

Implementing a Purchase Request Link

User-Driven Collection Development
at the User's Point of Need

Chandler Christoffel
Emily Hopkins Luken
Nan McMurry

Why Did We Do This?

Pre-Pandemic

- Print = Norm; Ebook = Variation
- “Just in Case” Collection Development
- User Requests Welcome (in theory)

Author (required)

Title (required)

Publisher

Year of Publication

Edition

ISBN (if available)

Format (required) ☐ Print Book
☐ Ebook
☐ Video/DVD
☐ Audio CD
☐ Other (please explain)

Your Name (required)

Your UGA Email Address (required)

Status (required) ☐ UGA Faculty
☐ UGA Staff
☐ UGA Graduate Student
☐ UGA Undergraduate Student

Department or Major


Additional Information or Comments

Why Did We Do This?

Pandemic = Kick in the Collection Development Pants

- Print Inaccessibility; Need More Ebooks!
- “Just in Time” Collection Development
- Need Additional Entry Point for Requests at Point of Need

What is it?



BOOK

The experiential library : transforming academic and research libraries through the power of experiential learning / edited by Pete McDonnell.
Cambridge, MA : Chandos Publishing is an imprint of Elsevier 2017

Unavailable >

TOP

SEND TO

GET IT

DETAILS

LINKS

EXPLORE

Send to

EXPORT RIS RWORKS EXPORT BIBTEX EASYBIB CITATION PERMALINK PRINT

E-MAIL

Get It

REQUEST OPTIONS: [Request for pickup](#) / [Borrow via Interlibrary Loan](#) / [Request for UGA Libraries to purchase ebook](#)

Main Library Main 2nd floor Main Z675.U5 E93 2017
[Hide Details](#)

Availability:
(1 copy, 0 available, 0 requests)

1 - 1 of 1 Records


BARCODE	TYPE	POLICY	DESCRIPTION	STATUS
32108058000467	Book	365 Days Loan		On loan until 01/26/2022 11:59:00 PM EST

MORE USG LIBRARIES/GIL EXPRESS REQUEST

Georgia College & State University
Available >

[Request for UGA Libraries to purchase ebook](#)

What is it?



Das gesunde Unternehmen: Gesundheitsmanagement, Arbeitsschutz und Personalpflege in Organisationen
B Rudow
ISBN: 3486700472
[Check holdings >](#)

TOP

SEND TO


VIEW ONLINE


GET IT


LINKS


EXPLORE


Send to


EXPORT RIS


REFWORKS


EXPORT BIBTEX

EASYBIB


CITATION

OPENURL

PRINT


E-MAIL


View Online




Not available online. Check [Get It](#) for print copies.

Additional services

[Borrow via Interlibrary loan](#) 

[Request for UGA Libraries to purchase](#) 

[Request for UGA Libraries to purchase](#) 

What does it do?

Please confirm or edit information about your purchase request.

Book Title (required)

Das gesunde Unternehmen: Gesundheitsmanagement, Arbeitsschutz und Personalpflege in Organisationen;

Publisher

Year (required)

2010

Author (required)

B Rudow

ISBN (required)

3486700472

Edition

Not Wanted After Date

MM/DD/YYYY

Please share any additional details that will help us fulfill your purchase request.

Back

Submit

Page: 4 of 4



LibWizard
(Springshare)

Project Stages

Live test June 2020

5 requests (3 users) in one hour.



Project Stages

Phase 1 Aug 2020 – Oct 2020

Books we don't own

Project Stages

Phase 1 Aug 2020 – Oct 2020

Books we don't own

Phase 2 Nov 2020 – Jan 2021

Books we don't own

+ 2016 print books we own

Project Stages

Phase 1 Aug 2020 – Oct 2020

Books we don't own

Phase 2 Nov 2020 – Jan 2021

Books we don't own

+ 2016 print books we own

Phase 3 Feb 2021 – Present

Books we don't own

+ all print books we own

Usability Testing Rounds

- Usability 1 (4 users) July 2020
- Usability 2 (6 users) Aug 2020

Phase 1 Aug 2020

Phase 2 Nov 2020

- Usability 3 (10 users) Jan 2021

Phase 3 Feb 2021

Usability Methods

“Walk through how you might try to read this book.”

- Think aloud.
- We observed or asked about.
 - What options on the full display they initially noticed or engaged with.
 - Do they understand the difference between the purchase request link and other request options (ILL, local pickup)?
 - Expectations for what would happen if they use link and/or form. (Pre/Post)



BOOK
The experiential library : transforming academic and research libraries through the power of experiential learning / edited by Pete McDonnell.
Cambridge, MA : Chandos Publishing is an imprint of Elsevier 2017

Unavailable >

TOP

SEND TO

GET IT

DETAILS

LINKS

EXPLORE

Send to



EXPORT RIS



REFWORKS



EXPORT BIBTEX



EASYBIB



CITATION



PERMALINK



PRINT



E-MAIL

Get It

REQUEST OPTIONS: [Request for pickup](#) / [Borrow via Interlibrary Loan](#) / [Request for UGA Libraries to purchase ebook](#)

Main Library Main 2nd floor Main Z675.U5 E93 2017
[Hide Details](#)

Availability:
(1 copy, 0 available, 0 requests)

1 - 1 of 1 Records

BARCODE	TYPE	POLICY	DESCRIPTION	STATUS
32108058000467	Book	365 Days Loan		On loan until 01/26/2022 11:59:00 PM EST

MORE UGA LIBRARIES/GIL EXPRESS REQUEST

Georgia College & State University
[Available](#)



Get It

REQUEST OPTIONS: [Request for pickup](#) / [Borrow via Interlibrary Loan](#) / [Request for UGA Libraries to purchase ebook](#)

Usability Methods

“Walk through how you might try to read this book.”

- We also observed or asked about:
 - Aspects of the form that were difficult to understand or answer.
 - Time to complete the form.
 - Link text.
 - Past and likely future usage.
 - Expectations around wait time for ebook/book arrival.

Usability Findings

Do users understand what the link does?

Need to manage expectations:

~~Request ebook access~~

~~Request ebook purchase~~

Request for UGA Libraries to purchase ebook

Usability Findings

Can users differentiate our link from other request options?

The screenshot shows a library catalog record for the book "The experiential library : transforming academic and research libraries through the power of experiential learning / edited by Pete McDonnell." The record is for a physical book, but the status is "Unavailable". The interface includes a sidebar with navigation links (TOP, SEND TO, GET IT, DETAILS, LINKS, EXPLORE), a "Send to" section with various export and citation options, and a "Get It" section with request options. The "DETAILS" section shows the book's location (Main Library, Main 2nd floor, Main Z675.U5 E93 2017) and its availability (1 copy, 0 available, 0 requests). A table below shows the record details, including the barcode, type (Book), policy (365 Days Loan), and status (On loan until 01/26/2022 11:59:00 PM EST). The bottom section shows the library's name (Georgia College & State University) and its availability status (Available).

BOOK
The experiential library : transforming academic and research libraries through the power of experiential learning / edited by Pete McDonnell.
Cambridge, MA : Chandos Publishing is an imprint of Elsevier 2017

Unavailable >

TOP
SEND TO
GET IT
DETAILS
LINKS
EXPLORE

Send to

EXPORT RIS REFWORKS EXPORT BIBTEX EASYBIB CITATION PERMALINK PRINT
E-MAIL

Get It

REQUEST OPTIONS: [Request for pickup](#) / [Borrow via Interlibrary Loan](#) / [Request for UGA Libraries to purchase ebook](#)

Main Library Main 2nd floor Main Z675.U5 E93 2017
[Hide Details](#)

Availability:
(1 copy, 0 available, 0 requests)

1 - 1 of 1 Records

BARCODE	TYPE	POLICY	DESCRIPTION	STATUS
32108058000467	Book	365 Days Loan		On loan until 01/26/2022 11:59:00 PM EST


MORE USG LIBRARIES/GIL EXPRESS REQUEST
Georgia College & State University
Available >

Usability Findings

Can users differentiate our link from other request options?

Yes, but:

- The sign-in button is not intuitive for making requests.
- Change *request* to *request for pickup*.



Das gesunde Unternehmen: Gesundheitsmanagement, Arbeitsschutz und Personalpflege in Organisationen
B Rudow
ISBN: 3486700472
[Check holdings >](#)

TOP

SEND TO

VIEW ONLINE

GET IT

LINKS

EXPLORE

Send to

EXPORT RIS

REFWORKS

EXPORT BIBTEX

EASYBIB

CITATION

OPENURL

PRINT

View Online

Sign-in for More Options

LOG IN FOR SERVICES


Not available online. Check **Get It** for print copies.

Additional services

[Borrow via Interlibrary loan](#)

[Request for UGA Libraries to purchase](#)





Das gesunde Unternehmen: Gesundheitsmanagement, Arbeitsschutz und Personalpflege in Organisationen
B Rudow
ISBN: 3486700472
[Check holdings >](#)

TOP

SEND TO

VIEW ONLINE

GET IT

LINKS

EXPLORE

Send to

EXPORT RIS

REFWORKS

EXPORT BIBTEX

EASYBIB

CITATION

OPENURL

PRINT

E-MAIL

View Online

Sign in / Request Items

Not available online. Check **Get It** for print copies.

Additional services

[Borrow via Interlibrary loan](#)

[Request for UGA Libraries to purchase](#)

Usability Findings

How do users experience the form?

- “Good form”... “less painful” than expected... “pretty intuitive and straightforward.”

However...

- Some expect SSO/MyID
- OpenURL issues.



UNIVERSITY OF
GEORGIA

UGA Single Sign-On Service

Username:

Password:

LOGIN

CLEAR

Trouble logging in?

[About SSO](#)

[About Us](#)

This site is operated by Enterprise Information Technology Services.

[Privacy Policy](#)

https://galileo-usg-uga-primo.hosted.exlibrisgroup.com/primo-explore/openurl?sid=google&auinit=A&aulast=Zimmer&title=Gesund%20trotz%20Multitasking&genre=book&date=2016&vid=UGA&institution=UGA&url_ctx_val=&url_ctx_fmt=null&isServicesPage=true

https://galileo-usg-uga-primo.hosted.exlibrisgroup.com/primo-explore/openurl?sid=google&au=Inderjeet%20Mani&bttitle=Computational%20Modeling%20of%20Narrative&genre=book&pubdate=20120101&vid=UGA&institution=UGA&url_ctx_val=&url_ctx_fmt=null&isServicesPage=true

Book Title



Book Title (required)

Book Title (required)

Publisher

Year



Year (required)

Year (required)

Author



Author (required)

Book Title (required)

Publisher

Year (required)

Author (required)

Usability Findings

Gauge demand

Yes. User decision driven by different factors:

- Format preference
- COVID-19
- Expected wait time.
- Awareness of other options (ILL)
- Consideration of fit for Libraries collections

Form Design

Need help? [Ask a librarian.](#)

Purchase Request

Note: Some books may not be available for purchase in print or ebook format, but we'll try our best to meet your request! Ebooks typically take several days to activate. Print (hard copy) books typically take several weeks to arrive.

How do you intend to use this item? (required)

Make a selection 

Make a selection

Short term research or study, up to 30 days

Ongoing research or study, beyond 30 days

Required text for a course

Other

Form Design

How do you intend to use this item? (required)

Short term research or study, up to 30 days



Purchases may not become available in time for short-term deadlines. For short term research or study, please use [Gil-Express](#) or [Interlibrary Loan](#) for faster access. (required)

☐ I understand

Next

Page: 1 of 4

Form Design

UGA Email? Our request service is for current UGA students, faculty, and staff.

(required)

Must end with: @uga.edu

Name (required)

Department/Major (required)

Status (required)

Make a selection



Back

Next

Page: 2 of 4

Form Design

What format do you prefer? (required)

Ebook ▼

Would you accept a print (hard copy) version if this title is not available as an ebook? (required)

☐ Yes

☐ No

Back

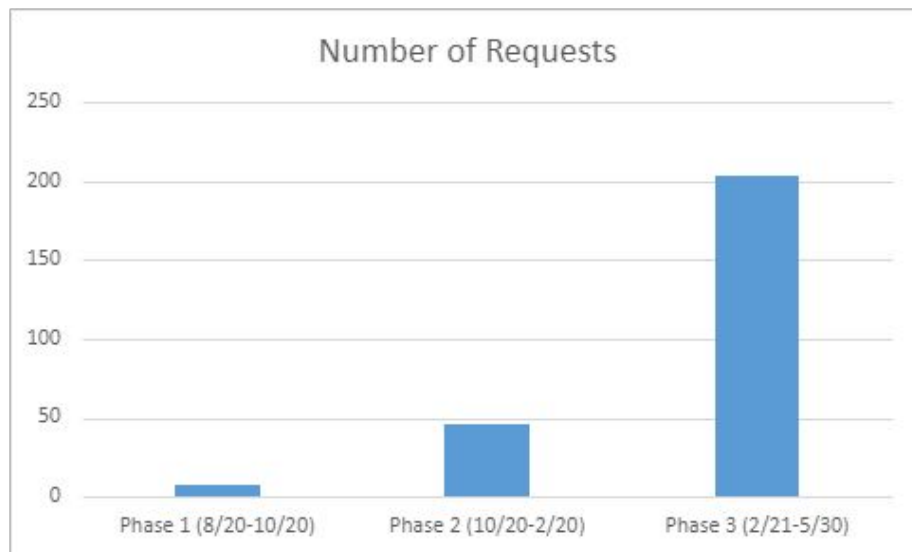
Next

Page: 3 of 4



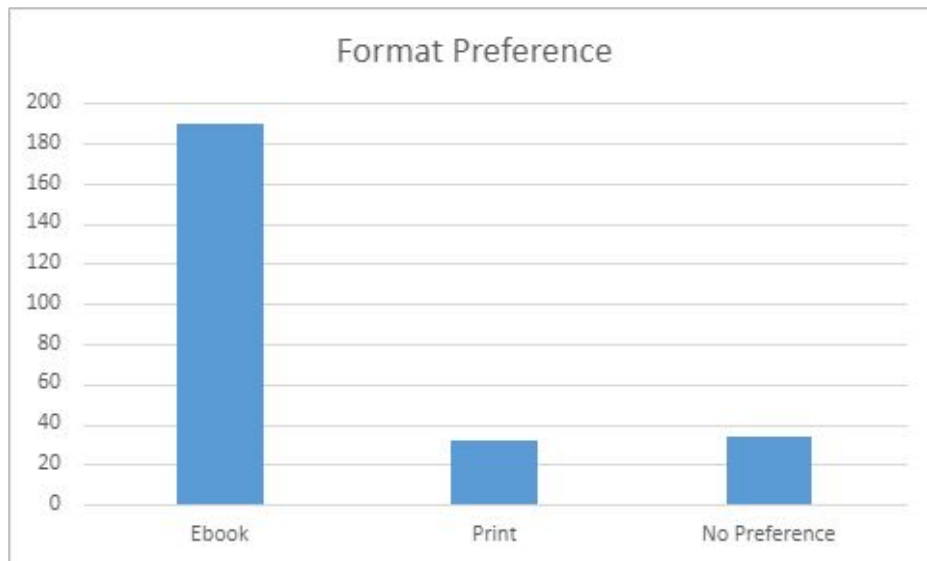
Did requests increase?

Request Link - All phases



Format preference

Request Link – All phases





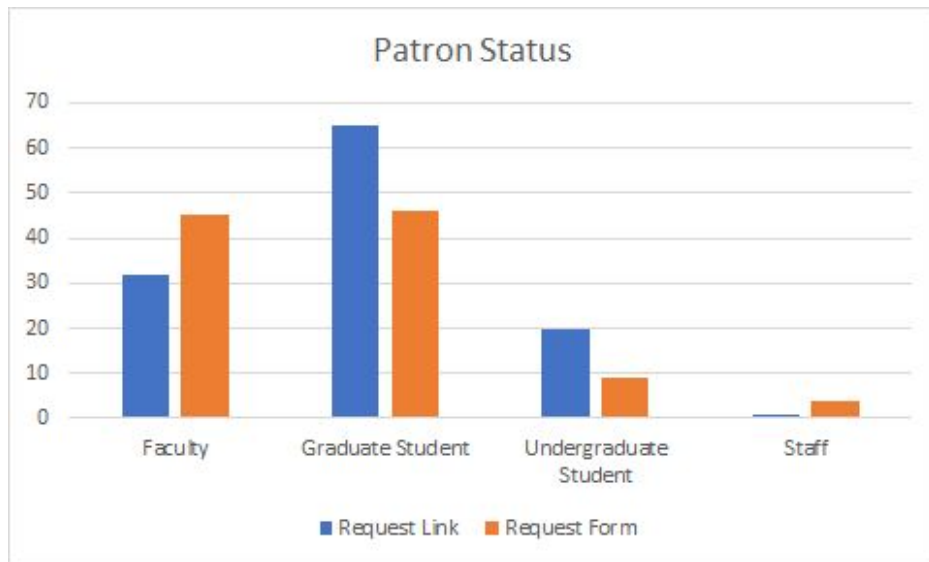
Comparing link/form orders





Who uses the request link?

Phase 3





Observations

Reality Checks

- ⦿ Just ain't no ebook to be had;
- ⦿ Dispatchers in time of need;
- ⦿ Bailing out;
- ⦿ Still seeking the holy grail.



Gratitude & Positivity

From Users

Thank you so much! I am very grateful for your thoughtfulness and helpfulness efficiently acquiring this ebook. It is extremely valuable for my research!

You guys are FAST! many thanks!

Yay, thank you so much... the first chapter alone is very valuable.

I am so grateful for your services. Fiction has been my relief during the pandemic.