PL-LIBRARY-03: Collection Development and Acquisition Policy

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Who Should Know This Policy
- Director of Library
- Head of Public Service
- Head of Collection Management
- Head of Collection Development and Acquisitions
- Head of Technical Service
- Acquisition and Collection Development Librarians
- Collection Management Librarians
- Reference Librarians
Ownership

The Director of the Library and Head of Collection Development and Acquisitions are responsible for ensuring that this document reflects actual practice and is reviewed and amended annually (if necessary).

Mission

Qatar University Library shall develop and maintain an environment that supports Qatar University academic programs and research activities.

Purpose

The Collection Development and Acquisition Policy is designed as a guide for the selection and acquisition of materials and resources for the library’s collections. It provides a framework for an on-going review and analysis of the collections in light of changing conditions within the university. As a result, this policy will be adjusted as necessary to reflect changes and developments in Qatar University curricular, research, and community services responsibilities. It will:

1. Serve as a communication device that clarifies objectives to library staff, and contribute to operational efficiency in terms of routine decisions.
2. Provide information for allocation of funds.
3. Facilitate coordination and cooperation among library staff and with other libraries in other universities.
4. Guide the Library in developing and maintaining rich and quality resources in support of teaching and research.
6. Provide objective criteria for collection development and selection.
7. Provide a means of interpreting the collection to library users.
8. Provide guidance on efficient and effective selection, and dissemination of scholarly information.
9. Promote a strong and efficient relationship with vendors

Collection Levels

The American Library Association has defined the following levels of collection as numerical values to describe a library’s collecting activity and goals.

1. **Minimal level.** A very limited collection of general materials, including monographs and reference works.
2. **Basic level.** A highly selective collection which serves to introduce and define the subject, to indicate the varieties of information available elsewhere, and to support the needs of general library users through the first two years of college.
3. **Study level.** A collection which supports undergraduate or graduate course work, or sustained independent study; that is, which is adequate to maintain knowledge of a subject required for limited or generalized purposes, or less than research intensity.

4. **Research level.** A collection which includes the major published source materials required for dissertations and independent research, including materials containing research reporting, new findings, scientific experimental results, and other information useful to researchers.

5. **Comprehensive level.** A collection in which a library endeavors, so far as is reasonably possible, to include all significant works of recorded knowledge for a necessarily defined field.

The Library has identified a level between 3 and 4 as our target level.

**Intellectual Freedom, Freedom to Read, Censorship**

In the interest of a thriving academic community, the Library promotes and supports the free flow of information, freedom of speech and intellectual freedom and does not exclude material based on the origin and background of the material, religion, or the expression of partisan or doctrinal ideas or views. Library selectors make a concerted effort to present various points of view on controversial subjects and to have a balanced collection. The fact that an item is included in the collection does not mean that the Library endorses any theory or statement contained in it. As the Library meets its mission it is expected that some of the materials acquired will be controversial, not suiting everyone's taste, interest or code of ethics. The Library does not select its materials on the basis of anticipated approval or disapproval. It considers the merits of the works and the need for the material in its collection. Users are free to choose what they like from the collection, to reject what they don't like, but not to restrict the freedom of others to read what they desire.

The Library subscribes to the American Library Association’s Library Bill of Rights, Freedom to Read and Freedom to View and the core values of the International Federation of Library Associations and Institutions regarding the free flow of information and freedom of expression and will be guided by these in the acquisition of material for the development of its collections.

Article 96 of the Qatar Press and Publication Law, No. 8/1979 (as translated), provides for an exemption from state censorship for libraries and reads “The provisions of the present law ... shall not further apply on the school publications, books and the publications and brochures exported or imported by the government of the school, college or faculty purposes.”

Faculty, staff, and students who are concerned about the inclusion of materials in the collection may submit a “Request for Reconsideration” to the Library, which has the sole discretion on the disposition or continued inclusion of the material.

**Special Collections**
In addition to the general collection, the Library houses a Special Collections of rare materials, limited editions of historical Qatar materials, and selected items that are deemed to be of special value to the institution.

The Library collects materials for this collection in order to provide an understanding of the history and historical development of Qatar and to foster an appreciation of local tradition and values.

**Budget**

The budget is prepared by Head of Collection Development and Acquisitions in consultation with the Head of Technical Services before 1st of November of each fiscal year. Previous year commitment will be moved to next year budget taking into account planned payments until the end of the current fiscal year. Requests for materials submitted by faculty, staff, and students are reviewed by the Collection Development Unit. The timetable for ordering of library materials is as follows:

- November 1: 50% of orders submitted to Acquisitions
- February 1: 75% of orders submitted to Acquisitions
- April 1: 100% of orders submitted to Acquisitions

**Budget is allocated by departments within colleges and it is based on:**

- Full time enrollment (FTE) of student and faculty number by a department
- Average price of library materials based on annual industry reports
- Review of previous year’s budget (calculate what was actually spent by each department, not what was allocated)
- College or Departmental Accreditation Requirements
- Existence of any graduate programs
- New expansion or addition of programs
- Other related considerations

**Policy Description**

1. **Selection Considerations**

The primary goal of the University Library is to efficiently purchase and provide access to a vast array of information resources in all formats that support the University’s curriculum and research. The Collection Policy is orientated towards developing a quality library collection in support of current and evolving curriculum and research needs. The main focus of collection development is to support the academic, teaching and research needs of the University community. The Library also recognizes the importance of collecting additional materials to support lifelong learning and the general reading interests of the University community. These materials will be collected at a minimal level.

The Library assigns a subject liaison librarian to work with each academic department to identify subject needs and to facilitate the purchasing of library materials to support departmental teaching and research. The Library also analyses usage statistics of both
electronic and paper resources to identify high usage subject areas to ensure the Library is adequately acquiring materials to meet student and faculty research needs.

1.1. Selection tools

Selection tools are used by subject liaison librarians to keep abreast of new titles to identify and recommend core and important titles to add to the Library’s collection. These tools include but are not limited to:

- Standard selection resources such as Books In Print, Resources for College Libraries and publisher catalogs
- Vendor web services such as Dawson Books (UK) and YBP (USA), which sell to the academic library market
- Reviews from recognized professional publications such as Library Journal and Choice
- Recommended lists from recognized authorities (e.g., Library associations)
- Requests by patrons (faculty, students, staff and others)
- Recommendations by other professionals/instructors in the field
- Local/regional newspapers & magazines

1.2. General Criteria

- Suitable for supporting subject areas of QU curriculum and fulfilling QU library patron needs.
- Multidisciplinary items.
- Materials filling specific gaps within the existing collections.
- Expected benefit justifies cost such as archive editions
- Continuous usage over a number of years.
- The Research Libraries Group Collection Levels (RLG Conspectus) may also reflected in the collection as an appendix

1.3. Language

The Library extensively collects materials in English and Arabic languages. Materials in other languages are collected selectively to support the language and area studies programs of the University.

2. Formats

The Library collects materials in different formats, including print, audio-visual, and electronic formats. Selection criteria for specific format types include the following:

2.1. Print

Although the priority is given to electronic format, the Library will collect print material. A print version of a title will be selected when:

- An electronic format is not available
- The print format is more suitable for intended use
• Popularity of the use of the title in a print format based on circulation statistics

2.1.1. Hardcover Versus Paperback

Hardcover format for monographs is preferred when placing orders for titles available in both paperback and hardcover. Hardcover bindings are more durable and the paper is generally of better quality. Moreover, hardcover format eliminates the need for binding or lamination and expedites the delivery of the book to the patron. Trade and scholarly press paperback titles will be acquired only if there is no hardcover available.

2.2. Electronic Resources

The Library will develop its electronic resources through subscriptions of individual titles and aggregated packages. The Library will purchase electronic versions of print material where perpetual access and sustainability are guaranteed and the quality of the electronic publication is equivalent or superior to the printed version. The preferred platform for electronic resources is the Internet, which maximizes accessibility. CD-ROMS will be considered only as a last resort.

2.2.1. Electronic Resources Types

• Indexing and abstracting databases
• Aggregated databases (indexing with some full-text)
• E-journals
• E-books
• Subsection of E-books such as reference databases (directories, dictionaries, encyclopedias, etc.)
• Numeric and statistical databases

Each of these types may include ongoing subscriptions and purchase of perpetual access

2.2.2. Selection Criteria for Electronic Resources

This section provides criteria for the selection and acquisition of electronic resources. All policies and rules in the Collection Development Policy, including the General Selection Criteria and Duplication Policy, will also apply to electronic resources.

Electronic information sources criteria

• Ease of use of product
• Technical requirements for compatibility to provide access to the information
• Technical support and training
• Integration with other library system and other electronic sources for one point of access
• Perpetual access and archiving
• Expected audience
2.2.3. Subject/Content

- Except for archival materials, information must be current and updated regularly. Preferably, resources with print equivalents should not lag behind their print counterpart.
- Equivalent content to the print format if available. This means that the electronic resource should have the same content, citation, and pagination as the print. It should also have a browsing feature to easily identify and locate by citation.

2.2.4. Functionality and System Reliability

- The electronic resource will provide sufficient added value over the print equivalent or other formats for multi-user and remote access 24/7.
- The interface should be user-friendly. Some common user friendliness features are introductory screens, online tutorials, context-sensitive help, and pop-ups and menus.
- The search and retrieval software must be powerful and flexible. Some features that should be available include command search, index and title browsing, truncation, auto-stem, thesaurus, and history.
- Preferably, the user interface should be consistent with other interfaces currently in use at QU.
- The system should support multiple export options (email, printing, and downloading.)
- The system should provide access to other electronic resources and support resource integration via established link resolver protocols
- The system capacity and network infrastructure should be technologically up-to-date and provide for optimum response time.
- Access to multiple, concurrent users

2.2.5. Technical Considerations

- Preferably, the electronic resource should be available for remote access. Standalone CD-ROMs and dedicated workstations that require in-library use are discouraged. This will be one of the final options when Internet is not available.
- The Library prefers access by IP authentication. User name and password authentication is strongly discouraged, as it will be restricted to login access in the library reference area only with reference staff intervention. Unless there is no alternative or the cost difference between the methods is significant, other methods of authentication are in general discouraged.
- The electronic resource should be compatible across different platforms (PC, Mac, etc.)
- Though local installation and maintenance are not preferred, if chosen, the electronic resource must be compatible with the existing hardware and software. Obsolete formats and platforms are not supported. The Systems Librarian and staff should be consulted in case of doubt.
- If the electronic resource requires any special hardware, software, audio and/or video capabilities, the Systems Librarian and staff should be consulted.

2.2.6. Vendor Support

- The vendor of the electronic resource should be established and reliable.
- The electronic resource should be available for trial. Preferably, the vendor will provide product demonstrations if needed.
- If needed, the vendor should provide initial and, preferably, ongoing product training
- Customer and technical support should be timely, accurate and professional.
- The vendor should provide standard statistical reporting. Preferably, the reports should be COUNTER (Counting Online Usage of Networked Electronic Resources)’s compliant.
- The vendor should be prepared to respond to the Library’s requests for customization, branding and provision of MARC records and URLs.
- The vendor should provide advance notifications for content and platform changes, as well as system down time.

2.2.7. Pricing Considerations

- The preferred price model is site license for unlimited on-campus access by faculty, students, staff, and registered external users, and off-campus access by faculty, students, and staff.
- Pricing models that are based on FTE should only take into account the size of the potential user community. A specialized electronic resource should charge based on the number of potential users in that specialty.
- Preferably, the subscription fee for a licensed electronic resource should include perpetual access to the subscribed full-text content that has been paid for in the event the subscription is cancelled.
- The Library should not be required to purchase both the print and electronic formats except for embargo.
- The cost of the electronic resource should not exceed that of the print counterpart. An increase in price from print to electronic
format, and from CD-ROM to Web should be reflected in the increase in functionality and accessibility.

### 2.2.8. Licensing Considerations

- ‘Authorized Users’ and ‘Authorized Site’ should be defined as broadly as possible based on vendor offer and patrons’ needs assessed by QU Library.
- Authorized users should be permitted to access electronic resources from anywhere via the University’s secure network.
- The license should permit fair use of all information for non-commercial, educational, instructional, and research purposes by the Library and authorized users. These include viewing, downloading, and printing.
- The license should reflect realistic expectations concerning the Library’s ability to monitor use and discover abuse.
- In general, the vendor should employ a standard agreement that describes the rights of the Library in easy-to-understand and explicit language. All support privilege from the vendor also should be stated in the contract.

### 2.3. Free Internet Resource

Free Internet resources may come in a variety of formats and document types, such as Web pages, list serves, Usenet news, FTP (File Transfer Protocol) sites, and full-text online versions of books, journals, and government documents.

#### 2.3.1. Selection Criteria

- Information provided or created by an authority or a reputable or reliable source on the subject.
- Website is favorably reviewed by a reputable source.
- Site is accessible freely with browser/software and compatible with existing networked environment.
- Site is stable with infrequent down times.
- Policy of periodic review and update of content, with a date of revision statement for websites. E-books, journals, and other documents should have dates of publication or posting.
- Good design with visual appeal and easy navigation of contents within the site, e.g. site index or search engine.

#### 2.3.2. Exception

- Web sites or web pages of institutions, corporations, government agencies, and/or professional societies which contain largely promotional or newsletter type materials about the activities of the organization. Institutional web sites/ pages should only be
included if there is a substantial amount of full text documents useful for the university research and learning purposes.

- Sites that require a user fee, or access to the contents within requires fee.
- Portals which are merely links to hosts of other links but lack organization and /or substantial annotations, as opposed to an organized and annotated series of links which may be deemed useful as a subject bibliography.
- Other University Electronic-Resource pages.
- Websites deemed out of scope to our curriculum or level.

2.3.3. De-Selection

Free Internet resource access can be discontinued for the following reasons:

- The resource is no longer available or maintained
- No longer current, reliable or relevant
- Overlaps another resource which offers more comprehensive coverage or treatment of subject.

2.3.4. Duplication

Internet resource which duplicates an existing print resource is deemed acceptable if no fee is incurred and its inclusion provides greater access and convenience than the single point of access which a print resource provides.

The Web format is preferred generally, and print duplication is usually discouraged due to space and processing costs. The Library will duplicate print resource with existing Internet resource when:

- One format is unstable and retention is expected or required.
- Multiple formats meet the needs of different users.
- The print format is needed for archival purpose due to its significant historical value.

2.3.5. Copyright for Internet Resources

In order to protect the Library and its users from copyright infringement in establishing hyperlinks to Internet Resources, the following policy is observed:

- Effort will be made to identify and acknowledge the owner/creator of the Internet resource.
- Hyperlinks to the material content will not be set up in such a way that the remote webpage or resource be brought within a frame under www.qu.edu.qa/html/libraries.html, thus implying that QUL has created the resource.
A disclaimer is placed on the Electronic Resources webpage, announcing who may link to our information, and to remove any of the hyperlinks made to remote webpage/resource if the copyright owner requests.

2.4. Multimedia

The Library will collect multimedia that support academic study for QU programs based on the need expressed by faculty and/or students. Streaming media and other internet-based media is preferred over physical DVDs (video) or CDs (audio). Microforms are no longer an accepted format for adding to library collections, except in the case of rare or archival materials by request or gift.

2.5. Textbooks

Academic libraries generally do not include assigned course-books in their collections due to the high turnover of editions and frequent selection changes by faculty. The Library will follow this example. Exceptions will be made on a case by case basis and the Library will annually review the need to add assigned course-books to the collection.

2.6. Theses and dissertations

The Library, as policy, collects one hard copy and one soft copy on CD-ROM of all Master’s theses and Ph. D dissertations accepted in various academic departments at QU.

3. Excluded Formats and Materials

The following types of materials are generally not collected for the Library’s collection:

- Out of scope of subject of the university program curriculum and research
- Juvenile and school level items unless serving a specific program need, such as teacher education
- Entertainments, such as commercial films and games, unless serving specific program needs
- Outdated items unless in RCL (Resources for College Libraries), or it is a core seminal title
- Materials that run on obsolete software platforms or those not supported by the University.
- Obsolete formats: Long Plays, 5.25 inch computer disks, Laser Disks, Open Reel Tapes, Video VHS, Video Beta, Video UMatic, Film 16mm, Film 8mm, Film. Historical or special collections materials, which may not be connected to modern format, is exempted
- Application and instructional software or courseware are not collected for use in the Library or for circulation from the Library

3.1. Multiple copies
4. Methods of Acquiring Materials

Library materials are acquired through purchase, gifts, and depository programs. Materials are purchased utilizing appropriate vendors and publishers by firm orders, approval plans, standing orders, and/or subscriptions.

Where the library cannot meet the needs of faculty and students from its own collection, the Library will participate in resource sharing programs and use document delivery and Interlibrary Loans to obtain the required information.

5. Guidelines for initiating purchase requests

Users should observe the following guidelines for initiating library materials purchase requests:

- The Library will encourage the faculty, students, and staff to recommend library materials for purchase. However, the decision to approve will rest with the Collections Development & Acquisitions Department.
- Departments that wish to develop their at-hand departmental resources should make requests to the Procurement Department from their department funds.
- Research units that require field guides, manuals or other in-office professional materials should make requests to the Procurement Department using departmental funds.
- Grant funds for research materials are purchased through the Procurement Department

6. Collection Maintenance

6.1. Duplication

The Library discourages duplication of titles held within the Library in order to optimize the use of shelving space and the Library Resources Fund. As a general principle, duplication is only for heavy use items and for archival purposes. Purchase of additional copies may be considered if requesters provide justification of real need. Electronic resources should be considered as an alternative to the duplication of traditional formats if feasible. Print duplication of electronic versions is discouraged, e.g. computer manuals.

6.2. Periodicals

Periodicals are generally expensive and duplicate subscriptions are extremely discouraged whether they are print-and-print or print-plus-electronic except in unusual situations. Generally, because of space and long-term preservation issues,
electronic subscriptions will be favored over print subscriptions. Even with bundled subscriptions where there is no cost saving when one is cancelled, the Library will still work with concerned parties to determine if the print can be cancelled due to space and preservation considerations. The Library will only provide both print and electronic access to a journal when:

- Electronic access is available only to print subscribers.
- The content coverage is not identical to that of the print version, or the text or illustration format of the print and electronic versions is not the same.
- Print versions are needed to enable accurate references to an official or authoritative version (including those recognized in court hearings).
- Electronic publication lags behind the print edition more than six months.
- The publisher has no commitment to archiving the electronic version and there are no other archiving solutions.
- The title is deemed essential to have in both print and electronic formats being a core journal in the field, and there is demonstrated need as indicated by usage data.

6.3. Media

Most non-print materials, which include audio-visual materials and microforms, are usually expensive and duplication is discouraged unless exceptional circumstances prevail. Streaming video is an alternative solution for avoiding duplication.

6.4. Replacement copies

Library staff identifies lost, missing, and damaged items and considers replacement.

6.5. Gifts and Exchange

6.5.1. Gifts

- The Library welcomes and solicits gifts of books, manuscripts, audio-visual materials, microform, and other materials that enhance the strength of the collection and support the curriculum and research programs of the University.
- If possible, the gift item list should be sent to the Library in advance prior to shipment to ensure the acceptance of items.
- If possible, the donor should complete and sign an “Instrument of Gifts” form that indicates that the items are property of QU Library once they are received.
- In the case of large gifts, a list of the titles will be requested to check against library holdings first, and to ask for the unique items only.
- The Library retains the right to accept or decline gifts. Gifts-in-kind are accepted with the understanding that, once received, they are owned by the University. The Library reserves the right to determine their retention, location and processing. When a title is a duplicate or inappropriate for library needs, it will be discarded in the appropriate manner.
- All gift items added to the collection are cataloged according to cataloging and classification policy.

6.5.2. Retention Criteria

- Gifts are evaluated against the same criteria as purchased materials as stated in this policy.

6.5.3. Gift Disposition

- All gifts added to the collection will be catalogued and listed in the library's online catalogue.
- Out of scope and duplicate materials may be offered to other libraries or discarded. The discarded items are stamped.
- Unwanted issues of periodicals may be recycled for exchanges or discarded.
- In the case of large gifts, a list of the titles will be requested to check against library holdings first, and to ask for the unique items only.
- All incoming packages and mail are opened by the acquisition staff. If they are opened elsewhere, all accompanying letters or address labels should be sent with package contents to acquisition staff. Gift packages with no address and source (name of a sender) will not be accepted.

6.5.4. Acknowledgement

- An acknowledgement e-mail /letter are sent to all donors for all items received within a week of receipt of gift item/s.

6.5.5. Exchange

- The Library offers exchange library materials that are duplicates or out of scope, as well as selected publications of the Library and University.

6.5.5.1. Solicited Exchange

- Solicited exchange is a mutual agreement established with exchange partners to exchange title by title and publications by publications.
- Both QU and exchange partner should agree upon the exchanged items prior to shipment

6.5.5.2. Unsolicited Exchange

- Unsolicited exchange is donating library items to external institutions based on their needs
- The external institutions should be notified in advance by sending a list of donated items.
- Once the items are acceptable by external institutions, the items will be shipped
6.5.5.3. Gift and Exchange Responsibility

- Decision on the retention and disposition of gifts, and exchanging items is the responsibility of a team of librarians from Collection Management, Reference, Collection Development and Acquisitions and college representatives where appropriate.

6.6. Weeding

Weeding is an integral part of the collection development process. The Library will continuously monitor the collection to meet the current and changing curricular and research needs of Qatar University. The Library will maintain its collections in good, usable condition and replace used and redundant or outdated copies. Materials weeded may be sold, used for gifts and exchange, or discarded. The decision to weed is discretionary; however, the weeding team must forward recommendations to the Library Director for approval.

6.6.1. Reasons

- Obsolete/Outdated materials including ephemeral, non-current, and non classic items where age of the book and date of publication in relation to the subject matter are very relevant. These are particularly important in the sciences and technology, in such fields as computer science and biotechnology.
- Superseded /revised editions when there is no historical or academic value to the previous edition.
- Single issues of volumes or incomplete sets of larger works (e.g. single issue of a serial, single volume of a 20 volume collection).
- Duplicate copies of items with low use.
- Physically deteriorated, worn out, badly marked or damaged items.
- Items dealing with irrelevant subjects, or no longer useful because of changes in the curriculum, and/or changes in faculty research orientation.
- Inappropriate level books, such as high school or school level books, juvenile books, which do not support Teacher Education programs.
- Books that have not circulated in a specific number of years.
- Non QU theses once published and acquired as books
- Items missing for more than one year
- Superseded edition of textbooks
- Materials removed from the Reference Collection may be withdrawn or transferred to the circulating collection.
- Books (especially References book) for which the electronic version is purchased

6.6.2. Exceptions

- Archival copy: one copy of superseded editions may be kept in compact storage for research purpose and to show the continuous development
of the subject over time Classics and seminal works may be retained on open shelves.

- Previous edition of high demand reference works may be placed on open shelves for circulation.
- Depository materials will not be discarded except those that could be discarded if electronic format is available.

6.6.3. Weeding Responsibility

Systematic weeding of the collection is the responsibility of teams from Collection Development and Reference librarians in addition to college representatives—where appropriate.

6.7. Binding

- Binding is combining loose serial issues to facilitate their preservation
- Binding may include the repair or improved protection for books and theses
- Binding units are determined by Acquisition staff when check-in is created for serial subscriptions
- Binding is processed by Binding Specialist in the Collection Development Management Unit between semesters when print subscription absence will cause least convenience
APPENDICES

APPENDIX A
PROCEDURES IN GENERAL
Vendor

1. Approved supplier list is created by Acquisition staff and Procurement Department to choose vendors in case of lack of availability of items with the primary approved vendor.
2. Vendors are selected according to the Procurement Department’s tendering and selection policy with library management approval
3. A primary vendor from the approved vendor list where is possible for each of the following:
   - Arabic books and media.
   - English books and media.
   - International serials and journals subscription
   - Local and Arabic serials and journals subscription
4. Priority should be given to reputable and reliable book vendors and subscription agents, however; cost, quality, and delivery should be taken into account when considering other sources of supply.
5. Evaluation of the vendor should be based on the library past experience, cost, on-time delivery, quality of services, and published experience of other universities.
6. Evaluation of each vendor is performed by Acquisition staff at the end of each academic year with a summary that should be sent to Procurement Department

Subject Selectors

Subject Selectors and collection development librarian are responsible for selecting materials for the University Library. Each subject selector is assigned to specific subject areas or disciplines. They also act as liaisons with the academic departments, working with faculty to request materials important and relevant to the various departments, programs and research projects. Information regarding subject selectors and their specific responsibilities can be found at [http://www.qu.edu.qa/library/college_liaison/subject_guide.php](http://www.qu.edu.qa/library/college_liaison/subject_guide.php)

Requests

All requests for monographs (books, videos, DVDs, CDs) should be initiated by the appropriate Subject Selector to ensure acquisition. Requests should include all the information necessary to obtain the correct material (author, title, publisher, edition, year of publication, ISBN). If the requestor wishes to be notified when the material is received, the Subject Selector can indicate the name and contact information on the request. Subject Selectors submit requests for monographic materials to the Head of Collection Development for approval. Requests are coded with the appropriate fund code, approved and submitted to the Acquisitions.

Format

Requests for materials can be submitted in various ways email, publisher’s catalogue printouts from an online resource, such as Books in print, are used in requesting materials. These formats help ensure that pertinent information is included in the request. Additional
materials such as reviews or blurbs from catalogs may be submitted to further clarify what material is being requested.

**Ordering (Monographs)**

1. The contract with a prime vendor(s) should be valid for one, two, three years

2. Library collection items are recommended by Faculty, all QU library patrons who are requestors through web OPAC or subject librarians who are selector

3. Subject librarian create a basket or list in Dawson’s website and forward the list to Head of collection development for ordering

4. Recommended or selected titles are checked by Acquisition staff to ensure financial budget availability, collection existence in QU library, and relevance to current curriculum subject

5. If an item is already part of the QU collection, the request is returned to the Subject Selector with that information.

6. All book orders are through Dawson’s website (Quick Click Method) by using EDIFACT ordering which is part of millennium acquisition module

7. All the orders are verified and approved by Head of collection development.

8. Purchase orders are sent to vendor(s) through FTP (using Millennium) after being approved by the Head of Collection development.

9. All requisitions, orders, receipts, budget, and invoices are done through millennium library system

10. All ordered items should be claimed after 3 months of expected time of delivery if there is no delay notified by the vendor

11. All claims should be sent to vendors via email

12. Orders can be cancelled if the vendors fail to deliver within 3 months after the expected time of delivery at the discretion of the library.

13. Tax, shipment, and service charges will be processed in a separate requisition and purchase order

14. Acquisition will process requisitions received from QU community anytime.

**Status**

Once an item is ordered the status of that order is viewable online in the QU Catalog. When the item is searched the message displayed is “One copy ordered for LBBE.” When the item
has been received, the status will be updated to “One copy in process for LBBE.” When the item has been cataloged and is available to circulate the item will appear with a call number and the status will be “Available.” If there is any question as to the status of an ordered item, the Acquisition staff should be contacted.

**Receiving**

1. The ordered are received by the Acquisition staff.

2. The acquisition staff should verify and ensure that only ordered items received matched exactly the items requested.

3. The Acquisition staff process item receipt in Millennium

4. All items received, other than serial issues should be sent to the Cataloging Unit for cataloging

**Invoicing & Discrepancies**

1. The following discrepancies should be reported by Acquisition staff to the vendor:

2. Items invoiced but not received (missing items)

3. Items invoiced but not ordered (incorrect Shipment)

4. Items damaged in shipments

5. Defective items; missing pages, uncut pages, improperly bound, etc.

6. The Acquisition staff creates a blanket release (receipt) in oracle for the received invoice and it is approved by Head of collection development and Director of Library.

7. The Acquisition staff forwards the approved blanket receipt and corrected invoices to the Finance Department for processing through email.

8. The Finance Department processes invoice payment in the finance system based on vendor receipt and invoice, and invoice record is reflected in the library system Millennium

9. Vendor discount will be processed quarterly as a credit memo by invoice adjustment
APPENDIX B
ORDERING MONOGRAPHS IN MILLENNIUM

Overview

An order record is entered for each item ordered. An order record must be attached to a bibliographic record. If a bibliographic record exists in QU, then just attach an order record. If there is no bibliographic record for the title requested it must be exported from OCLC.

To download a record from OCLC, click on remote and search for the title or ISBN. Select the title which has DLC in (MARC field: 040) and click on save and make sure you remove the CAT DATE from the bib record.
Search for Bibliographic Record

1. Click on the Millennium icon on your desktop to start Millennium.
2. Enter Acquisitions username and password.
3. Enter your initials and individual password.
4. Select the “Orders” icon from the pane at the left hand side of the main screen.
5. Search by ISBN, Title, or Author to select and call up the bibliographic record for the item to be ordered.

Attach Order Record to Bibliographic Record

1. Select “Order” from the drop-down menu next to "View." Click on the button "Attach New Order.

2. The selections template will appear.
3. Indicate Location, Fund, and Number of copies by double-clicking on appropriate box and selecting the appropriate answers (answers can also be typed in directly).

4. After Editing the Data, select “Next” to input Pricing information, and then Form information (book, film, cassette, etc.). Continue selecting “Next” to input Order Date (which defaults to today’s date).

5. On the screen that follows, you can select the Order Type. When prompted for Order Type, type in “f” for firm for 1st time order. Type in “a” if the order is part of an approval plan.

6. The "Next" screen prompts for the Vendor name. Enter the vendor code.

7. The "Next" screen prompts for the name of the selector. Enter his/her initials

8. After you have completed all of the popup windows, you will return to the New Order screen where you can review the order. If additional information is needed, the record must be edited. For example, if the item is multi-volume or if a note is necessary. 

To add information, click “insert” and a box will appear with a drop down menu.

Select the appropriate tags and complete the information.

9. When information is complete, click “View”. A box will appear: "Attach new records? Records have been attached. Do you want to save new records? Purchase order will be queued."

10. Click “YES”

11. Continue with orders.

APPENDIX C
RECEIVING AND INVOICING MONOGRAPHS IN MILLENNIUM

1. Check each item in the shipment against the packing slip and/or invoice. Notify the supplier by phone (local) or email (foreign) of any discrepancies immediately, and inform the Head of technical services. Request a revised invoice. If the items are delivered by a local supplier, open the boxes and check the packing slips before they leave.

2. Sign and date the invoice, and make one copy for our files.
3. Check the pending file to find the LPO for this order. On the LPO, make a tick beside every title that is in the shipment, and write the date beside it.

4. Make a blanket release in Oracle against blanket agreement

5. Send an email along with invoice copy and blanket release copy to finance dept, who will process the payment.

6. Add to the budget spreadsheet for the year the total amount on the invoice, and the date received. This step is performed only by the library colleague responsible for financial matters.

7. Stamp the last cover page with the large stamp -- QU logo and date --, and the long edge of the book with the long thin QU stamp. Don’t cover text with the stamp.

RECEIVING

1. Open Millennium : Acquisitions : Rapid receive : Receive

2. In Index column select “title” through drop down menu.

3. Enter the title you want to receive (e.g. Title: Theatre & ethics)

4. Select the title you want to receive and double click

5. A box will pop up with receive tab

6. Click on receive button

7. It will ask for Management code just leave it blank and click OK

8. Fill the item type by double clicking (e.g. Reference, Books or CD ) based on the type of item you are receiving and click OK

9. Select the location by double clicking and click OK

10. Change Status by double clicking from “On order to In process”
11. Please take the “barcode no” from acquisition Staff

12. Fill in the volume no if the book has a volume no. (e.g. Vol.1) and click OK

13. A box will pop up just “click on close record and report button” but if there is a volume for that title just click on “close report button” and click summary and select item from drop down menu then click on new attach item and follow the same procedure as above.

14. Now the item is received

15. By default in millennium the status will show available (You have to change the status to In process)

16. Annotate the Monthly statistics form to show the number of items received.

PAYING MONOGRAPH INVOICES

1. Select “Invoice” from Millennium sidebar at the left of the screen.

2. Select a session.

3. Enter the invoice number and the invoice date (mm-dd-yyyy). (Use tab or the mouse to navigate between screen elements.) and select currency
4. Begin entering the order numbers on the invoice (precede each order number with "o", e.g. "o2362174". Hit enter (or tab) and the book title and number of copies will automatically appear in the invoice.

5. Enter the price of the book from the invoice.

6. If there is additional information (e.g. volume number or edition), type this information into the "Notes" field.

7. Continue adding all the order numbers and price information until the entire invoice is complete. When done, hit "Finish" at the top of the screen.

8. Leave "Shipping" as $0.00. Press "Next."

9. Leave "Service Charge" as $0.00. Press "Next."

10. Enter the invoice total next to "Total" when prompted and press "Finish." The "Total" you enter should match the "Subtotal" calculated by the system that is now displayed. If not, go back and check your work.

11. It will give you dialog box just click on “use computed total”

12. Click the “Finish” icon at the top of the screen. Click on "Yes" when asked "Are you sure you want to finish this invoice?"
13. The invoice will be added to the "Invoice Processing" queue.

14. You can continue to add additional invoices by clicking on “New Invoice” at the bottom of the page and repeating the procedures outlined above.

15. Note: If you need to delete or modify an invoice before posting, highlight it on the "Invoice Processing" screen and click the "Edit" icon at the top right.

16. When you are done adding invoices, click on “Post” at bottom of “Invoice Processing Page.”

17. Select Local printer.

18. Enter posting register page heading title (e.g. 1,2,3, Acq. 00/00/00).

19. Click “OK”, Click “OK” and Click “OK” again (3 times).

20. “Is printout OK?": Click “Yes”.

21. At this point, write down the figures provided (total encumbrance, last encumbrance number, last voucher #) on the “INNOPAC Acquisitions Log.”

22. When asked: “OK to proceed?” Click, “Yes”. Click "OK."

23. Write down additional numbers from the screen (pay history file, etc.) on the INNOPAC Log.

24. After all of this is complete, take the original (copy 1) and copy 2 of the invoice, staple the last page (with the total) on top, and send both copies to the library fiscal clerk.

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**Note:** When the invoice is paid, the system automatically inserts an RDATE in the order record. This changes the order record status in the OPAC from "ON ORDER" to "IN PROCESS."
After the book is cataloged, the copy cataloger will add a CDATE to the order record. This suppresses the order record in the OPAC.

The Cataloging Unit does not modify the order record when they catalog new books.

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**APPENDIX D**

**QUICK CLICK ORDERING**

**DAWSON QUICK CLICK ORDERING**

1. [http://www.dawsonbooks.co.uk](http://www.dawsonbooks.co.uk) and click "dawsonenter" from the "Links" in the right-hand corner
2. Log in with your Username and password
3. Click on Search to search your item by Title, Author, or ISBN.
4. Click on OPAC box to check QU has already the title in the collection, if the title is not available please follow the below steps

5. Create a new basket/new list (see the above screen shot) or add to the existing basket/list by clicking on in any one of the drop down boxes.

6. By default a basket name with today’s date will be created (see the below screen shot) and give a reference number (e.g.: L2011-001) and type select “proposal” and leave all other boxes blank and then click “create”

7. In the below screen fill in the item details as below
   - Item Reference (L2011-001-001)
   - Qty – 1
8. Follow the above steps to add more titles to basket

9. After you finished adding the titles to the basket make a print out (see the below screen shot) for your file and send the basket or list to acquisition department to place an order with Dawson
10. Acquisition librarian responsible for approval (i.e.) account manager for Dawson will approve the basket after going through each item one by one to make sure funds and item reference are added correctly and then click on place approval.

11. Once it is approved the basket will disappear from the baskets tab as seen in the screen below.
12. After you click place approval on Dawson website it will automatically create bib record and order record in millennium then

**Sending Purchase orders through FTP**

1. Log on to Millennium

2. Change the following as below or do the global update for all the titles
   - On hold to on order
   - select the vendor (e.g. 62500 – Dawson edifact)
   - Check for local currency and foreign currency in the note field
   - Click on save and queue P.O
3. Click on Send on the left side Navigation bar

4. In the Ftp Setup dialog, confirm if you want to Ftp all or Ftp selected purchase orders and choose FTP. The system displays the Transfer Files screen

5. Select purchase orders to FTP through drop down menu and select the titles you want to send purchase order
6. Click on FTP and then click on FTP selected if you have only one or two titles otherwise select FTP all

7. At Host: pull down the menu and choose \texttt{ftp.dawson.co.uk} or \texttt{81.97.245.252} from the list and choose Connect.

8. In the Login dialog, enter the Username and Password (\texttt{Username: A945581, Password: w9umu8}) and choose OK.
9. When you are connected, the Remote list of files displays. The system also displays the file to be transferred in the Local list of files the file name starts with vendor code (e.g. 62500.edificat).

10. To FTP the file, highlight the file in the Local list and choose the Put button. The system moves the file to the Remote list of files and changes the status bar display to 1 file(s) transferred.

11. Once you have sent all the files choose Disconnect to clear the screen.

12. When you choose Close, you exit the Transfer Files screen and the system displays the following prompt: FTP completed. Delete processed FTP entries? If you choose Yes, the system deletes the purchase orders from the queue, regardless of whether they were sent or not. If you accidentally choose Close before transferring all of the vendor files, choose No at the prompt to retain all the purchase orders in the Send queue.
APPENDIX E
IMPORTING EDIFACT INVOICES INTO MILLENNIUM

1. Receive the books as normal. Approve/OK paper copy of invoice in same manner as before. It is helpful (but not required) to have the paper copy of the invoice available at point of download.

2. Click the "Import Invoices" button on the Navigation Bar or choose "Go... Import Invoices... Import Invoices" from the Menu.

3. Click "Get Shipment".
4. **Select Firm Order Invoice (EDIFACT)**

5. Type in the vendor code for the file you are planning to download or double click to select the vendor. Click "FTP" button.
6. Host At: pull down the menu and choose **ftp.dawson.co.uk or 81.97.245.252** from the list and choose Connect
7. Logon with Username and Password for that vendor's site. (USERNAME: A945581, PASSWORD: w9umu8)
8. Go to the appropriate "Remote" folder for the vendor. *(Note: each vendor will have it’s own folder structure on it’s FTP site. Follow the instruction for the selected vendor based on the type of file (invoice)).*
9. Once displaying the appropriate folder, select the file you wish to download. Click "←Get". *(For Dawson in the example displayed below: ftp945581_INV)* Each vendor will have its own structure for naming files. Invoice will be listed according to paper date invoice. Check the Downloaded Invoice Log to be sure the file has not already been processed.

Be sure to write on the Downloaded Invoice Log: By Vendor, Date you downloaded the file, file name, Invoice number(s) *(some files may contain more than one invoice)*, and your initials. We will have a SINGLE log that all units will share to ensure each invoice is downloaded only once. The file will be kept on the server until it is paid by accounts unit in case a problem occurs with the invoice prior to payment that might require an invoice to be downloaded again. After processing the invoice, accounts should notate the log that the invoice has been processed so the file can be subsequently deleted from the server.

*(Dawson use the invoice number as the filename. The file name will only appear on this screen, the invoice number will only appear on the next screen after the download has been processed.)*
10. After getting (i.e. downloading) file, a popup notification indicates the process is complete, and the system automatically displays the "Accept/Reject" tab of all invoices in the system.
11. Possible duplicate invoice (because we downloaded the same file twice) is displayed with blue numbers. To remove a duplicate invoice, highlight the duplicate and click the delete button.
12. You can view the individual titles within the invoice by selecting a Free Session from the dropdown list, highlighting the invoice you wish to view, and clicking "Select".

13. When finished viewing invoice line items, click "Process".
14. If the system was unable to match invoice line items with the Millennium order record, the title fields will be blank. The record number field will have an incorrect number, and the "Action" column will say "Skip". If the record has not matched, or matched incorrectly, you can use the printed copy of the invoice to determine what record should have matched. If you Double Click in the "Record Number" column for the line item in question, the system will display a search window where you can locate the correct record. Once found, click the "Use Order Record" button and that record's information will replace the incorrect information for that line item on the invoice.

(This will be the case for items ordered using Dawson system. The Purchase Order number entered into the Dawson system does not map correctly into the EDIFACT invoice. This can be corrected manually for those invoices with this process.)
Example: Unable to Match invoice Line items.
15. Put the "OK'd" paper copy of the invoice and forward it to finance department.

16. Accounts will process the invoice as usual.