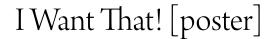
Eastern Illinois University The Keep

Faculty Research & Creative Activity

Booth Library

October 2011



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Institution: Eastern Illinois University Location: Book Stacks A-H 3000; J-L 2000; P-Z 1000 Level :opy: 1 tion: 1 Copy Ordered as of 08-26-11 <u>Find copies in other I-Share libraries.</u> Copy: 1 : Eastern Illinois University I: Book Stacks A-H 3000; J-L 2000; P-Z 1000 Level n: 1 Copy Received as of 09-15-11 play location or copy informa

Service issues before online form:

- Users wanted on-order material, but public service staff often did not know how to help.
- Hours of public/technical services personnel differ, difficult for instantaneous communication.
- Paper request form often forgotten, lost, or misdirected.
- Incomplete information identifying item and user frequently submitted.
- Consistent messages regarding delivery expectations were difficult.



MARC view: 856 field easily added at record creation, easily removed upon completion of processing

OPAC view: link to web form appears in each bib

ts/on-order.html

Title: Biomass Energy Wood-based Fuels for Space and Water Heating.

http://www.library.eiu.edu/regu

2

Title must be filled in by user (not automatic, occasionally a user stumbling block)





John A. Whisler jawhisler@eiu.edu Stacey Knight-Davis slknight@eiu.edu Ellen K. Corrigan ekcorrigan@eiu.edu Booth Library Eastern Illinois University

Illinois Library Association 2011 Annual Conference + Poster Session



User checks out item.





item with printout showing user contact information.

Circulation receives processed

Item Title:	Biomass Energy Wo	od-based Fue	ls for Sp	ace and Wate:	Heating
Patron Name	: Jane Doe				
Library ID:	22211000000000				
Phone:					
Email: jdoe	3eiu.edu				
Not wanted	after: MM-DD-YYYY				
Status: Or	dered				

E-mail goes to all Cataloging and Acquisitions staff so it always hits an appropriate person and workflow stage.

-Status selection for user education of what to expect for delivery time

If status is received, item is found and processed immediately.

If not yet received, form is filed to wait for item's arrival; "Patron request on file" note put in holdings record.

Totager cataloging - [mag of the follower] . Bonnais therefy most based there for space and mater rearing.]	
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852 0 zb stacks zz Patron request on file 9-20-11	