April 2000

Biz of Acq-Web-Based Ordering for Libraries

Mary H. Kay

Humboldt State University Library, mhk1@humboldt.edu

Rob Richards

University of Colorado Law Library, rrichard@stripe.colorado.edu

Follow this and additional works at: <https://docs.lib.purdue.edu/atg>

Part of the [Library and Information Science Commons](#)

Recommended Citation

Kay, Mary H. and Richards, Rob (2000) "Biz of Acq-Web-Based Ordering for Libraries," *Against the Grain*: Vol. 12: Iss. 2, Article 31.
DOI: <https://doi.org/10.7771/2380-176X.3081>

This document has been made available through Purdue e-Pubs, a service of the Purdue University Libraries. Please contact epubs@purdue.edu for additional information.

SINCE 1853

MARTINUS
NIJHOFF
INTERNATIONAL

Bookdealers
Subscription Agents

YOUR SPECIALIST FOR ALL PUBLICATIONS FROM
WESTERN EUROPE
(INCLUDING UNITED KINGDOM)

- Experienced, full service subscription agent & bookdealer based in The Netherlands with Liaison Offices all over the world, including North America
- Multilingual, highly educated, dedicated personnel
- Approval plans for material from The Netherlands, Belgium, Luxembourg, France, Scandinavia
- Consolidation services for journal subscriptions
- Automatic claiming, management reports, bibliographic update service
- Electronic access to online database
- Electronic invoicing and prepayment options
- Reduced service charge plans for journal subscriptions
- Monthly publications on new and forthcoming monographs, series, journals and other media

For more information visit our website: <http://www.nijhoff.nl>

Or contact us at:

HEADQUARTERS
P.O. Box 1853
2700 CZ Zoetermeer
The Netherlands
Phone: +31 79 3684400
Fax: +31 79 3615698
E-mail: csna@nijhoff.nl

LIAISON OFFICE
39 Joanna Drive
Foxboro, MA 02035
Phone: 800 346-3662
Fax: 508 698-0148
E-mail: middeldorp@nijhoff.nl

LIAISON OFFICE
New York
Phone: 800 664-1853
Fax: 518 226-0286
E-mail: endres@nijhoff.nl

Biz of Acq — Web-based Ordering for Libraries

by **Mary H. Kay** (Acquisitions/Collection Development Librarian, Humboldt State University Library, Arcata, California 95521) <mhk1@humboldt.edu>

Column Editor: Rob Richards (Technical Services Librarian, University of Colorado Law Library)
<r-richard@stripe.colorado.edu>

Column Editor's Note: *The Internet has transformed many dimensions of acquisitions work, but probably none so much as ordering functions. Every leading vendor now offers sophisticated, Web-based tools for identifying and ordering titles, transferring bibliographic records automatically into local systems, and managing accounts. Yet these systems change so often that many librarians find it difficult to keep pace with the innovations. In this month's column, Mary H. Kay, Acquisitions/Collection Development Librarian at Humboldt State University Library, surveys the latest Internet-based ordering tools from a range of major and more specialized vendors, and details how each can be useful in our local environments. — RR*

It's spring, and everywhere the acquisitions librarian looks, the Web is flourish-

ing with new and improving functionality. In this column we'll take a look at some of the Web-based order interfaces that are now being offered by book vendors. The speed and convenience of electronic ordering have become effective marketing tools that book vendors can use to attract new business in a highly competitive marketplace. Acquisitions librarians in larger libraries should be delighted by the many opportunities to speed and smooth the flow of materials from a variety of vendors. The smaller library will need, as always, to evaluate the abundance of opportunities, keeping in mind workflow utility, since the advantages of electronic ordering may be offset by an increased amount of setup time required to accommodate a variety of interfaces and keep them working through system upgrades.

Major vendors now typically offer Web-

based order capability supported by a large title database. The customer can also usually obtain additional services such as **MARC** order confirmation records, **BISAC** and/or **EDIFACT** support, inventory confirmation, and, of course, expenditure reports. Naturally, however, the range of services is somewhat dependent on the particulars of the customer's integrated library system.

YBP Library Services' redoubtable **Gobi Direct service** [<http://www.ybp.com>] is well-known to many acquisitions librarians, and has been an industry leader in the area of Web-based ordering. After setting up an access account through customer service for the desired permission level, the customer can mark for review or order using the vendor's database of combined historical and current titles. Inventory levels

continued on page 76

are not indicated in the database. The customer has access to local history for the item, so that a duplicate is flagged for a title already acquired. Order confirmation records for loading into the customer's home system are available through a profiling feature that will map information into the desired MARC field. Online management reports of many kinds can be retrieved through the service. A new service is **GobiBatch**, permitting the customer to manage selected orders in batch mode rather than title by title. Another is **GobiTween**, which provides shared title information to consortial members.

Baker & Taylor's customers can utilize the company's justifiably famous two million record **Title Source II** database for book and media titles to identify and order titles via the Web. Extensive searching fea-

"The speed and convenience of electronic ordering have become effective marketing tools that book vendors can use to attract new business in a highly competitive marketplace."

tures allow keyword access as well as display of not only bibliographic information, but also annotations, reviews, and tables of contents. Free MARC records are available with custom profiling for subsequent local use, and the database now provides inventory information for not only B&T's million title warehouse but also other selected distributors. **TSII** access does cost the customer an annual subscription fee, which begins at \$1,750 for academic libraries, but consortial members should check for discounts. Web-based order forms and a price/availability database are available for customers outside the database subscription as well. Contact customer service for setup or review your options on B&T's new Shop Online Web site [<http://www.btol.com>].

Blackwell's Book Services' [<http://www.blackwell.com>] Website provides access to both its own **Collection Manager** and to **Academic Book Center's BookBag** service. **Collection Manager** is designed as a workflow support system, and includes title level access to place and monitor the status of orders. Approval books and standing orders, firm orders for first or added copies, and orders in response to new title announcements are all displayed in **Collection Manager**. MARC records can be exported for batch loading into a local system at any point in a library's

workflow. Orders can be placed by individual title or in batch mode for previously selected titles, and the system performs duplicate checking.

Academic Book Center, now a **Blackwell Company**, continues customer support through its own **BookBag Access service** [<http://www.acbc.com/bkbag/bkmain1.htm>]. Approval plan and direct order titles are accessible in the database, which provides the now-customary levels of access for marking and ordering by different members of the library organization. Title annotations are available in the database, and standing orders are now included in duplicate checking features.

Harrassowitz [<http://www.harrassowitz.de/index.html>] has made a commitment to support Web-based transactions with libraries, through **Otto**, the company's complex of databases and order services. Currently, a title can be identified in one of several substantial databases including a New Monographs Database, a Music Scores Database, an Electronic Products Database, an E-Journals Database, and several serials databases. **Otto** will shortly be enhanced to become **OttoEditions**, a Web database of 700,000 books and music scores dating back to 1986. Annual input of 100,000 records is expected, and coverage will expand to over 40,000 publishers for titles largely in English and German. Serials ordering and report features are in the process of migrating to **OttoEditions**. One unusual feature: the user can request account setup online, but has to fill out a separate online account setup form for each database rather than one unified access form. The customer library can restrict account access to specific functions such as marking or ordering.

Ingram's iPage [<http://www.ingram-book.com/ipage>] is this company's latest offering. Designed as a Web-based information, selection, ordering, and stock inquiry tool, it combines the **Ingram** database of 480,000 titles with **Bowker's Books In Print** file. The customer can search by standard bibliographic access points such as title, author, series, and ISBN, and then retrieve a full color scanned image of the cover, bibliographic data, real-time stock information from **Ingram's** distribution centers, review citations, fulltext reviews, tables of contents, and much more. MARC or BISAC records can be downloaded for import into local systems after ordering. This service carries a charge of up to \$995 per year. Contact customer service for account setup.

Non-traditional broad spectrum vendors are beginning to reach out to library customers also, using the Web. **Amazon.com** [<http://www.amazon.com>] still does not permit payment by purchase order, since all orders must be prepaid. But the library which has no institutional ability to set up a corporate credit card to use their services can now request a pro forma invoice after marking an order to be paid by check. Deposit accounts can also facilitate use of the company's famous service. **Barnes and Noble** [<http://www.bn.com>] will now accept purchase orders from libraries, but the order must be \$1,000 or more. Online account registration is available for both vendors.

A number of smaller or specialized US new book vendors also now offer Web-based ordering. **Midwest Library Service** [<http://www.midwestls.com>] provides its **InterAcq** service to customers. An established provider of academic and scholarly books from 20,000 publishers, **Midwest** offers online title notification, searching, and ordering through this Web-based service. Segmented searching is available for university press, sci-tech or *Choice* titles. **Eastern Book Company** [<http://www.ebc.com>] provides Web-based access to the company's inventory, online order capability, and order status information. **Worldwide Books** [<http://www.worldwide.com>], a vendor specializing in art books and museum catalogs, provides access to its 35,000 title database with a full range of order options.

Finally, foreign-language materials can be pursued through a variety of vendors using Web connectivity. **Leer** [<http://www.leer.nisc.com>] is a composite database for Spanish-language materials that can be accessed using a Spanish or an English interface. An impressive range of titles with vendor information and often order access is available using the database. Free Web registration is required. **Schoenhof's Foreign Books** [<http://schoenhofs.com>] in Cambridge, MA is a bookstore and vendor providing the largest selection of foreign language books in North America through its Web-based database and order system. The minimum billable amount is \$20. From African languages to Yiddish, this vendor provides an impressive breadth of coverage.

Since vendor Web-based databases and order services are emerging and developing constantly, the library practitioner is well-advised to contact favorite vendors for updates on developments. 🐾