

October 2011

## I Want That! [poster]

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# I want that!

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Institution: Eastern Illinois University  
Location: Book Stacks A-H 3000; J-L 2000; P-Z 1000 Level  
Copy: 1  
Order Information: 1 Copy Ordered as of 08-26-11 [Find copies in other I-Share libraries.](#)

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Institution: Eastern Illinois University  
Location: Book Stacks A-H 3000; J-L 2000; P-Z 1000 Level  
Copy: 1  
Order Information: 1 Copy Received as of 09-15-11

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The catalog cannot display location or copy information at this time. Please ask a library staff member for assistance, or try again later.

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Booth Library  
Eastern Illinois University  
Illinois Library Association 2011 Annual Conference • Poster Session



User checks out item.

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.

Notify Jane Doe      jdoe@eiu.edu

Bibliographic Record #1016684

Tag	Ind 1	Ind 2	Bibliographic Data
000			000\$bram a22002173-4500
001			1016684
005			20110826140110.0
008			1108262011-----000-0 eng d
050	4	0	\$a <a href="http://www.library.eiu.edu/request/">http://www.library.eiu.edu/request/</a> is ready for check-out. Copy title to go
055			\$a (BTCTA) \$b eng \$c BTCTA
058			\$a BTCTA \$b eng \$c BTCTA
059			\$a 9781848061989
060			\$a 9781848061989
065			\$a IADA
068			\$a Biomass Energy \$b Wood-based F
069			\$a Building Research Establishment \$
080			\$a p. \$c cm.
260			\$a Dublin, EA
300			\$a CO \$b IAD
720			
994			

Circulation receives processed item with printout showing user contact information.



"On Order Request"  
jdoe@eiu.edu

To: jawhisler@eiu.edu; ekcorrigan@eiu.edu; paulson@eiu.edu; anthony@eiu.edu; mmslough@eiu.edu; cronough@eiu.edu; tshirle@eiu.edu

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

Patron Name: Jane Doe  
Library ID: 22211000000000  
Phone:  
Email: jdoe@eiu.edu  
Not wanted after: MM-DD-YYYY  
Status: Ordered

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

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.

Title: Biomass Energy Wood-based Fuels for Space and Water Heating.  
Published: Building Research Establishment 2011.  
Physical Description: p. cm.  
Related URL: [Click here to request notification when this title is ready for check-out. Copy title to paste in form.](http://www.library.eiu.edu/requests/on-order.html)  
<http://www.library.eiu.edu/requests/on-order.html>

OPAC view: link to web form appears in each bib

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

Request for On Order Item - Booth Library - Mozilla Firefox

Request for On Order Item - Booth Library

How do I...? Ask a Librarian Hours Maps My Account

"On Order" Item Request

Please notify me when the following is available for use:

\* Required Field

\* Book/Material Title:

Requestor contact information:

Name:

Lib ID:

Phone:

E-mail:

Not Wanted After: MM-DD-YYYY

Please check which of the following status messages appears in the catalog record:

Copy Received as of MM-DD-YY  
These materials should be in the building and can generally be made available very quickly on weekdays between 8:00am and 4:00pm.

Copy Ordered as of MM-DD-YY  
We have sent a purchase order to the publisher or vendor and we are awaiting delivery. It is not possible to predict when the item will arrive.

The catalog cannot display location or copy information at this time. Please ask a library staff member for assistance, or try again later.  
This message appears when the item is first selected for purchase, before a purchase order can be made. Again, it is not possible to predict when the item will arrive.

Submit

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

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