

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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INTRODUCTION

Library collection is the asset of any library.

Academe as partners in building a relevant collection.



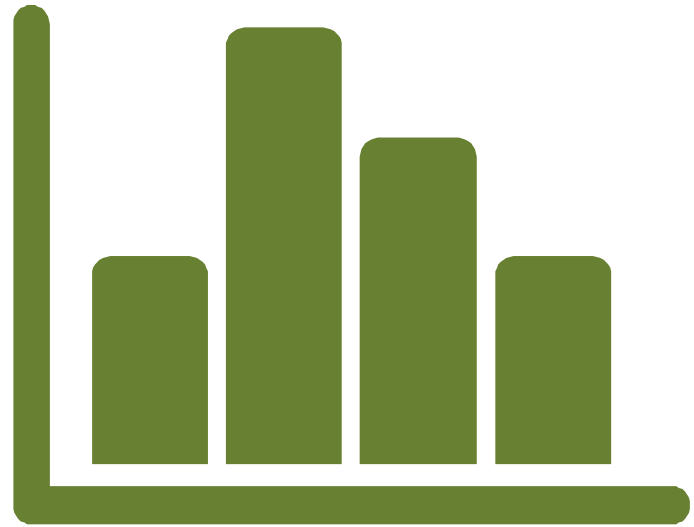
INTRODUCTION

The emergence of technology and other developmental innovations have paved way to the increasing demand and reliance of patrons to web-based services.



INTRODUCTION

Collection Development is the process of building and planning a useful and well-balanced collection for the library (Reitz, 2019).



INTRODUCTION

Patron-driven, demand-driven, or user-initiated requests were now being implemented to include the clientele 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).

INTRODUCTION

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 that allows its patrons to request for material through a web-based or online form found at the library website where the requester gets updates on the status of their requests online. (Reynolds et al., 2010; Schroeder, 2012).

DE LA SALLE UNIVERSITY



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).

DE LA SALLE UNIVERSITY



- 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.

DE LA SALLE UNIVERSITY LIBRARIES



 DLSU Libraries



Re-defining the way we learn

A collage of images showing various library activities: students using laptops, students sitting on a sofa, students reading, and students working at a table. The text "DLSU Libraries" is at the top left, and the tagline "Re-defining the way we learn" is at the bottom right.

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

Home / Libraries / Services / Suggest a Purchase

Facebook Twitter SoundCloud Text LORA@ 09278741127 Text TOM@ 09172020570

Suggest a Purchase

Use this online form to recommend new items to add in our collection. Note that the Suggest-a-Purchase service is for DLSU students, faculty and staff only. Before submitting a request, please check the WebOPAC to determine whether the material you want is already available. All recommendations will be reviewed and evaluated based on certain criteria. You will receive notifications on the status of your requests.

To suggest a purchase, fill out the online form below and click the Save button.

Acquisition Request Form

*Date :	05-03-2019	<input type="button" value="clear"/>
*Name :	<input type="text"/>	
*Email :	<input type="text"/>	
*University Affiliation :	-Select-	
*Format :	-Select-	
*Title :	<input type="text"/>	
Author :	<input type="text"/>	
ISBN/ISSN :	<input type="text"/>	
Publisher :	<input type="text"/>	
Year :	<input type="text"/>	
Additional Information :	<input type="text"/>	
<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Reset"/>		

Please enter complete name
Please use your DLSU email address
If you selected "Others", please specify details at the "Additional Information" text box.
You can state purpose, number of copies, link to webpage and other additional details of note here

LIBRARY SERVICES

- Home
- Ask LORA
- Bibliographic Services
- Borrowing and Returning
- Database Searching Assistance
- Face-to-Face with RIA
- Instructional Media Services
- Interlibrary Loan/Document Delivery
- Printing and Copying
- Referrals
- Suggest a Purchase
- Visiting Users

Suggest-A Purchase webform

DLSU SUGGEST-A-PURCHASE (SAP) FACILITY

Add Acquisition Request

Add New Acquisition Request

***Date :** 05-03-2019 clear

Salutation : How would you like us to address you?

***Name :** Please enter complete name

ID No :

***Email :** Please use your DLSU email address

***University Affiliation :**

Referred by :

***College/Department :** Which department the requestor belongs to

***Format :** If you selected "Others", please specify details at the "Additional Information" text box.

***Title :**

Author :

ISBN/ISSN :

Publisher :

Year :

Additional Information : You can state purpose, number of copies, link to webpage and other additional details of note here

***Status :**

Status Note : Explanation / Details of the status above

Follow up on :

Fund :

Notes :

- FOR EVALUATION
- FOR ACQUISITION
- ON ORDER
- ALREADY AVAILABLE IN LIBRARY
- IN CATALOGING
- NOT AVAILABLE IN THE MARKET
- REQUEST THRU DDS
- NOT PURCHASED

Suggest-a-Purchase Blank form (admin view)

DLSU SUGGEST-A-PURCHASE (SAP) FACILITY

Edit Acquisition Request

Edit Acquisition Request

*Date: 07-04-2016

Salutation: -Select- How would you like us to address you?

*Name: Please enter complete name

ID No:

*Email: Please use your DLSU email address

*University Affiliation: -Select-

Referred by:

*College/Department: -Select- Which department the requestor belongs to

*Format: Book If you selected "Others", please specify details at the "Additional Information" text box.

*Title: Journalism ethics and regulation

Author: Chris Frost

ISBN/ISSN: 9781138796584

Publisher: Routledge

Year: 2015 / 4th ed.

Additional Information: https://www.amazon.com/Journalism-Ethics-Regulation-Chris-Frost/dp/1138796581/ref=sr_1_1?ie=UTF8&qid=1485329888&sr=8-1&keywords=Journalism+ethics+and+regulation
You can state purpose, number of copies, link to webpage and other additional details of note here

*Status: FOR EVALUATION

Status Note: Explanation / Details of the status above

Follow up on:

Fund: -Select-

Notes:

***Accomplished SAP form
(admin view)***

DLSU SUGGEST-A-PURCHASE (SAP) FACILITY

Acquisition request status changed - DLSU-Manila Libraries » Inbox x

library@dlsu.edu.ph via sendgrid.net

8:22 AM (7)

to me ▾

Dear April Manabat,

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/ISSN: 9781442263727

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 material/s.

You can directly go to our database record of your request here:

http://dlsulib.appspot.com/x/1?type_21001/show/88361001 [dlsulib.appspot.com]

You can add another acquisition request through this online form:

http://dlsulib.appspot.com/b/1?type_21001/web-form [dlsulib.appspot.com]

You can view your other acquisition requests by visiting http://dlsulib.appspot.com/x/1?type_21001/view/47003 [dlsulib.appspot.com] 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 Peñaflor at janice.penaflor@dlsu.edu.ph

Thank you for using the service!

Sample system-generated notification

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

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 improved 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

Category	Total Number of Respondents	Response Received
Faculty	11	6
Academic Service Faculty (ASFs)	8	6
Administrative and Professional Service Personnel (APSP)	3	1
Co-academic Personnel (CAP)	1	3
Students	2	0
TOTAL	25	16

Respondents of the Study

RESULTS AND DISCUSSIONS

Among the 16 respondents...

43.75%

Not all materials
were available at the
library

50%

Received the status
of their requests

43.75%

Believed that the
requests were
procured by the library

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

RESULTS AND DISCUSSIONS

- 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

Suggestions on the Improvement of the Service

RESULTS AND DISCUSSIONS

Academic Year	Number of Requests Received
2016-2017	263
2017-2018	398

Requests Received and Procured Thru SAP

RESULTS AND DISCUSSIONS

AY 2016-2017	Status	Number of Requests
Requests Procured 245 (93.16%)	Already Available in Library	69
	For Acquisition	113
	In Cataloging	24
	On Order	39
Requests Not Procured 18 (6.84%)	Not Available in the Market	1
	Not Purchased	16
	Request Denied	1
TOTAL		263 (100%)

Requests Received and Procured Thru SAP

RESULTS AND DISCUSSIONS

AY 2017-2018	Status	Number of Requests
Requests Procured 339 (85.18%)	Already Available in Library	94
	For Acquisition	4
	In Cataloging	12
	On Order	229
Requests Not Procured 59 (14.82%)	Not Available in the Market	2
	Not Purchased	30
	Request Denied	6
	Request Thru DDS	21
TOTAL		398 (100%)

Requests Received and Procured Thru SAP

RESULTS AND DISCUSSIONS

Academic Year	Total Number of Acquisitions	Number of Requests Procured Thru SAP	Percentage
2016-2017	6,700	245	3.66%
2017-2018	5,942	339	5.71%

Requests Received and Procured Thru SAP

CONCLUSION

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.**

CONCLUSION

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.

CONCLUSION / RECOMMENDATIONS

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.*

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Thanks!

Any questions?

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