned
1		Genocide : a reader /	Book	852681904	9780195377705	2014;		358	P	<input checked="" type="checkbox"/>
7	Shapiro, Michael J.	War Crimes, Atrocity and Justice	Internet Resource	904208405	9780745689531	2014;	Wiley,	1		<input type="checkbox"/>
5		Genocide : a reader /	Book	892888355	9780195377705 (pape...	2014;2014		6	P	<input type="checkbox"/>
2	Shapiro, Michael J., author.	War crimes, atrocity, and justice /	Book	898005739	9780745671543	2015;		47		<input type="checkbox"/>
3	Shapiro, Michael J., author.	War crimes, atrocity, and justice /	Internet Resource	904041260	0745689531 (electroni...	2015;		28		<input type="checkbox"/>
4	Shapiro, Michael J., author.	War Crimes, Atrocity, and Justice /	Internet Resource	903584475	9780745689531	2015;		21		<input type="checkbox"/>
6	Shapiro, Michael J., 1940-	War crimes, atrocity, and justice /	Book	901229931		2015;	Polity Press,	2		<input type="checkbox"/>
8		War Crimes, Atrocity, and Justice	Book	900770597	9780745671550	2015;	Polity Press,	1		<input type="checkbox"/>

Browser navigation and search tools:

- Back, Forward, Stop, Refresh
- Search, Import Price



Shop by Department ▾

Search All ▾ War crimes, atrocity, and justice Go

Hello, Joyner Your Account ▾ Your Prime ▾ Wish List ▾ Cart ▾

1-16 of 47 results for "War crimes, atrocity, and justice"

Choose a Department to sort ▾

Show results for

Books >

- True Crime
- Law Specialties
- Political Philosophy
- Criminal Law
- Foreign & International Law
- Reference
- Human Rights Law

Kindle Store >

- True Crime Biographies
- Political Philosophy
- Human Rights Law
- International Law

+ See All 3 Departments

Refine by

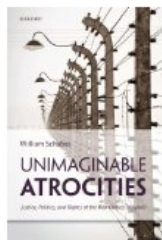
- Amazon Prime
  - Prime Eligible
- Book Language
  - English
- Book Format



**War Crimes, Atrocity and Justice** Jan 20, 2015  
by Michael J. Shapiro

Paperback **\$18.60** ~~\$24.95~~ Prime  
Only 9 left in stock - order soon.  
More Buying Choices  
**\$13.70** used & new (66 offers)

Kindle Edition  
**\$17.67**  
Auto-delivered wirelessly  
Other Formats: Hardcover



**Unimaginable Atrocities: Justice, Politics, and Rights at the War Crimes Tribunals** Apr 1, 2014  
by William Schabas

Paperback **\$25.16** ~~\$27.95~~ Prime  
Get it by **Wednesday, Mar 4**  
More Buying Choices  
**\$17.66** used & new (32 offers)

Kindle Edition  
**\$20.14**  
Auto-delivered wirelessly  
Other Formats: Hardcover

Borrowing Processing Printing Copyright OCLC GOBI

Back Forward Stop Refresh Import Price GOBI

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Title Any Words War crimes, atrocity, and justice x Search

GEE (1380) | Contact | Help | Site Map | Log Out

Approval Bookshelf Select Cart Order Cart

Spotlight Lists Search Notifications Folders Reports Options Library Links

Sort Filter OFF

Search Result: 144844



Marked: 1

Add to Cart GobiExpress Rush

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- Binding
  - Paper (78804) x
  - Cloth (43831) x
  - eBook (20658) x
  - Other (3651) x
- Publication Year
  - 2016+ (74) x
  - 2015 (current year) (2574) x
  - 2014 (6416) x
  - 2013 (10788) x
  - 2003 - 2012 (78814) x
- + US Profiled Date
- + UK Profiled Date
- + LC Classification
- + US Price
- + UK Price
- + eBook Supplier
- + Imprint Type
- + Content Level
- + Select Profiling Level
- + Geo Region
- + Reference
- + Format

**Title:** WAR CRIMES, ATROCITY, AND JUSTICE. **ISBN:** [0745671551](#)  
**Author:** SHAPIRO, MICHAEL J **Pub Year:** 2015 **Binding:** Paper  
**Publisher:** POLITY PRESS **YBP Select:** Research-Recommended  
**LC Class:** PN56.W3S43 2015 **Content Level:** ADV-AC  
**Language:** English **US Status:** In Stock **Rush:** Available  
**US List:** 24.95 USD **UK List:** 16.99 GBP  
**Library Note:** [Add...](#)  
[slip sent \(2/11/2015\)](#) [alternate editions \(2P/1E\)](#) [GobiTween \(5 Books/20 Slips\)](#)

**Title:** WAR CRIMES, ATROCITY, AND JUSTICE. **ISBN:** [0745689531](#)  
**Author:** SHAPIRO, MICHAEL J **Pub Year:** 2015 **Binding:** eBook  
**Publisher:** POLITY PRESS **YBP Select:** Research-Recommended  
**LC Class:** PN56.W3S43 2015 **Content Level:** ADV-AC  
**Language:** English

NON-RETURN/NON-CANCEL YBP

Supplier	Purchase Option	Library DDA	List Price	Status	Library Availability	Preview
+ EBL	<a href="#">Non-Linear Lending™</a>		37.43 USD	Available	Yes	<a href="#">Preview</a>
+ ebrary	<a href="#">3 User</a>		37.43 USD	Available	Yes	<a href="#">Preview</a>
+ ebrary	<a href="#">Single User Option (SUPO)</a>	Yes	24.95 USD	Available	Yes	<a href="#">Preview</a>
+ EBSCOhost	<a href="#">1 User</a>		24.95 USD	Available	Yes	<a href="#">Preview</a>
+ EBSCOhost	<a href="#">3 User</a>		37.43 USD	Available	Yes	<a href="#">Preview</a>

**Library Note:** [Add...](#) [alt-ed slip sent \(2/11/2015\)](#) [alternate editions \(2P/1E\)](#) [GobiTween \(5 Books/20 Slips\)](#)

**Title:** WAR CRIMES, ATROCITY, AND JUSTICE. **ISBN:** [0745671543](#)  
**Author:** SHAPIRO, MICHAEL J **Pub Year:** 2015 **Binding:** Cloth  
**Publisher:** POLITY PRESS **YBP Select:** Research-Recommended  
**LC Class:** PN56.W3S43 2015 **Content Level:** ADV-AC  
**Language:** English **US Status:** Orders accepted  
**US List:** 69.95 USD **UK Status:** In Stock  
**Also Available From:** [YBP MARKETPLACE](#)  
**UK List:** 55.00 GBP



## Rush Order Details

1 item.

Title: WAR CRIMES, ATROCITY, AND JUSTICE.  
 Author: SHAPIRO, MICHAEL J  
 Publish Year: 2015 ISBN: 9780745671550

Please Choose Template: ILL POD or enter order details below.

Subaccount\*  
1380-02 US RUSH DROPSHIPInitials  
WGPO Number\*  
JILLYBP2015Quantity  
1Fund Code\*  
JILL

List Action

- Retain Marked Status on Items in List  
 Remove Marked Status on Items in List

Choose or Type

JILL

Location\*  
Joyner48

Library Note

Cancel Clear Order Details Continue

Content Level

Title: WAR CRIMES, ATROCITY, AND JUSTICE.

ISBN: 9780745671553

Select Profiling Level

Author: SHAPIRO, MICHAEL J

Pub Year: 2015

Bindings: Cloth

Geo Region

Publisher: POLITY PRESS

Content Level: ADV-AC

YBP Select: Research-Recommended

Reference

LC Class: PN5.W343 2015

Languages: English

US Status: Orders accepted

Format

US List: 69.95 USD\*

Also Available From: YBP MARKETPLACE

UK List: 55.00 GBP\*

UK Status: In Stock

Awaiting NB Review

Site Map | Log Out

Order Cart

Page 1 of 7243 &gt;&gt;

Preview

Preview

Preview

Preview

Preview

Preview

Preview

Preview

## Rush Order: Shipping Terms and Address

1 item.

Choose shipping options, verify address, accept terms and submit this rush order.

Shipping Method:

UPS Ground Commercial - .00 USD

1 Items (1 Units): Estimated Net Price: 22.46 USD

Shipping &amp; Handling: .00 USD

Total Estimated Net: 22.46 USD

Deliver to Attention: C. William Gee

Name: EAST CAROLINA UNIVERSITY

ILL POD

Address: 1600 JOYNER LIBRARY

INTERLIBRARY LOAN

GREENVILLE

NC

27858-4353

City

State

Zip

 Save this address as default for rush ordering.

Order Terms:

- This order is non-cancelable and shipping & handling are non-refundable.
- Rush orders placed Monday-Friday by 12:00 Noon EST will ship the same day. If placed after 12:00 Noon EST, orders will ship the following regular business day.
- Sales tax, if applicable, will be added to the invoice.

 I accept these terms.

Cancel Submit Rush Order

Borrowing Processing Printing Copyright

Cancel Request Next Step	Request Sent	Route Routing	Route To Document Delivery	Add Flag	Remove Flag	Clone to Current User	Clone to Another User	Policies Directory OCLC	Billing Billing	View User	Send E-Mail	Pending Updates System	Import into Resubmission
-----------------------------	--------------	------------------	-------------------------------	----------	-------------	-----------------------	-----------------------	----------------------------	--------------------	--------------	-------------	---------------------------	--------------------------

History Detail OCLC PubMed/Dodine Z39.50 Google Search Rapid Amazon GOBI Proquest Dissertation Abstracts Classic Catalog

## General Request Information

Transaction Number	580276	<input type="radio"/> Article	<input checked="" type="radio"/> Loan
Patron		Not Wanted After	04/02/2015
Username		Wanted By	
Transaction Date	3/3/2015 1:33 PM	Site	
Delivery Method	Hold for Pickup	Received Via	
Service Level	Regular	Shipping Options	
Billing Account		Doc Type	Book

## User

Name	
Status	Graduate
Department	HISTORY
Delivery Location	ERE
E-mail	
Phone	
Notification	E-Mail

## Other Information

Record Number	
Bib Number	898005739
Lending String	GOBI
Lender	GOBI
System ID	OTH
OCLC Status	
In Process Date	

Article Info Loan Info Imported Request Copyright Invoice Additional Library User

Title	War crimes, atrocity, and justice
Author	Shapiro, Michael
Publisher	
Place	
Date	2015
Edition	
Original Loan Author	
Original Loan Title	

- Accept Alternate Edition
- Accept Non English
- Allow Copies?
- Copyright Already Paid?
- Allow Renewals?
- Library Use Only?
- Replacement Pages?
- Priority Shipping

## Item Information

Call Number	
Location	
Due Date	
Reason For Cancellation	
ISxN	0745671551
DOI	
PMID	
Special Instructions	
Max Cost / Pieces	

Date Note Type Added By

## Purchase-on-Demand Information

Decision (cited title)	pod gobi
Cost (cited pages)	22.46
Shipping (cited in)	free
Comp. Cost (cited date)	18.60

## Article Exchange

Article Exchange URL	
Article Exchange Password	

General Request Information

Transaction Number: 580276  
 Patron:   
 Username:   
 Transaction Date: 3/3/2015 1:33 PM  
 Delivery Method: Hold for Pickup  
 Service Level: Regular  
 Billing Account:   
 Shipping Options:   
 Doc Type: Book

- Address Addition/Problem
- Borrowing Limbo?
- Faxed or Mailed Articles - Follow Up
- Invoice Received
- OCLC Status Problem
- Problem Requests
- Purchased Awaiting Receipt**
- Renewals

User:   
 Name:   
 Status: Graduate  
 Department: HISTORY  
 Delivery Location: ERE  
 E-mail:   
 Phone:   
 Notification: E-Mail

Other Information  
 Record Number:   
 Bib Number: 898005739  
 Lending String: GOBI  
 Lender: GOBI 1  
 System ID: OTH  
 OCLC Status:   
 In Process Date:

Title: War crimes, atrocity, and justice  
 Author: Shapiro, Michael  
 Publisher:   
 Place:   
 Date: 2015  
 Edition:   
 Original Loan Author:   
 Original Loan Title:

- Accept Alternate Edition
- Accept Non English
- Allow Copies?
- Copyright Already Paid?
- Allow Renewals?
- Library Use Only?
- Replacement Pages?
- Priority Shipping

Item Information

Call Number:   
 Location:   
 Due Date:   
 Reason For Cancellation:   
 ISxN: 0745671551  
 DOI:   
 PMID:   
 Special Instructions:   
 Max Cost / Pieces:

Date	Note	Type	Added By

Purchase-on-Demand Information

Decision (cited title): pod gobi  
 Cost (cited pages): 22.46  
 Shipping (cited in): free  
 Comp. Cost (cited date): 18.60

Article Exchange

Article Exchange URL:   
 Article Exchange Password:

Cancel Request  
 Request Sent  
 Route  
 Route to Document Delivery  
 Add Flag  
 Remove Flag

Clone to Current User



Policies Directory



Billing



View



Send E-Mail



Pending Updates



Import into Resubmission

Cloning

OCLC

Billing

User

System

History Detail

General Request Information

Transaction Number

Patron

Username

Transaction Date

Delivery Method

Service Level

Billing Account

Article Info Loan Information

Title

Author

Publisher

Place

Date

Edition

Original Loan Author

Original Loan Title

Date

Note

- Awaiting Copyright Clearance
- Awaiting Doc Provider Processing
- Awaiting Request Processing
- Awaiting ALA Request Processing
- Request Sent**
- Received Partial/Incorrect Item
- Awaiting Odyssey Processing
- Awaiting Post Receipt Processing
- In Transit to Pickup Location
- Awaiting Customer Contact
- Customer Notified via E-Mail
- Awaiting Return Label Printing
- In Print Queue
- In Return Address Print Queue
- Checked Out to Customer
- Delivered to Web
- Cancelled by ILL Staff
- Request Finished
- Hold Request
- Awaiting Accounts Payable
- Awaiting Conditional Processing
- Awaiting Direct Request Sending
- Awaiting Extensive Searching
- Awaiting Manual Customer Contact
- Awaiting NB Review
- Awaiting OCLC Sending
- Awaiting Patron Reply
- Awaiting Purchase - Rebecca H.

Rapid Amazon GOBI Proquest Dissertation Abstracts Classic Catalog

Loan

04/02/2015

Book

User

Name

Status

Department

Delivery Location

E-mail

Phone

Notification

Graduate

HISTORY

ERE

E-Mail

Other Information

Record Number

Bib Number

Lending String

Lender

System ID

OCLC Status

In Process Date

898005739

GOBI

GOBI

OTH

Additional Library User

- Accept Alternate Edition
- Accept Non English
- Allow Copies?
- Copyright Already Paid?
- Allow Renewals?
- Library Use Only?
- Replacement Pages?
- Priority Shipping

Item Information

Call Number

Location

Due Date

Reason For Cancellation

ISxN

DOI

PMID

Special Instructions

Max Cost / Pieces

0745671551

Type

Added By

Purchase-on-Demand Information

Decision (cited title)

Cost (cited pages)

Shipping (cited in)

Comp. Cost (cited date)

pod gobi

22.46

free


18.60

Article Exchange


Article Exchange URL


Article Exchange Password

# Amazon Purchase

Pre-order  **\$26.50**  
Qty:  List Price: ~~\$37.50~~  
Save: \$11.00 (29%)  
Pre-order Price Guarantee.

This title will be released on March 31, 2015.  
Ships from and sold by Amazon.com.  
Gift-wrap available.

Eligible for  donation.

 Pre-order: Add to Cart

✓ 1 item added to Cart



Ravensbruck: Life and Death in Hitler's Concentration Camp for Women  
by Sarah Helm  
\$26.50  
 This is a gift [Learn more](#)

Order subtotal: **\$26.50**  
1 item in your Cart

[Edit your Cart](#)

[Proceed to checkout](#)

[Place your order](#)

By placing your order, you agree to Amazon.com's [privacy notice](#) and [conditions of use](#).

Other Information	
Record Number	142739089
Bib Number	879329692
Lending String	999
Lender	999 1 ...
System ID	OTH
OCLC Status	Record not found ↗
In Process Date	

Item Information	
Call Number	
Location	
Due Date	
Reason For Cancellation	
ISxN	978-0385520591
DOI	
PMID	
Special Instructions	
Max Cost / Pieces	

Purchase-on-Demand Information	
Decision (cited title)	pod
Cost (cited pages)	26.50
Shipping (cited in)	free
Comp. Cost (cited date)	NA



# Amazon Purchase, cont.

View Send E-Mail Pending Updates Import into Resubmission

- Being Held
- Blank Email
- Blocked
- Courtesy Renewal
- Format Availability
- Genealogy
- GovDocHelp
- Hard to Find / Costly
- IFM Charge Question
- International Request
- Lender Resend
- Lender Status Update
- Liaison
- Long Overdue
- Lost Book - Invoiced by Lender
- Manual Customer Contact
- Manual Electronic Delivery
- Missing Paperwork
- Missing Pieces
- Music - Item Available
- NPU In Library Use Only
- NPU No Renewals
- NPU Reminder
- NPU Returned
- POD**
- POD Cancelled

Type System Staff Staff

576882 - Borrowing Request

Borrowing Processing Printing Copyright Email

Send Change Status on Send Process

History Detail OCLC PubMed/Dodine Z39.50 Google Search Rapid Amazon GOBI Proquest Dissertation Abstracts Classic Catalog Edit Email Form X

Email Editing

To WILBOURNEJ@ecu.edu

CC

Subject ILL POD for TN 576882

David,

The following title has been ordered via the ILL Purchase on Demand program.

Loan Title: Ravensbrück : life and death in Hitler's concentration camp for women  
Loan Author: Helm, Sarah  
Loan Year: 2014  
ISBN: 978-0385520591  
OCLC: 879329692

Vendor: Amazon

Purchase Cost: \$26.50  
Shipping Cost: \$free

ILLiad TN: 576882

Thanks,

William Gee  
Circulation & Interlibrary Loan  
Joyner Library

Awaiting NB Review Borrowing

- Create an **Email Template** to send to Acq.

ILLiad Customization Manager (geec)

Home 239.50 E-mail Templates Server Addons

New Edit Copy Save Delete Cancel

ManualElecDel  
mergecus  
missingpaperwork  
missing-pieces  
MLArticleDeliveryNotify  
MLArticleNotify  
MLDDArticleDeliveryNotify  
MLDDArticleNotify  
MLDDLLoanDeliveryNotify  
MLDDLLoanNotify  
MLloan2  
MLLoanDeliveryNotify  
MLLoanNotify  
NEWregistration  
NPU-InLibUse  
NPU-NoRenewals  
NPU-Reminder  
NPU-returned  
**pod**  
POD-cancelled  
recalled

Template Details

Name:  NVTGC:

Description:

David,

The following title has been ordered via the ILL Purchase on Demand program.

Loan Title: <#LoanTitle>  
Loan Author: <#LoanAuthor>  
Loan Year: <#LoanDate>  
ISBN: <#ISSN>  
OCLC: <#ESPNumber>

Vendor: <#LendingString>\*

- Charged to our POD Acquisitions account
- \* GOBI = YBP Gobi Rush service
- \* 999 = Amazon
- Charged to our OCLC IFM account (only way to obtain)
- \* QUICK or BWBKS = Better World Books

Purchase Cost: \$<#CitedPages>  
Shipping Cost: \$<#CitedIn>

ILLiad TN: <#TransactionNumber>

Thanks,

<#GeneralContactName>  
Circulation & Interlibrary Loan  
Joyner Library

# Create an EmailRouting entry.

The screenshot displays the ILLiad Customization Manager (geec) interface. The main window title is "ILLiad Customization Manager (geec)". The interface includes a navigation pane on the left with a tree view under "System" containing various modules like "Article Exchange", "Billing", "Custom Flags", "Custom Queues", "Database Manager", "Docline", "Email", "General", and "Integration". The "Email" module is expanded, showing sub-items such as "DLLEmailLocation", "DocDelEmailFromAddress", "DocDelEmailFromName", "EmailAuthMechanism", "EmailFromAddress", "EmailFromName", "EmailImport", "EmailImportActive", "EmailImportInterval", "EmailLocation", "EmailNoAccountAddress", "EmailRouting", "EmailSecure", "EmailSMTPPort", "EmailSMTPServer", "LendingDLLEmailLocation", "LendingEmailFromAddress", "LendingEmailFromName", "OdysseyEmailFromAddress", "OdysseyEmailFromName", "SMTPPassword", and "SMTPUserID".

The main content area is titled "EmailRouting" and contains a table with the following data:

ProcessType	Name	DefaultToAddress
Borrowing	Missing Pieces	
Borrowing	Music - Item Available	
Borrowing	NPU In Library Use Only	
Borrowing	NPU No Renewals	
Borrowing	NPU Reminder	
Borrowing	NPU Returned	
Borrowing	POD	WILBOURNEJ@ecu.edu
Borrowing	POD Cancelled	WILBOURNEJ@ecu.edu
Borrowing	Recalled	
Borrowing	Renewal Denied	

Below the table, there is a filter expression: `[NVTGC] = 'ERE' Or [NVTGC] = 'DE' Or [NVTGC] = 'EC' Or [NVTGC] = 'ML'` with an "Edit Filter" button.

The "Edit Row" section below the table shows the details for the selected row (ProcessType: Borrowing, Name: POD, DefaultToAddress: WILBOURNEJ@ecu.edu):

ProcessType	Borrowing
Name	POD
DefaultToAddress	WILBOURNEJ@ecu.edu
DefaultToName	
DefaultCCAddress	
DefaultSubject	ILL POD for TN <#TransactionNumber >
DefaultFromAddress	jjs@ecu.edu
DefaultFromName	ILL POD
DefaultStatus	Request Sent
FileNameLoan	POD
FileNameArticle	POD
NVTGC	ERE

Flags make follow-up easy

The screenshot shows the 'Main - ILLiad Client' window. The top navigation bar includes 'Home', 'Borrowing', 'Document Delivery', 'Lending', and 'System'. Below this are search fields for 'Number', 'User Information', 'Citation Information', 'Username', 'Name', 'ID', 'Symbol', 'Name', and 'Address'. The main content area is divided into several sections:

- Requests (33 items):** A list of request statuses with counts:
  - Awaiting Copyright Clearance: 3
  - Awaiting Request Processing: 2
  - Awaiting Unfilled Processing: 1
  - Awaiting Post Receipt Processing: 25
  - Awaiting Recalled Processing: 1
  - Problem Requests: 1
- Borrowing Manager (9 items):**
  - Renewals: 7
  - Outside Reply: 2
- William (5 items):**
  - Awaiting Extensive Searching: 1
  - Purchased Awaiting Receipt: 4** (highlighted)
- Music (1 item):** 1

On the right side, there are two charts:

- Barometer:** A bar chart showing counts for Borrowing (35), Document Delivery (3), and Lending (98).
- Borrowing Sent By Day:** A line chart showing trends from 3/6/2015 to 3/13/2015.
- Lending Filled By Day:** A line chart showing trends from 3/6/2015 to 3/13/2015.

The screenshot shows the 'Process' window for a 'Purchased Awaiting Receipt'. The top navigation bar includes 'Home', 'Borrowing', 'Document Delivery', 'Lending', 'System', and 'Process'. Below this is a toolbar with the following actions:

- Open
- Cancel
- Route
- Route to Document Delivery
- Add Flag
- Remove Flag
- Send E-mail
- Export
- Print

The main content area shows a table with the following data:

Transaction Number	Transaction Status	Transaction Date	Lending String	Loan Title
576882	Request Sent	3/3/2015 2:19 PM	999	Ravensbrück : life and death in Hitler's concentration camp for women
581189	Request Sent	3/10/2015 1:35 PM	999	Basic Condition Reporting: A Handbook
581936	Request Sent	3/13/2015 1:55 PM	999	Enrique's Journey

- Create a **Custom Flag** for easy tracking of orders.

The screenshot shows the ILLiad Customization Manager (geec) interface. The main window displays a list of CustomFlags. The selected row is as follows:

ID	NVTGC	FlagName
7	ERE	Address Addition/Problem
8	ERE	Faxed or Mailed Articles - Follow Up
9	ERE	OCLC Status Problem
10	ERE	Problem Requests
12	ERE	Purchased Awaiting Receipt
13	ERE	Invoice Received

The 'Edit Row' section below the table shows the following values:

ID	
NVTGC	ERE
FlagName	Purchased Awaiting Receipt

# Receipt Processing

- Receive from mail
  - Assign due date & band, as other ILLs
  - Property stamp
  - Place on ILL shelf for patron
- 
- Patron returns
  - Check-in in ILLiad
  - Take to Acquisitions & Cataloging

# Joyner Library's Results

# Results: Purchases

- 1,385 titles purchased over 8 years
  - Average of 173 year, or 3 per week
- \$62,754.35 spent over 8 years
  - Average of \$7,844 per year
- Average Purchase Price: \$45.31
  - Highest: \$244.48; Cheapest: \$3.97 (both Amazon)



# Results: Purchase Sources

- Amazon 63%; YBP 25%; Others 12%
  - No one source is usually the cheapest
  - Addons allow quick check of Amazon & YBP prices
- Amazon Prime has saved \$358 in shipping after paying for the annual memberships

# Results: Circulations

- 57% have circulated multiple times
  - 26% have circulated two times
  - 25% have circulated for three to five times
  - 6% have been circulated more than five times
    - One has circulated 27 times!
- 43% circulating once
  - still better than many approval plan or firm order purchases

# Results: Collection Building

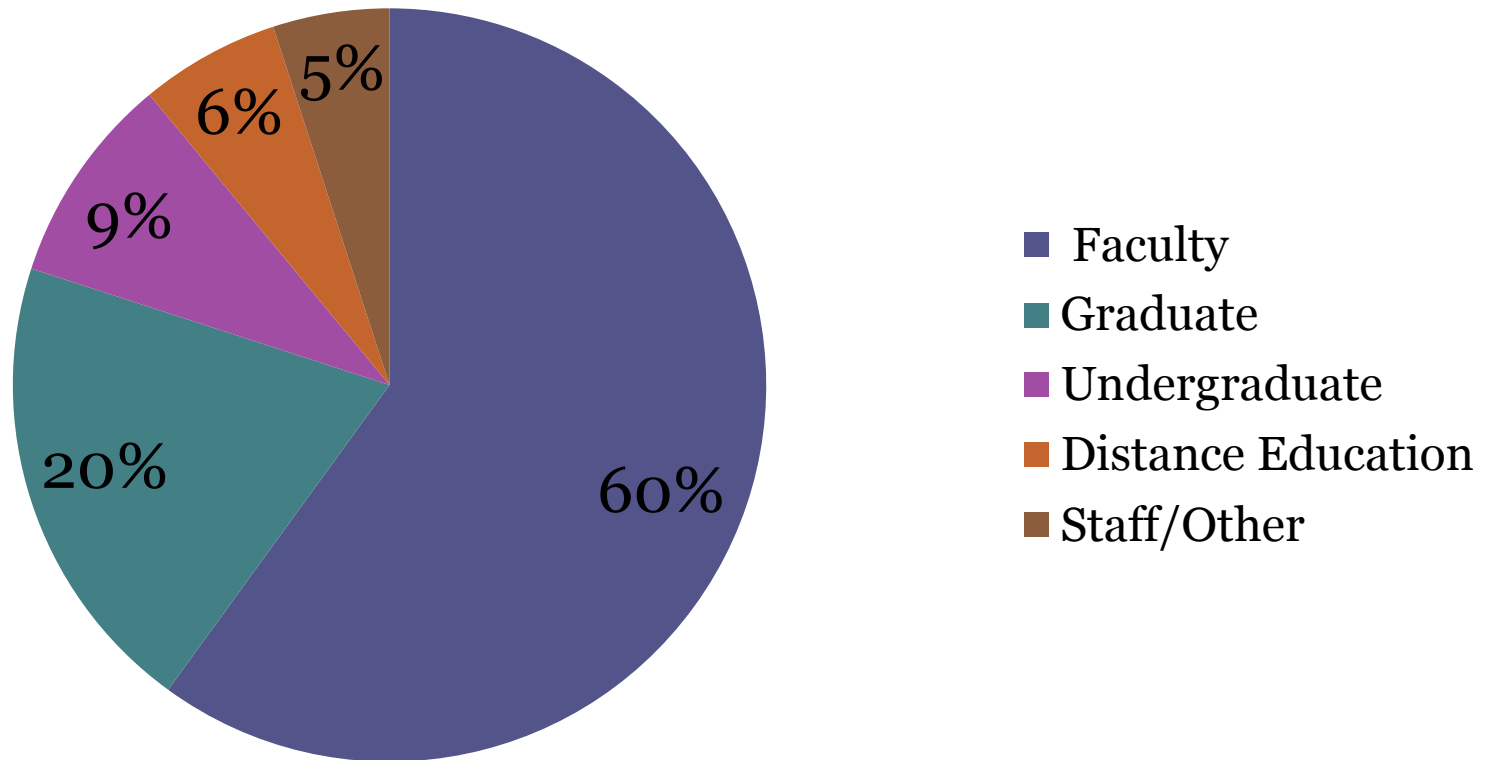
- 90% have been added to the general stacks
  - Rest to 13 specialized collections

Top 10 LOC Classifications Bought (Corresponding Rank of Entire Collection)	
1. H (2 <sup>nd</sup> )	6. R (17 <sup>th</sup> )
2. P (1 <sup>st</sup> )	7. Q (3 <sup>rd</sup> )
3. B (5 <sup>th</sup> )	8. G (14 <sup>th</sup> )
4. L (8 <sup>th</sup> )	9. D (4 <sup>th</sup> )
5. N (9 <sup>th</sup> )	10. Z (16 <sup>th</sup> )

# Results: Patron Use

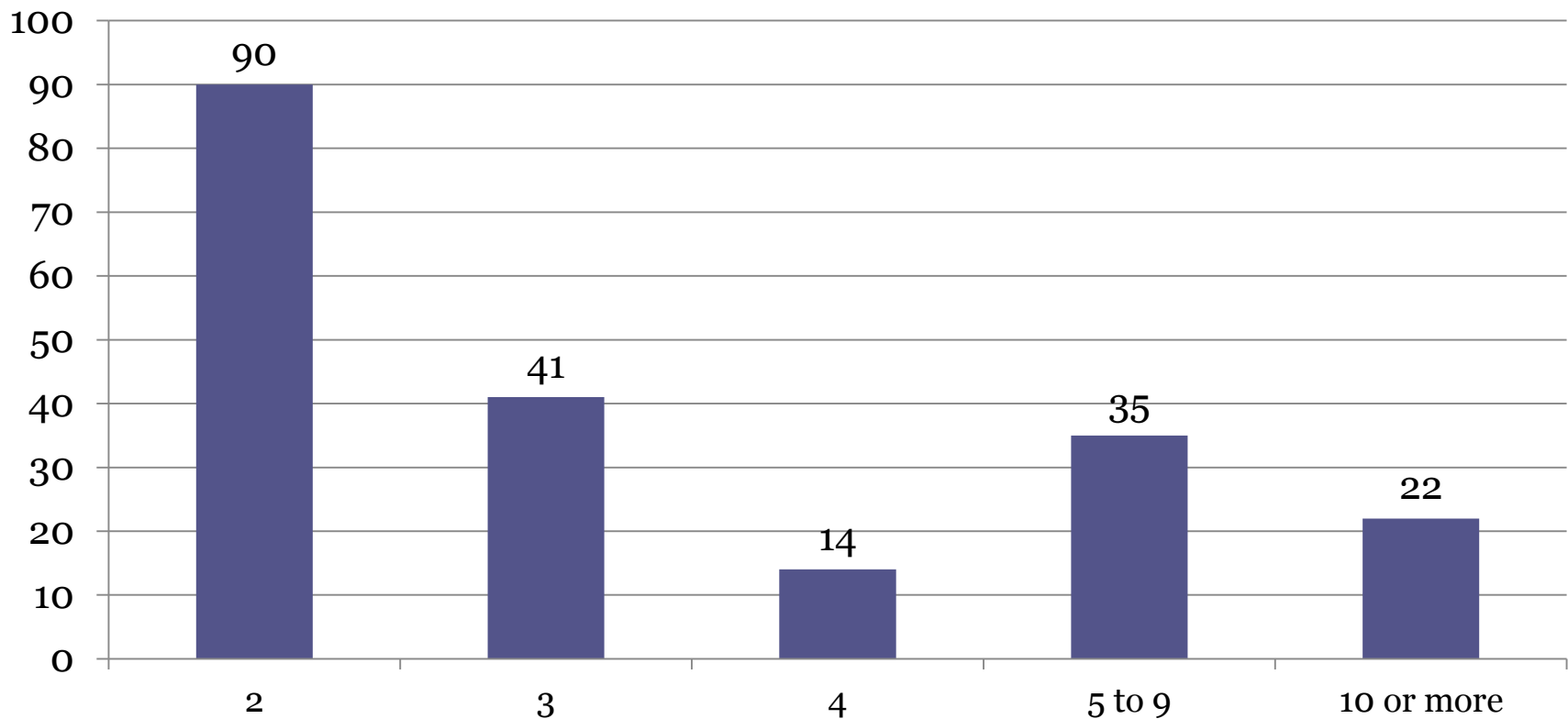
- 563 patrons used the service
  - out of over 30,000 enrolled/employed each year
- 46 majors/departments
  - English, Art, Education, History, Psychology, Library Science, Anthropology, Foreign Languages and Literatures, Geography, and Health and Human Performance

# Results: Patron Types Requesting



# Results: Requests per Patron

- 360 patrons requested only one POD item



# Results: Some Top Requestors

- Faculty/Staff
  - An Univ. administrator with 44
  - Two art faculty with 40 and 32 respectively
  - An English professor with 28
- Students
  - A graduate Education student with 9

# Results: Shipping Times

- Average shipping speed for Amazon and YBP has been six days
  - Those ordered on Monday, Tuesday, or Wednesday usually arrived in two days
  - Companies do not count weekends and holidays in their two-day averages we expected
  - Some titles have been pre-ordered or backordered
  - Some have been purchased from Amazon Marketplace and been international



# Results: Staff Time

- Average purchase decision and process takes about 5 minutes
  - About the same as other requests that require a little extra processing
  - Saves time overall because new item requests tend to come back unfilled multiple times
- ‘Return’ shipping is faster since no packaging and mailing is required
  - just a walk down the hall every few days
- Monthly credit card statement processing is about 15 minutes
- Acquisitions and Cataloging report similar time to other purchases

# Results: Compared to ILL

- Excluding our free lenders, the average price paid to borrow a book from non-consortial borrowers for Joyner is about \$22.
  - POD average is \$45.31, about double
  - Give repeat circulations, could have broken even; some have been loaned and earned money
  - At least know if it was used once
- The majority of ILL borrowed items take 7-14 days to arrive; 29% take less than seven days; 14% take longer than 14 days.
  - The great majority of purchased items come on average within two-three days (six days numerical average)
- The majority of ILL borrowed items carry with them loan periods of a couple of weeks to 1-2 months. Many patrons request to renew items. Some request a second time.
  - Purchasing allows us to set due dates as patrons need

# Results: Reasons for Not Purchasing

- 1) literature
- 2) library already owns or has on order
- 3) non-English language
- 4) textbook
- 5) cost exceeds limit
- 6) popular/non-scholarly title
  
- 5% were for not yet published titles

# Summary

- POD is increasingly a standard service
- ILLiad makes a POD service quick and easy
- Majority of POD items circulate again
- POD demand is well distributed among patrons and disciplines without forced limits
- POD is often faster than ILL and takes about the same staff time as ILL

# Thanks & Questions

C. William Gee

Circulation & Interlibrary Loan Librarian

Joyner Library

East Carolina University

Greenville, NC 27858

252.328.2268      [geec@ecu.edu](mailto:geec@ecu.edu)