Getting started with 9xx/EDI in Unicorn

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Why 9xx/EDI?

• To eliminate repetitive re-keying of born digital data
• To streamline acquisitions workflow
• To improve turn-around time for monograph ordering
Outline

- Part 1: Workflow Implications
- Part 2: Implementation
- Part 3: 9xx/EDI Step by Step
- Part 4: Obstacles & Challenges
- Part 5: Conclusions
Part 1: Workflow Implications
Current Workflow: Collections Librarians

- Paper slips from multiple vendors
- Slips sorted manually
- Slips routed to faculty through campus mail for input.
- Selectors make final purchasing decisions, write fund numbers on paper slips, and send to acquisitions staff.
**Current Workflow: Ordering**

- Manual catalog search for duplicates
- Manual OCLC search for cataloguing copy
- PO’s are manually created in Unicorn
- Manual search of Blackwell’s Collection Manager /YBP GOBI/ or Coutts to finally place orders
Current Workflow: Invoicing

- Item in hand checked against cataloguing copy.
- Orderline is marked as received.
- Invoice manually created in Unicorn based on paper invoice.
- Unicorn invoices are marked as paid.
- Paper invoices are sent to administration office for manual entry into Banner.
Current Workflow: Inefficiencies

• Born-digital data sent to us through snail mail.

• Born-digital data shuttled around through inter-campus mail.

• Results in a huge amount of redundant re-keying of born-digital data.
New Workflow: 9xx/EDI

• Selectors receive electronic notification slips.

• Slips presorted according to desired criteria.

• Slips distributed to multiple faculty reps through email.

• Collections librarians make selection directly in Collection Manager.
New Workflow: 9xx/EDI

- Acquisitions staff batch import CM records into Unicorn using 9xx reports.
- Skeletal bib records, order, and orderline records are automatically created.
- Order records are batch exported to Blackwell’s via EDI.
New Workflow: 9xx/EDI

- Electronic invoice notification arrives through email.
- Electronic invoices are downloaded and batch imported into Unicorn using EDI/X12 reports.
- Invoice lines are automatically loaded & matched to order lines.
New Workflow: 9xx/EDI

• If desired, full MARC records can be delivered and imported to overlay skeletal records.

• TOC’s and other enrichment services.

• Using Perl and API the invoices can be exported and reformatted for automatic load into Banner.
## Workflow Comparison: Keystrokes

<table>
<thead>
<tr>
<th>Current Workflow</th>
<th>9xx/EDI Workflow</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dupes searched in Unicorn</td>
<td>Dupes identified as bibs loaded</td>
</tr>
<tr>
<td>OCLC is searched for copy</td>
<td>Skeletal records provided, full MARC copy available</td>
</tr>
<tr>
<td>Orders keyed into Unicorn</td>
<td>Orders loaded automatically</td>
</tr>
<tr>
<td>Orders searched and placed in vendor system</td>
<td>Orders are placed with vendor automatically</td>
</tr>
<tr>
<td>Invoices are keyed</td>
<td>Invoices loaded automatically</td>
</tr>
<tr>
<td>Invoice is keyed into Banner</td>
<td>Invoices can be automatically extracted for Banner feed</td>
</tr>
</tbody>
</table>
9xx/EDI Pilot Project: Scope

- Single vendor: Blackwell’s North America
- Monograph orders only
- Small group of volunteer selectors and acquisitions staff
EDI Pilot Project: Objectives

- To streamline acquisitions workflow.
- To eliminate re-keying and redundancy.
- To improve order turn-around time.
- To identify EDI challenges in our environment.

* Need to ensure that the EDI pilot would not impact on the regular paper-based ordering and invoicing process.
Part 2: Implementation
Implementation: Collection Manager

• Blackwell’s Collection Manager Export profile.
• Creation of separate EDI account with Blackwell’s
• Configure CM account permissions
• Configure subject profiles for selectors
  – can stipulate grouping, sorting, frequency of slips
  – Selectors are not limited to ordering titles received via slip notification.
Implementation: Unicorn Modules

- Order EDI and the 9XX loader modules (installed and configured by SirsiDynix).
  - Access to the appropriate reports
  - Perl scripts and mapping tables
  - Directory structure for file processing
Implementation: Library Policy

- Library Standard Address Number (SAN) must be added to the acquisition library (QEII) in the library policy record.
Implementation: Vendor Records

• Create duplicate vendor records for each vendor and currency.
  – ACQ-BNA-EDI-USD
  – ACQ-BNA-EDI-GBP

• Be sure to include the library SAN and the vendor SAN in each record.
  – Blackwell's US SAN = 1697048
  – Blackwell's UK SAN = 0012351
Implementation: Vendor Records

- Separate Vendor record for EDI
- Be sure to include your customer number in the basic information section.
Implementation: Vendor Records

• The vendor SAN must be included in the extended information section

<table>
<thead>
<tr>
<th>ALTVDN</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SAN</td>
<td>1697048</td>
</tr>
<tr>
<td>TERMS</td>
<td></td>
</tr>
<tr>
<td>NOTE</td>
<td>X12 CAPABLE</td>
</tr>
<tr>
<td>COMMENT</td>
<td>X12 CAPABLE</td>
</tr>
</tbody>
</table>

Blackwell's US SAN = 1697048
Blackwell's UK SAN = 0012351

• X12 CAPABLE must be included in COMMENT field.
- EDI address information will be supplied by vendor

- EDI reports use the EDI address fields to process x12 order and invoice records
Part 3: 9xx/EDI Step by Step
Exporting 9xx records from vendor

- Selection made directly in vendor interface.
- Electronic selection slips are enriched with TOCs, reviews, author bios.
Exporting 9xx records from vendor

- Selector indicates fund # and holding code for each selected title.

- Titles are marked as “requested” in vendor system.
Exporting 9xx records from vendor

- Acquisitions staff select all records marked as “requested” by a given selector.
- Records are sent to the export queue.
Exporting 9xx records from vendor

- All queued records are batched into a single file for export.

- Staff include their own initials in file name for easy identification later.

- USD & GBP requests must be batched separately.
Exporting 9xx records from vendor

- Staff can view a list of all files available for download.
- Each file contains a batch of request records.
Exporting 9xx records from vendor

- Clicking on the name of a file initiates a download.
- Files are downloaded to local acquisitions workstation.
Exporting 9xx records from vendor

- Downloaded files contain skeletal MARC records with order info in 9xx fields.

Order information is included in tags 960 & 961.
9xx Order Format

- Fund ID, Holding Code, Funded Quantity (segments info) must appear as separate subfields within same tag.

```
.960. |m1|o1|q06-15-06|s79.00|tMain|u72000-65|zUSD
```

- Tag can be repeated to allow for ordering multiple copies from varying funds and/or for different holding codes.

- Unit Price and Currency are optional.
9xx/EDI Ordering: Unicorn Reports

1) Marc Order Import Utility Wizard
2) Load Bibs with Order Info (biborderload)
3) Load Flat Order Records (orderload)
4) Book X12 Orders (bookx12order)
5) EDI File Transmission

Step by step look at 9xx/EDI ordering in Unicorn…
MARC Order Import Utility wizard

- Imports vendors’ MARC records to server
- Order information included in 9xx fields
MARC Order Import Utility wizard

- Source = location of vendor record on C:
- Destination = name of file to be created on server
Load Bibs with Order Info (Biborderbyload)

- Loads skeletal MARC records
- Extracts flat order records from 9xx fields
Load Bibs with Order Info (Biborderload)

• Bibliographic records will be matched according to report criteria: TCN source (e.g. ijl)

• Call number will always be created.

• Can use only AUTO class scheme (e.g. ONORDER)

• If desired, item can be created based on SIRSI holdings entry 999.
Load Bibs with Order Info (Biborderload)

Duplicate Titles in Single File:

• Input file is checked for duplicate titles.
• Only one record will be loaded for a given title.
• Duplicate Title messages will appear in report output.
Load Bibs with Order Info (Biborderload)

Matched Records:

- No “Title control number matching rule” to control whether duplicate bibliographic records are loaded.
- Matched records will be merged & existing 9xx fields overwritten.
Load Bibs with Order Info (Biborderload)

MUN Work-around for Matched Titles:

- Bib records which were matched are noted by staff based on report output.

- Order lines for unintentional duplicates are manually removed after orders are loaded.
Load Bibs with Order Info (Biborderload)

- 999 entry added to each bib record from 9xx fields

LOADED BIB RECORDS
Produced Thursday, 15 June, 2006 at 12:19 PM
000: |aamz 0n
008: |a060404s2006 0 0 eng d
010: |a2005934182
020: |a0761833552|c42.00
040: |aOrLoB|cOrLoB
100: |aScruggs-Leftwich, Yvonne.
245: 10 : |aConsensus and compromise : bcreating the first National Urban Policy under President Carter
260: |bUniv Press of America|c2006
300: |a269 p.
999: |hMAIN

Holding code from 960 |t
Load Bibs with Order Info (Biborderload)

- Order records are extracted from 9xx fields of the skeletal MARC record, and flat order records are created.
Load Bibs with Order Info (Biborderload)

- Report tests order load & identifies order records that are not going to load correctly.

- One orderline per bib record or one order per bib record.

- PO can be auto-generated by Unicorn, or loaded from 9xx fields from vendor.
**Load Bibs with Order Info (Biborderload)**

- Extracted order records are placed in the Marcordimp/Orders directory with a unique file name.

```
*** DOCUMENT BOUNDARY ***
FORM=LDORDER
.VEND_ID. |aACQ-BNA-EDI-USD
.ORDR_LIBR. |aQEII
.FISCAL_CYCLE. |a2007
.ORDR_ID. |aPO-37457
.ORDR_TYPE. |aFIRM
.ORDR_DATE_READY. |a20060615
.ORDR_DATE_MAILED. |a20060615
.LINE_ITEM_BEGIN.
.LINE_ITEM_ID. |a1944190-1001
.LINE_TITLEID. |a0761833552
.LINE_VEND_CURR. |aUSD
.LINE_UNIT_PRICE. |a42.00
.LINE_COPIES. |a1
.LINE_DATE_MAILED. |a20060615
.LINE_XINFO_BEGIN.
.COMMENT. |aLG
.LINE_XINFO_END.
.LINE_ITEM_END.
.FUND_SEGMENT_BEGIN.
.LINE_FUND_ID. |a72000-26
.LINE_FUND_COPIES. |a1
.FUND_SEGMENT_END.
.DIST_SEGMENT_BEGIN.
.HOLDING_CODE. |aMAIN
.DIST_SEGMENT_END.
```
Load Flat Order Records (orderload)

- Loads orders & orderlines created by biborderload report.
Load Flat Order Records (orderload)

Output options allow acq staff to indicate which fields should be included in order & orderline records.
Load Flat Order Records (orderload)

- Funds & vendors are automatically encumbered when orders are loaded.
- Encumbered amount includes orders placed from a particular fiscal cycle that have not yet been invoiced, paid, canceled, or removed.
Load Flat Order Records (orderload)

Overencumbered/Spent Funds

• If Block Over Encumbrance is not selected, the order, orderline, and all fundings and distributions load.

• If Block Over Encumbrance is selected, the order and orderline load, but the funding and associated distributions do not.

• “Test Only” option available in Load Flat Order Records.
Load Flat Order Records (orderload)
Book X12 Orders (BOOKX12ORDER)

- Prepares the Unicorn PO in an X12 formatted file for the vendor.
Book X12 Orders (BOOKX12ORDER)

- Selects orders based on date created, vendor, and the string “X12 capable” in the vendor COMMENT field.
Book X12 Orders (BOOKX12ORDER)

- REC_TRANS  850:bookorder.map
- /Unicorn/Edi/Data/bookorder.map
- Encodes Sirsi PO elements into x12 standard formatting.
Book X12 Orders (BOOKX12ORDER)

• /Unicorn/Edi/Outgoing/15425/1002.x12
• PO & orderline information is included to enable invoice matching.

ISA*00*  *00*  *ZZ*3666646  *ZZ*1697048  *060615*172
7*U*00306*000001002*1*P*~>GS*PO*3666646*1697048*060615*1727*1002*X*003060
~ST*850*100200001~BEG*00*NE*2007-PO-37457** 060615~REF *IT*3666646~N1*BS*
Queen Elizabeth II Library*91*3666646~N4*St. John's, NL**A1B 3Y1

~PO1*1*1*EA*46.16*PE*IB*0761833552~PID*F*08*ZZ*A1*Scruggs-Leftwich,
Yvonne.~PID*F*08*ZZ*T1*Consensus and compromise : creating the first National Urban
Policy under Presid~PID*F*08 *ZZ*T2*ent Carter~REF*CR*1

~PO1*2*1*EA*27.48*PE*IB*0802714617~PID*F*08*ZZ*A1*DiSilvestro, Rog
er L.~PID*F*08*ZZ*T1*In the shadow of Wounded Knee : the untold final chapter of the
Indian Wars / Ro~PID*F*08*ZZ*...
Book X12 Orders (BOOKX12ORDER)

X12 records are written to /Unicorn/Edi/Outgoing/vendorkey

/s/sirsi/Unicorn/Edi/Outgoing/15425
= all orders for Blackwell’s (USD)

/s/sirsi/Unicorn/Edi/Outgoing/15426
= All orders for Blackwell’s (GBP)
Book X12 Orders (BOOKX12ORDER)

Adds record of x12 file creation to /Unicorn/Edi/Data/translist:

1051|15425|7|O|200607201200|000000000000|N|

1051 = x12 file name 1051.x12
15425 = /s/sirsi/Unicorn/Edi/Outgoing/15425 (Blackwell’s USD)
O = Outgoing
200607201200 = date x12 file created
000000000000 = date file sent (never)
EDI File Transmission

- Sends X12 order records to vendor’s ftp server.

- Selects all records for vendor with SAN 1697048 (Blackwell’s USD).
EDI File Transmission

- Selects vendor key for vendor with SAN 1697048 (Blackwell’s USD) = 15425

- Reads translist for all files from 15425, of type order (O), with a date sent of 000000000000

  1051|15425|7|O|200701031334|000000000000|N|

- Locates appropriate X12 order files for upload:
  /Unicorn/Edi/Outgoing/1051.x12
EDI File Transmission

• Uses receive script from vendor EDI address XFER_SCR field (/Unicorn/Edi/Scripts/ftpsendblackwell.pl)

• Script creates connection with vendor FTP server based on variables in EDI address

  .XFER_ADDR. = vendor ftp server address
  .XFER_USER. = ftp username
  .XFER_PASS. = ftp password
  .XFER_MODE. = ASCII or BIN
  .FTP_PASS. = use passive ftp?
EDI File Transmission

- Updates EDI translist entry with date file was sent.

1051|15425|7|O|200701031334|200701031334|N|
Vendor Acks Receipt of Orders

TO: TMUN-E - MEMORIAL UNIVERSITY OF NEWFOUNDLAND - ACQUISITIONS

We have received and are processing the following order(s) for you.

<table>
<thead>
<tr>
<th>QTY</th>
<th>ISBN</th>
<th>ISBN13</th>
<th>TITLE</th>
<th>CUST</th>
<th>PO#</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>9780819567741</td>
<td></td>
<td>Glamour addiction : inside the</td>
<td></td>
<td>2007-PO-39329</td>
</tr>
<tr>
<td>1</td>
<td>9780742542679</td>
<td></td>
<td>Science of God : truth in the</td>
<td></td>
<td>2007-PO-39329</td>
</tr>
<tr>
<td>1</td>
<td>9780802094247</td>
<td></td>
<td>A history of Canadian legal th</td>
<td></td>
<td>2007-PO-39329</td>
</tr>
<tr>
<td>1</td>
<td>9780802039026</td>
<td></td>
<td>International law and indigeno</td>
<td></td>
<td>2007-PO-39329</td>
</tr>
<tr>
<td>1</td>
<td>9781933146294</td>
<td></td>
<td>Reading America : text as a cu</td>
<td></td>
<td>2007-PO-39329</td>
</tr>
<tr>
<td>1</td>
<td>9780802094568</td>
<td></td>
<td>Hunting the 1918 Flu : One Sci</td>
<td></td>
<td>2007-PO-39329</td>
</tr>
<tr>
<td>1</td>
<td>9780807830369</td>
<td></td>
<td>The American Civil Liberties U</td>
<td></td>
<td>2007-PO-39329</td>
</tr>
<tr>
<td>1</td>
<td>9780226238043</td>
<td></td>
<td>Sloan rules : Alfred P. Sloan</td>
<td></td>
<td>2007-PO-39330</td>
</tr>
<tr>
<td>1</td>
<td>9780415348058</td>
<td></td>
<td>Managing modernity : politics</td>
<td></td>
<td>2007-PO-39330</td>
</tr>
<tr>
<td>1</td>
<td>9780335212576</td>
<td></td>
<td>Understanding drugs, alcohol a</td>
<td></td>
<td>2007-PO-39330</td>
</tr>
<tr>
<td>1</td>
<td>9780415333856</td>
<td></td>
<td>Restructuring the Chinese city</td>
<td></td>
<td>2007-PO-39330</td>
</tr>
</tbody>
</table>
EDI Invoicing: Unicorn Reprts

1) EDI File Retrieval Via FTP (ediretrieveftp)
2) EDI File Receiving (edireceive)
3) Book X12 Invoices (BOOKX12INVOICE )

Step by step look at EDI invoicing in Unicorn…
Vendor notification: EDI invoices

From: techserv@blackwell.com
Sent: Tuesday, September 05, 2006 3:20 PM
To: Goddard, Lisa
Subject: XIO File Is Ready

Your data is now available to be retrieved via ftp from bnaftp.blackwell.com. Details for the file follow:

EDI X12 Invoices

Segment count: 33
byte count: 2,640
File name: DYV960.XIO01.TMUN-E.D03SEP06

Remember to exclude the UserID (i.e., the first six characters of the file name) when using the file name with the GET command.
EDI FILE RETRIEVAL Via FTP (ediretrieveftp)

- Selects vendors according to report criteria
- Connects to vendor server and downloads X12 invoice files
EDI FILE RETRIEVAL Via FTP (ediretrieveftp)

• Uses receive script from vendor EDI address RCPT_SCR field (/Unicorn/Edi/Scripts/ftpreceiveblackwell.pl)

• Script creates connection with vendor FTP server based on variables in EDI address
EDI FILE RETRIEVAL Via FTP (ediretrieveftp)

Checking for EDI files at ACQ-BNA-EDI-USD.

... 
Connecting to host bbsftp.blackwell.com
Receiving file(s) into the INBOX...
File XIO01.TMUN-E.D03SEP06:  
  Downloaded to ftp_PfYhya.x12.
  Deleted from remote server.
1 file(s) retrieved.
File XIO01.TMUN-E.D10SEP06:  
  Downloaded to ftp_RZabEa.x12.
  Deleted from remote server.
2 file(s) retrieved.
EDI FILE RETRIEVAL Via FTP (ediretrieveftp)

Vendor X12 files are written to /Unicorn/Edi/Incoming

ISA*00* 00* ZZ*1697048 ZZ*3666646 061210*203
0*U*00306*00000031*0*P*~^GS*IN*1697048*3666646*061210*203
0*20*X*003060^ST*810*0 00000026^BIG*061204*10765360^N1*BY
**91*TMUN-E^N1*SE**ZZ*1697048^ITD*01*3****070118*45^ IT1*
1*1*EA*79**IB*141292555X*EN*9781412925556*VN*23144431*PO*
2007-PO-38853^PID*F**ZZ*A1*Coman, Mihai.^PID*F**ZZ*T1*Media
anthropology^PID*F**ZZ*B4*HBK^REF*CR*1^IT1*2*1*EA*50.44**IB*
1558609016*EN*9781558609013*VN*25727008*PO*2007-PO-38
856^PID*F
EDI File Receiving (edireceive)

- Reformats X12 invoice for load into Unicorn.
- Must include vendor fiscal cycle in selection criteria
EDI File Receiving (edireceive)

- REC_TRANS field (810:bookinv.rmap)
- /Unicorn/Edi/Data/bookinv.rmap
- Decodes X12 invoice file into flat file formatted for load into Unicorn.
EDI File Receiving (edireceive)

- Formatted invoice is written to /Unicorn/Edi/Receive/

```
.INVOICE_DATE. 061204
.INVOICE_ID. 10765360
.INVLINE_COPIES. 1
.UNIT_PRICE. 79.00
.ORDERLN_NUM. 1
.ISBN. 141292555X
.ISBN. 9781412925556
.ORDER_FC_ID. 2007-PO-38853
.INVLINE_COPIES. 1
.UNIT_PRICE. 50.44
.ORDERLN_NUM. 2
.ISBN. 1558609016
.ISBN. 9781558609013
.ORDER_FC_ID. 2007-PO-38856
```

Invoice contains PO information for matching invoice lines against order lines
Book X12 Invoices (BOOKX12INVOICE)

- Updates translist, one line per invoice received

1046|15425|10||200611291338|000000000000|N|
Book X12 Invoices (BOOKX12INVOICE)

- Loads X12 invoices
- Must include fund ID to which shipping/handling and tax lines will be written
Book X12 Invoices (BOOKX12INVOICE)

- Output options determine what information is included in invoice & invoice lines
Book X12 Invoices (BOOKX12INVOICE)

- Checks translist for any invoices (fourth field = I) with a date loaded of 000000000000 (never)

1046|15425|10|I|200611291338|00000000000000|N|
Book X12 Invoices (BOOKX12INVOICE)

- Loads invoices and invoice lines.
- Updates translist entry with date loaded.
- Output details all invoices created, and the orderlines with which they are associated.
Book X12 Invoices (BOOKX12INVOICE)

Invoice is now ready for processing in Unicorn.
Data Feed: Unicorn to Banner

- Sel script to select all invoice records from ACQ-BNA-EDI-USD.
- Invoice selection according to invoice date.
- Invoices output to flat ASCII file.
Data Feed: Unicorn to Banner

Invoice ID: 10765361
Vendor ID: ACQ-BNA-EDI-USD

currency: USD

- invoiced: $61.81 total paid: $0.00
- (invoiced: $71.36 total paid: $0.00)

dates--
- DATE CREATED: 19/12/2006 date modified: 19/12/2006
date invoiced: 4/12/2006

---------------------------------------------------------------

1) Order Line

- exchange: .8660
  - invoiced: $21.10 total paid: $0.00
  - (invoiced: $24.36 total paid: $0.00)

Fund: 72000-99 copies: 1 amt: $24.36
Data Feed: Unicorn to Banner

Perl script to parse pertinent data elements out of invoice:

<table>
<thead>
<tr>
<th>Vendor ID</th>
<th>Vendor Inv. #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice Date</td>
<td>Vendor Name</td>
</tr>
<tr>
<td>Seq #</td>
<td>Tax Type</td>
</tr>
<tr>
<td>Payment Due</td>
<td>Inv .Total Before Taxes</td>
</tr>
<tr>
<td>Currency</td>
<td>Fund</td>
</tr>
</tbody>
</table>
Data Feed: Unicorn to Banner

Perl script combines these fields with other data elements necessary for Banner feed.

- Document Code (Assigned by Financial Services)
- Record Type Indicator (Constant)
- Invoice Type (Constant)
- Organization Number (Constant)
- Program Code (Constant)
- PO Liquidation Indicator (Constant)
Data Feed: Unicorn to Banner

- Outputs delimited file with all necessary elements.
- Each line represents a single invoice.

I71370011,1,INNI,Blackwells,0001697048,10272006,000000006181,100001,41730,72000,3100,10765361,11272006,N,HH

Document Code, Record Type Indicator, Invoice Type, Commodity Description, Vendor ID, Invoice Date, Transaction Amount, Fund Code, Org. Code, Account Code, Program Code, Vendor Invoice Number, Due Date, PO Liquidation Indicator, Tax Group
Data Feed: Unicorn to Banner

• Banner AP Header added to each feed file:

  UNICFEED,0,UNIP01,10282006,0000000006181,Unicorn Feed
  BNA,06

  System Identification, Record Type Indicator, Batch Identifier, Batch
  Date, Batch Amount, Batch Description, Bank Code

• Feed FTP’d to Banner Server at Financial Services.
Part 4: Identified Obstacles & Challenges
Implementation Challenges

• Acquisitions Workflow
  – Cannot easily recreate paper-based workflow in electronic environment
  – Substantially changes work processes of acquisitions staff
Implementation Challenges

• Systems support
  – Implementation requires substantial planning and coordination by Systems division

• Training needs
  – For selectors to place requests in vendor interfaces
  – For acquisitions staff to learn new processes
Implementation Challenges

• De-duping of orders
  – No easy way to test for duplicate bibliographic record before loading orders.
  – Ideally the vendor interface would provide an ISBN search link to catalogue.
Implementation Challenges

• Multiple vendors
  – MUN currently divides monograph orders among three major vendors: Blackwell’s, YBP, Coutts
  – Acq staff usually select vendor to meet quotas
  – 9xx orders are made from the vendor native interface by selector
  – Slip de-duping between vendors
Part 5: Conclusions
Conclusions

• Potential for streamlining business processes.

• Need to revisit processes and policies which were developed in paper-based environment.

• Need to consider cost/benefit of purchasing full MARC records & TOC enrichment from vendor.

• Implementation requires significant investment of time and interdepartmental co-operation.