Can We Get It?: An Assessment of the Effectiveness of the Suggest-A-Purchase Facility of the De La Salle University Libraries

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Hello!

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Library collection is the asset of any library.

Academe as partners in building a relevant collection.
The emergence of technology and other developmental innovations have paved way to the increasing demand and reliance of patrons to web-based services.
Collection Development is the process of building and planning a useful and well-balanced collection for the library (Reitz, 2019).
Patron-driven, demand-driven, or user-initiated requests were now being implemented to include the clienteles in decision making especially in developing the library collections (Herrera & Greenwood, 2011; Hussong-Christian & Goergen-Doll, 2010; Reynolds et al., 2010; Schroeder, 2012; Sheehan & Hogenboom, 2017).
Patron-Driven Acquisition (PDA)

Patron-driven acquisition (PDA) or demand-driven acquisition (DDA) is a purchasing model that allows procurement of material at the time the title is needed rather than purchasing speculatively and holding in anticipation of use; just-in-time access replacing just-in-case collecting (Swords, 2011).
Factors on the emergence of PDA (Swords, 2011)

- prevalence and dominance of electronic resources;
- space problems;
- financial constraints;
- the lifecycle and management cost of print materials;
- the rise of the Web that changed user expectation;
- the declining use of print monographs; and
- the preservation of materials.
Suggest-A-Purchase (SAP)

The Suggest-a-Purchase (SAP) or Buy Request is a library service allows its patrons to request for material through a web-based or online form found at the library website where the requester get updates on the status of their requests online. (Reynolds et al., 2010; Schroeder, 2012).
An internationally recognized Catholic university in the Philippines established by the Brothers of the Christian Schools in 1911. Inspired by the charism of St. John Baptist de La Salle, the University community, together and by association, provides quality human and Christian education by teaching minds, touching hearts, and transforming lives (DLSU website, 2019).

A leading learner-centered and research University bridging faith and scholarship, attuned to a sustainable Earth, and in the service of Church and society, especially the poor and marginalized. It lives in the principles and values of faith, service, and communion (DLSU website, 2019).
• Ranked 801-1,000 bracket at the THE 2019 World University Ranking together with UP Diliman.
• Lone PH university in THE University Impact Rankings 2019 (ranked 301+) based on the success of delivering UN SDGs.
DLSU Libraries’ Suggest-A-Purchase (SAP)

The DLSU Libraries’ Suggest-a-Purchase (SAP) was offered to its patrons in 2012. Powered by iFreeTools Creator, the service allows patrons to suggest materials they want the library to procure. A system-generated email will be sent to the requester to keep him updated on the status of his request.
DLSU SUGGEST-A-PURCHASE (SAP) FACILITY

Suggest-A-Purchase webform
DLSU SUGGEST-A-PURCHASE (SAP) FACILITY

Suggest-a-Purchase Blank form (admin view)
Accomplished SAP form (admin view)
Dear April Manalast,

Good day! This is just to inform you that your acquisitions request with the details below:

Title: CAREER TRANSITIONS FOR LIBRARIANS: PROVEN STRATEGIES FOR MOVING TO ANOTHER TYPE OF LIBRARY.
Author: DAVIS ERIN ANDERSON
Year: 2016
Publisher: Rowman & Littlefield
Format: Book
ISBN: 9781442233727

has been changed to IN CATALOGING status.

* "In Cataloging" means the item is in Technical Services for processing (accessioning, stamping, cataloging, labeling, etc.). Please advise the Technical Services should you want to request for immediate cataloging/processing of materials.

You can directly go to our database record of your request here: [http://dlsu.bibliotech.com/u1type_210001/view/?id=47001](http://dlsu.bibliotech.com/u1type_210001/view/?id=47001)
You can add another acquisition request through this online form: [http://dlsu.bibliotech.com/u1type_210001/web-form/](http://dlsu.bibliotech.com/u1type_210001/web-form/)
You can view your other acquisition requests by visiting [http://dlsu.bibliotech.com/u1type_210001/view/](http://dlsu.bibliotech.com/u1type_210001/view/) and entering your name or title of request in the search box.

If you have any issues or questions regarding this request please contact DLSU-Manila Libraries' Technical Services at (632) 524-4611 loc 601, or email Ms. Janice Peralta at janice.eralta@dlsu.edu.ph

Thank you for using the service!
OBJECTIVES OF THE STUDY

Effectiveness of the Suggest-A-Purchase (SAP) facility of the DLSU Libraries in reaching out to the academic community in terms of:

- Number of library materials procured thru the facility for the last two (2) academic years and how it has contributed to the library collections;
- Recommendations to further improve the service.
METHODOLOGY

- Descriptive analysis approach
- Online survey form with nine (9) questions
- Purposive sampling technique (25 respondents who have requested materials thru SAP for 2 academic years)
- Statistics, tables and percentage for the orders received and procured thru SAP
### RESULTS AND DISCUSSIONS

#### Respondents of the Study

<table>
<thead>
<tr>
<th>Category</th>
<th>Total Number of Respondents</th>
<th>Response Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>11</td>
<td>6</td>
</tr>
<tr>
<td>Academic Service Faculty (ASFs)</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>Administrative and Professional Service Personnel (APSP)</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Co-academic Personnel (CAP)</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Students</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>25</strong></td>
<td><strong>16</strong></td>
</tr>
</tbody>
</table>
RESULTS AND DISCUSSIONS

Among the 16 respondents...

- **43.75%** Not all materials were available at the library
- **43.75%** Believed that the requests were procured by the library
- **50%** Received the status of their requests
- **81.25%** Satisfied with the SAP service
- **33.33%** Materials were procured in 1-3 months from the time the material is requested

On the Use of the SAP Facility
• Providing a regular/updated notification message to the requester about the status of their request.
• Provision of a list of titles requested by the colleges or departments should also be send to the requesting unit to be included in their respective departmental or college meetings.
• Shorter procurement process
# RESULTS AND DISCUSSIONS

Requests Received and Procured Thru SAP

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Number of Requests Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016-2017</td>
<td>263</td>
</tr>
<tr>
<td>2017-2018</td>
<td>398</td>
</tr>
</tbody>
</table>
## RESULTS AND DISCUSSIONS

Requests Received and Procured Thru SAP

### AY 2016-2017

<table>
<thead>
<tr>
<th>Status</th>
<th>Number of Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Requests Procured</strong></td>
<td></td>
</tr>
<tr>
<td>245 (93.16%)</td>
<td></td>
</tr>
<tr>
<td><strong>Requests Not Procured</strong></td>
<td></td>
</tr>
<tr>
<td>18 (6.84%)</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>263 (100%)</td>
</tr>
</tbody>
</table>

- **Requests Procured**
  - Already Available in Library: 69
  - For Acquisition: 113
  - In Cataloging: 24
  - On Order: 39

- **Requests Not Procured**
  - Not Available in the Market: 1
  - Not Purchased: 16
  - Request Denied: 1
### RESULTS AND DISCUSSIONS

#### Requests Received and Procured Thru SAP

<table>
<thead>
<tr>
<th></th>
<th>Status</th>
<th>Number of Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Requests Procured</strong></td>
<td><strong>Already Available in Library</strong></td>
<td>94</td>
</tr>
<tr>
<td></td>
<td><strong>For Acquisition</strong></td>
<td>4</td>
</tr>
<tr>
<td></td>
<td><strong>In Cataloging</strong></td>
<td>12</td>
</tr>
<tr>
<td></td>
<td><strong>On Order</strong></td>
<td>229</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>398 (100%)</td>
</tr>
<tr>
<td><strong>Requests Not Procured</strong></td>
<td><strong>Not Available in the Market</strong></td>
<td>2</td>
</tr>
<tr>
<td></td>
<td><strong>Not Purchased</strong></td>
<td>30</td>
</tr>
<tr>
<td></td>
<td><strong>Request Denied</strong></td>
<td>6</td>
</tr>
<tr>
<td></td>
<td><strong>Request Thru DDS</strong></td>
<td>21</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>398 (100%)</td>
</tr>
</tbody>
</table>

**AY 2017-2018**

**Requests Procured 339 (85.18%)**

**Requests Not Procured 59 (14.82%)**
### RESULTS AND DISCUSSIONS

Requests Received and Procured Thru SAP

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Total Number of Acquisitions</th>
<th>Number of Requests Procured Thru SAP</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016-2017</td>
<td>6,700</td>
<td>245</td>
<td>3.66%</td>
</tr>
<tr>
<td>2017-2018</td>
<td>5,942</td>
<td>339</td>
<td>5.71%</td>
</tr>
</tbody>
</table>
With the emergence of technology, the increased reliance of library patrons to web-based services, and the changing user expectations towards library services, the paper posits that the Suggest-A-Purchase (SAP) facility of the DLSU Libraries was found to be effective in reaching out to the academic community with regards to collection building.
The increasing number of requests received from SAP signifies that the library patrons found the service efficient and have relied to SAP for their acquisition requests.

The email notifications being send to patrons keeps them informed about the progress of their request.
While it is true that they find it useful and effective, it is recommended that the services be improved such as regularly sending updates to requester and shorter procurement process be implemented.

In addition, strong promotion of this service should be done to encourage more patrons to make use of this service particularly in their acquisition requests.
The emergence of technology and other developmental innovations has paved the way to the increasing demand and reliance of patrons to web-based services.
Libraries should continue to reinvent itself to respond to the changing needs and demands of its patrons in the modern times.
Libraries need to be more inclusive. Collaborations with other stakeholders should be encouraged.
REFERENCES


Thanks!

Any questions?

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