Getting started with 9xx/EDI in Unicorn

Lisa Goddard

Memorial University of Newfoundland Libraries

February 20th, 2007

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 fro manual entry into Banner.

Current Workflow: Inefficiencies

- Born-digital data sent to us through snail mail.
- Born-digital data shuttled around through intercampus mail.
- Results in a huge amount of redundant re-keying of born-digital data.

- 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.

- 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.

- 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.

- 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

Current Workflow	9xx/EDI Workflow
Dupes searched in Unicorn	Dupes identified as bibs loaded
OCLC is searched for copy	Skeletal records provided, full MARC copy available
Orders keyed into Unicorn	Orders loaded automatically
Orders searched and placed in vendor system	Orders are placed with vendor automatically
Invoices are keyed	Invoices loaded automatically
Invoice is keyed into Banner	Invoices can be automatically extracted for Banner feed

COLORADO SPRINGS, CO

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

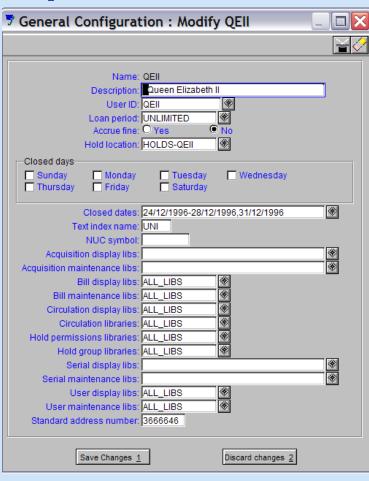
Implementation: Collection Manager

- 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

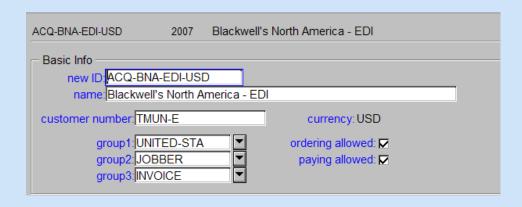


Library Standard Address
Number (SAN) must be
added to the acquisition
library (QEII) in the library
policy record.

Implementation: Vendor Records

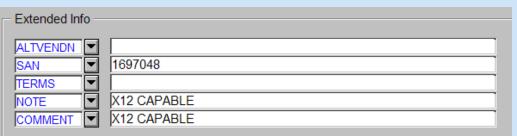
- Create duplicate vendor records for each vendor and currency.
 - ACQ-BNA-EDI-USD
 - ACQ-BNA-EDI-GBP
- Be sure to include the library SAN and the vendor SAN in each record.
 - Blackwell's US SAN = 1697048
 - Blackwell's UK SAN = 0012351

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

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

 X12 CAPABLE must be included in COMMENT field.



SuperConference 2007

COLORADO SPRINGS, CO

EDI ADDRESS	
DOWNDIR -	
DOWNFILE -	UNIQUE
UPDIR 🔽	
UPFILE 🔽	UNIQUE
RCPT_MTH	FTP
SENDER_ID	1697048
REC_TRAN	810:bookinv.rmap
REC_TRAN	850:bookorder.map
XFER_USE	dyv960
XFER_PAS	
RCPT_SCR ▼	ftpreceiveblackwell
FTP_PASS	NO
TRANSTYP ▼	BOOK
X12_ISA01	00
X12_ISA02	
X12_ISA03 ▼	00
X12_ISA04 ▼	
X12_ISA05	ZZ
X12_ISA06	3666646
X12_ISA07	ZZ
X12_ISA08	1697048
X12_ISA11	U
X12_ISA12	00306
X12_ISA14	1
X12_ISA15	P
X12_ISA16	076
X12_GS02 ▼	3666646
X12_GS03 ▼	1697048
X12_GS07 ▼	X
X12_GS08 ▼	003060
X12_DESEP ▼	052
X12_SEGTR ▼	176
XFER_ADD	bbsftp.blackwell.com
XFER_SCR	ftpsendblackwell
XFER_MOD	ASCII

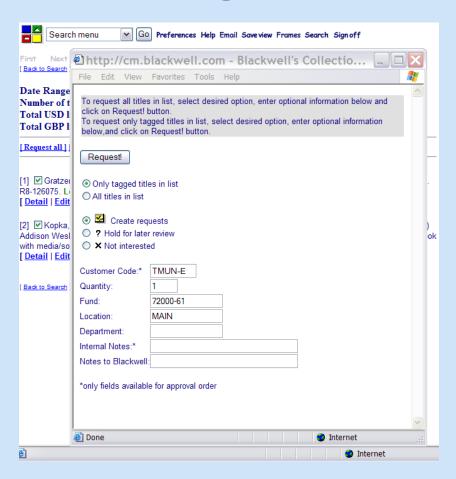
- EDI address information will be supplied by vendor
- EDI reports use the EDI address fields to process x12 order and invoice records

Part 3: 9xx/EDI Step by Step

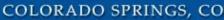


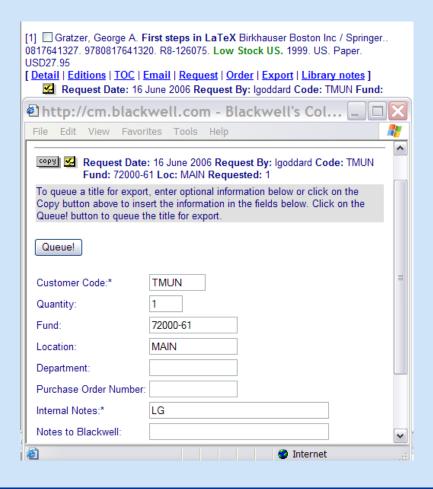


- Selection made directly in vendor interface.
- Electronic selection slips are enriched with TOCs, reviews, author bios.



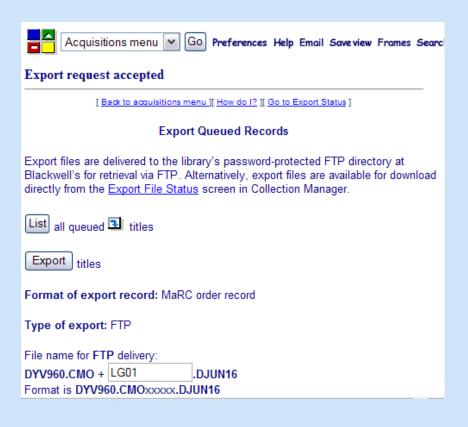
- Selector indicates fund # and holding code for each selected title.
- Titles are marked as "requested" in vendor system.





- Acquisitions staff select all records marked as "requested" by a given selector.
- Records are sent to the export queue.





- 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.

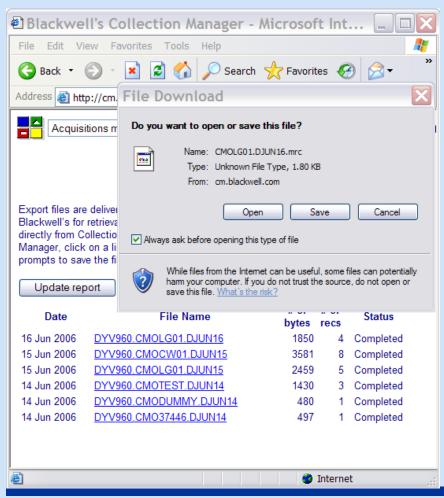




- Staff can view a list of all files available for download.
- Each file contains a batch of request records.



COLORADO SPRINGS, CO



- Clicking on the name of a file initiates a download.
- Files are downloaded to local acquisitions workstation.



COLORADO SPRINGS, CO

Exporting 9xx records from vendor

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

```
size=425 last=11 # tags=11
abs=1 num=000 start=88 len=9 amz 0n
abs=2 num=008 start=97 len=42 060421s2006 0
0 eng d
                                                                   960 & 961.
abs=3 num=010 start=139 len=15 2005036606
abs=4 num=020 start=154 len=19 1594549052|c79.00
abs=5 num=040 start=173 len=14 OrLoB|cOrLoB
abs=6 num=100 start=187 len=17 Killion, Ulric.
abs=7 num=245 start=204 len=94 12A modern Chinese journey to the
West: |beconomic globalization and dualism /|cUlric Killion.
abs=8 num=260 start=298 len=27 |bNova Science Pubs|c2006
abs=9 num=300 start=325 len=8 252 p.
abs=10 num=960 start=333 len=46 |m1|o1|q06-15-06|s79.00|tMain|u72000-65|zUSD
abs=11 num=961 start=379 len=34 |fcdoody|hC2#VL595994 |iVL595994
```

Order information is included in tags

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

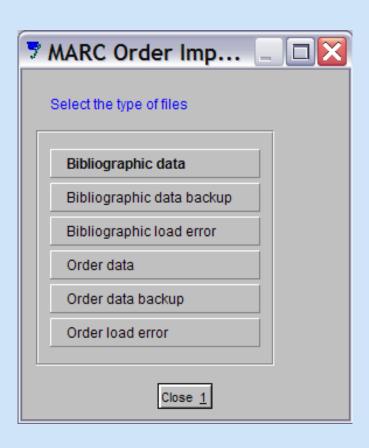
- Tag can be repeated to allow for ordering multiple copies from varying funds and/or for different holding codes.
- Unit Price and Currency are optional.

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

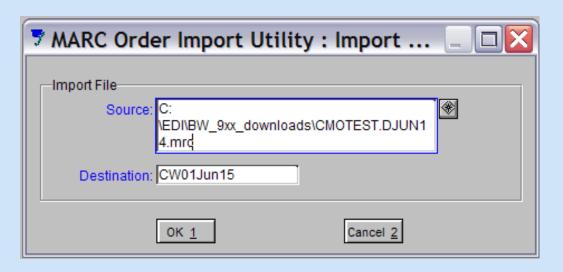
Step by step look at 9xx/EDI ordering in Unicorn...

MARC Order Import Utility wizard



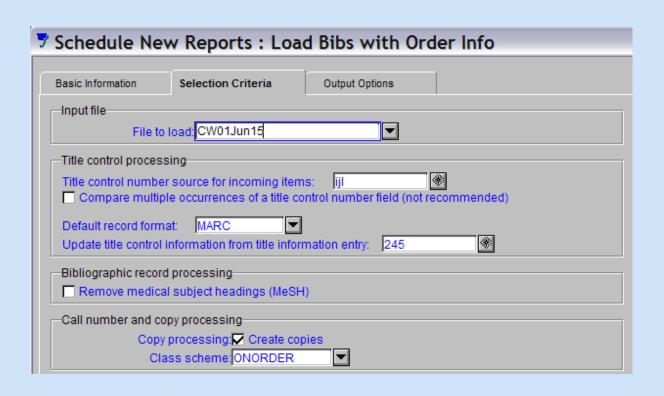
- Imports vendors' MARC records to server
- Order information included in 9xx fields

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 (Biborderload)



- Loads skeletal MARC records
- Extracts flat order records from 9xx fields

- 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.

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.

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.

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.

SuperConference 2007

COLORADO SPRINGS, CO

Load Bibs with Order Info (Biborderload)

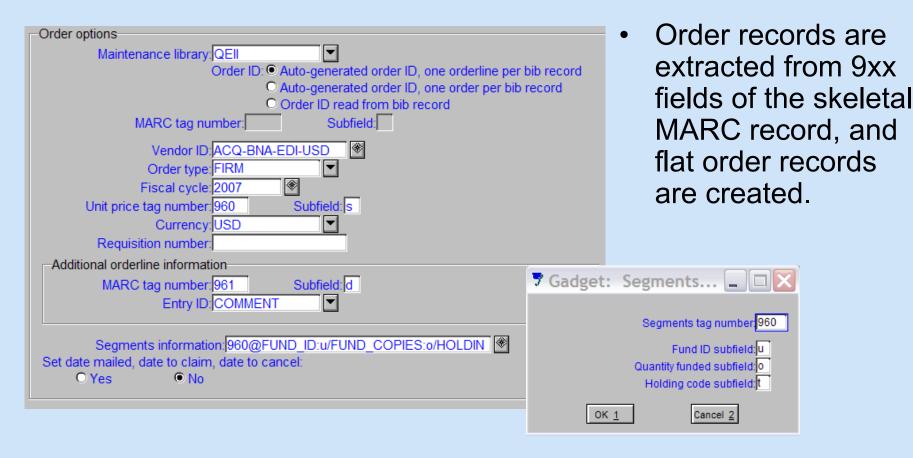
999 entry added to each bib record from 9xx fields

```
LOADED BIB RECORDS
Produced Thursday, 15 June, 2006 at 12:19 PM
000: : laamz 0n
008: : |a060404s2006 0 0 eng d
010: : la2005934182
020: : |a0761833552|c42.00
040: : |aOrLoB|cOrLoB
100: : |aScruggs-Leftwich, Yvonne.
245: 10 : |aConsensus and compromise :|bcr Gadget: Segments...
National Urban
Policy under President Carter
                                                           Segments tag number: 960
260: : |bUniv Press of America|c2006
                                                              Fund ID subfield: u
300: : |a269 p.
                                                           Quantity funded subfield: 0
                        Holding code
                                                            Holding code subfield:t
999: : | hMAIN
                        from 960 |t
                                                       OK 1
                                                                Cancel 2
```

SuperConference 2007

COLORADO SPRINGS, CO

Load Bibs with Order Info (Biborderload)

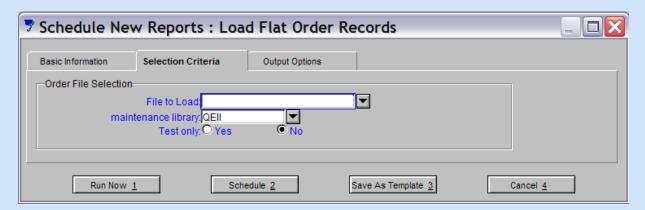


- Report tests order load & identifies order records that are not going to load correctly.
- One orderline per bib record or one order per bib record.
- PO can be auto-generated by Unicorn, or loaded from 9xx fields from vendor.

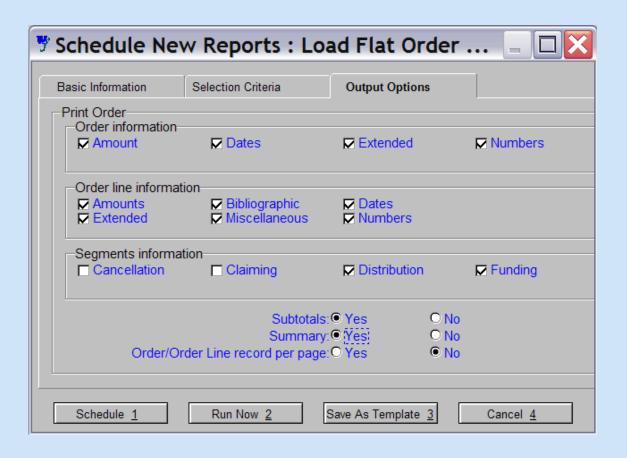


 Extracted order records are placed in the Marcordimp/Orders directory with a unique file name.

*** DOCUMENT BOUNDARY *** .LINE COPIES. |a1 FORM=LDORDER .LINE DATE MAILED. |a20060615 .VEND ID. |aACQ-BNA-EDI-USD .LINE XINFO BEGIN. .ORDR LIBR. |aQEII .COMMENT. |aLG .FISCAL CYCLE. |a2007 .LINE XINFO END. .ORDR ID. |aPO-37457 .LINE ITEM END. .ORDR TYPE. |aFIRM .FUND SEGMENT BEGIN. ORDR DATE READY. |a20060615 .LINE FUND ID. |a72000-26 ORDR DATE MAILED. |a20060615 .LINE FUND COPIES. |a1 .LINE ITEM BEGIN. .FUND SEGMENT END. .LINE ITEM ID. |a1944190-1001 .DIST SEGMENT BEGIN. .HOLDING CODE. JaMAIN .LINE TITLEID. |a0761833552 .LINE VEND CURR. |aUSD .DIST SEGMENT END. .LINE UNIT PRICE. |a42.00

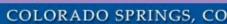


 Loads orders & orderlines created by biborderload report.



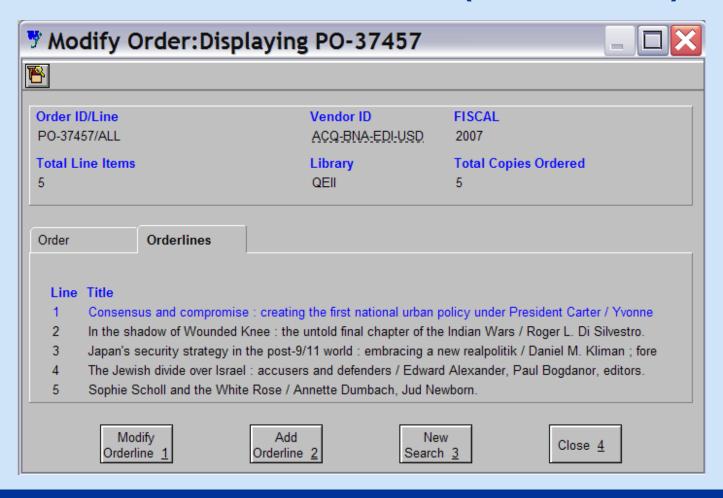
Output options allow acq staff to indicate which fields should be included in order & orderline records.

- 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.



Overencumbered/Spent Funds

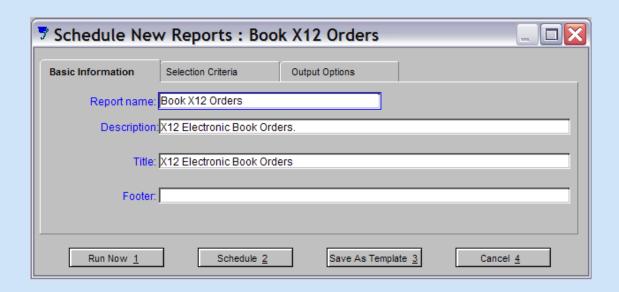
- If Block Over Encumbrance is not selected, the order, orderline, and all fundings and distributions load.
- If Block Over Encumbrance is selected, the order and orderline load, but the funding and associated distributions do not.
- "Test Only" option available in Load Flat Order Records.





COLORADO SPRINGS, CO

Book X12 Orders (BOOKX12ORDER)

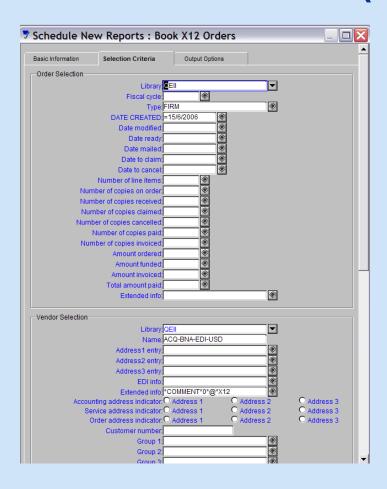


 Prepares the Unicorn PO in an X12 formatted file for the vendor.



COLORADO SPRINGS, CO

Book X12 Orders (BOOKX120RDER)



 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*366646 *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*...



COLORADO SPRINGS, CO

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|0|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

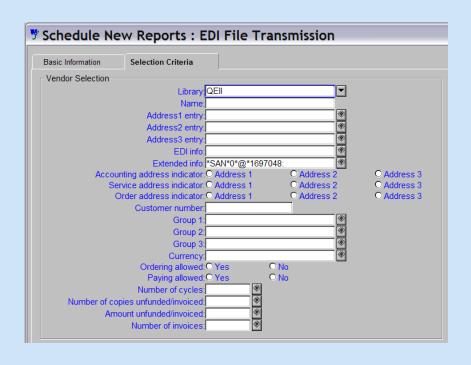
00000000000 = date file sent (never)



SuperConference 2007

COLORADO SPRINGS, CO

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 00000000000
 - 1051|15425|7|0|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|0|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.

QTY	ISBN	ISBN13	TITLE	CUST	PO#
1	97808	19567741 Gla	mour addictio	n : inside the 20	007-PO-39329
1	97807	42542679 Sci	ence of God:	truth in the 200	07-PO-39329
1	97808	02094247 A h	istory of Cana	adian legal th 20)07-PO-39329
1	97808	02039026 Inte	ernational law	and indigeno 2	007-PO-39329
1	97819	33146294 Rea	ading America	a : text as a cu 2	2007-PO-39329
1	97808	02094568 Hui	nting the 1918	Flu : One Sci 2	2007-PO-39329
1	97808	07830369 The	e American Ci	vil Liberties U 2	007-PO-39329
1	97802	26238043 Slo	an rules : Alfre	ed P. Sloan 20	07-PO-39330
1	97804	15348058 Ma	naging moder	nity: politics 20	007-PO-39330
1	97803	35212576 Und	derstanding d	rugs, alcohol a	2007-PO-39330
1	97804	15333856 Res	structuring the	Chinese city 2	007-PO-39330

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

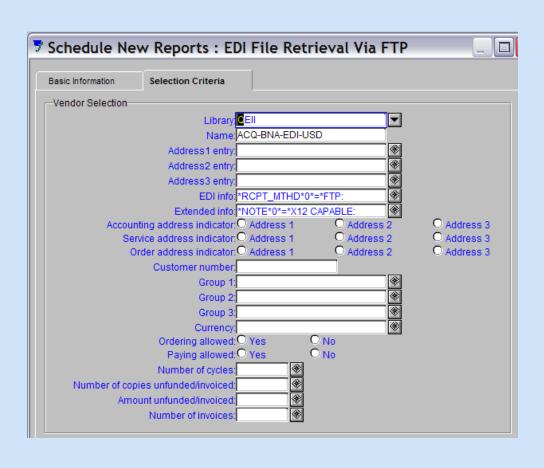
Segment count: 33

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



COLORADO SPRINGS, CO

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

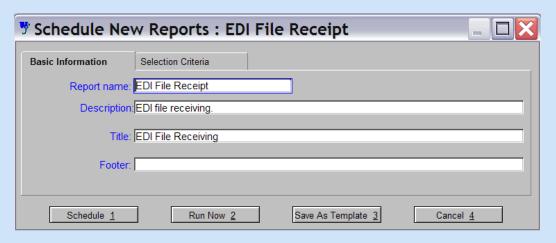
ISA*00* *00* *ZZ*1697048 *ZZ*3666646

*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*SEZZ*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.



COLORADO SPRINGS, CO

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

JSBN, 9781558609013

.ORDER_FC_ID. 2007-PO-38856

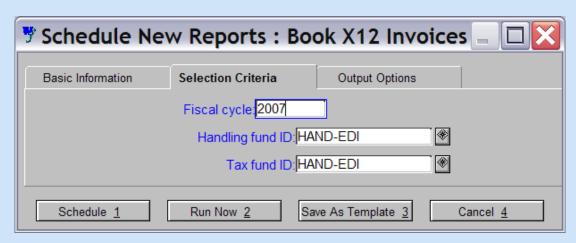
Invoice contains PO information for matching invoice lines against order lines

Book X12 Invoices (BOOKX12INVOICE)

Updates translist, one line per invoice received

1046|15425|10|I|200611291338|000000000000|N|

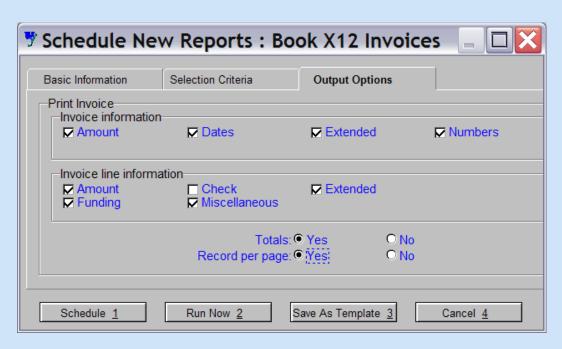
Book X12 Invoices (BOOKX12INVOICE)



- 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 00000000000 (never)

1046|15425|10|I|200611291338|000000000000|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.

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

```
Invoice ID:10765361
                                Vendor ID:ACQ-BNA-EDI-USD
currency:USD
    invoiced:$61.81
                             total paid:$0.00
                             total paid:$0.00
    (invoiced:$71.36
dates--
  DATE CREATED: 19/12/2006 date modified: 19/12/2006 date
invoiced:4/12/2006
       Order Line
1)
.block
                       exchange:.8660
    invoiced:$21.10
                             total paid:$0.00
    (invoiced:$24.36
                             total paid:$0.00
                        copies:1 amt:$24.36
Fund:72000-99
```

Perl script to parse pertinent data elements out of invoice:

Vendor ID	Vendor Inv. #
Invoice Date	Vendor Name
Seq#	Tax Type
Payment Due	Inv .Total Before Taxes
Currency	Fund

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)

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

I71370011,1,INNI,Blackwells,0001697048,10272006, 00000006181,100001,41730,72000,3100,10765361,11272006,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

Banner AP Header added to each feed file:

UNICFEED,0,UNIP01,10282006,000000006181,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

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

- 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

- 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.

- 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.