

REVIEWS

Patron-Driven Acquisitions: Current Successes and Future Directions. Edited by JUDITH M. NIXON, ROBERT S. FREEMAN, and SUZANNE M. WARD. New York: Routledge, 2011. Pp. vi+145. \$125.00 (cloth). ISBN: 978-0-415-61870-0.

We can't predict the future, but we can extrapolate future trends from historical data. *Patron-Driven Acquisitions: Current Successes and Future Directions* assimilates ten years of research data to trace the movement to purchase, rather than borrow, books requested by patrons. Analysis of the data tells a compelling story that confirms patrons can positively contribute to collection development. As e-books become more accessible, patrons have new expectations that are pushing libraries to reevaluate their current workflows to better meet patrons' immediate needs. With limited budgets, balancing this short-term demand with long-term needs is challenging collection philosophies. These topics and more are investigated throughout the book. Previously published as part of a special issue of *Collection Management*, the editors bring together in a single volume various patron-driven acquisition (PDA) case studies backed by data, methods, critical evaluations, and acute perspectives of what it means to patrons, collections, and librarianship.

This rich array of scholarship explores critical issues surrounding PDA programs. The works in this book are organized into three major categories: practice in print-based patron-driven acquisition, early implementation of e-book patron-driven acquisition, and innovative concepts for involving patrons in the collection development process (p. 4). Although all of the articles in the book contribute to the PDA framework, they each make unique contributions to these overall themes. Taken together, the selections in the book provide a coherent picture of the history, successes, problems, current trends, and opportunities libraries face in tailoring and implementing PDA programs.

In the introduction and literature review, studies from the 1970s through 2009 are used to lay the foundation of why and how collection development has moved from a "just in case" to a "just in time" inventory model. The forces of change are energized by low monograph usage statistics, deteriorating budgets, repurposing of library space, and the move from print to electronic formats. The editors point out that traditional collection development selection decisions are based on past data that "[miss] the moment of need" for patrons (p. 2). This background information builds a solid base for framing the three sections of the book.

The three editors are Purdue University librarians who coauthored "Buy, Don't Borrow: Bibliographers' Analysis of Academic Library Collection Development through Interlibrary Loan Requests" (Kristine J. Anderson et al., *Collection Management* 27, nos. 3/4 [2002]: 1-12). This book-on-demand program has now been in use for almost ten years and resulted in nearly 10,000 books being added to the collection as a result of interlibrary loan patron requests (p. 8).

The first three out of thirteen papers in the book analyze this decade of data from a liberal arts (part 1) and science and technology (part 2) angle, along with an in-depth study of circulation statistics (part 3). The comprehensive charts and summaries distinctly illustrate the details of the study including PDA user status, departments, disciplines, subjects, costs, user satisfaction, press types, and publish-

ers. Reviews by the bibliographers confirm that the PDA selections were deemed within the scope of the library collection.

One of the more interesting observations from this decade of data is that PDAs can expand the cross-disciplinary nature of the collection and expose emerging and interdisciplinary topics. The chapter on “Liberal Arts Books on Demand” concludes that “the bibliographers saw subject interest in related or tangential fields that indicated strong cross-disciplinary interest” (p. 14). The chapter on “Science and Technology Books on Demand” concludes that the books “in many cases identified emerging or interdisciplinary topics” (p. 24). Patron selection of these cross-disciplinary titles can fill voids in the collection that can be missed by approval plans or needed by users outside a subject specialist’s department. Being able to detect new research areas is valuable information that collection and subject librarians can use to improve teaching and research resources and services.

The next nine articles were selected from a call for papers from authors that represent American academic libraries. Unfortunately, there were no papers submitted from public and special libraries and only a few from international libraries. The selected papers represent PDA programs, workflows, collaborative opportunities, and their impact on the changing roles of librarians in collection development. In addition to Purdue University, these articles include programs implemented at the University of Nevada–Reno, Washington State University–Vancouver, University of Nebraska–Lincoln, University of Illinois–Urbana, Ohio State University, University of Denver, Ohio State University, State University of New York, University of California, Santa Barbara, and Texas A&M University.

Chapters 5, 6, and 7 complement Purdue’s research with studies that support acquiring print books through interlibrary loan. In “Just How Right Are the Customers,” the authors quantify the relative performance of their PDA program with statistical measurements that confirm the PDA titles had better use value, topical use, and circulation rates. In “Own Not Loan,” the authors explain how a failed PDA program became successful by redesigning the process workflow. In “Just Passing Through,” the authors address how to overcome the budget and workflow concerns that often restrict libraries from implementing purchase-on-demand programs. These three chapters provide assessment tools, design criteria, and recommended workflows as models to tailor PDA programs.

The next section of the book, “Acquiring Patron-Selected E-Books,” exposes how changes in publishing and formats allow us to rethink how we purchase books. Erupting from the e-book explosion is a splattering of business models with inconsistent user features. In “Resolving the Challenge of E-Books,” the authors highlight the current publishing, format, lending, and user limitations that need to be resolved to accelerate adoption of PDA e-book programs. In “Developing a Multifformat Demand-Driven Acquisition Model,” the author advocates for a patron-driven model where approval plan books in both print and electronic formats are loaded into the catalog and purchased only when they are selected by a patron. Understanding the immaturities of e-book business models and experimenting with new ways to involve patrons can provide useful information for developing new concepts for e-book PDA programs.

Especially helpful for libraries considering e-book PDAs is the chapter “Patron-Initiated Collection Development: Progress of a Paradigm Shift.” The authors provide a historical basis for their collection development philosophy, facts about their interlibrary loan purchase-on-demand program, and criteria and testing done on e-book PDA pilots. Project management considerations such as setting up e-book portfolios, duplication problems, usage monitoring, and fund limitations are in-

corporated. The most interesting part of this article is the discussion about the role of collection development librarians in the age of patron-driven access where there is a gap between collection-building philosophies and immediate information needs. This comprehensive article provides an exceptional overview of the programs and philosophies behind the paradigm shift to patron input into e-book purchasing.

How does patron-driven acquisition link to other library services? The last section of the book, "Innovative Services/New Directions," addresses this question by considering more than the end product of purchasing books. It examines the broader context of PDA and how improving processes, building an administrative infrastructure, and transforming librarians' roles are needed to facilitate the shift to integrate PDA models. Essays include case studies on implementing software to streamline workflows, bringing collection development to students in the classroom, and realigning fund structures to facilitate purchase requests. As patrons get more involved in the selection process, collection librarians have more time to offer new or enhanced services that are a natural fit with their skill sets. The authors share their thoughts on potential roles collection librarians could explore in expanding e-data, academic liaison, research, teaching, mentoring, or governance services.

The variety of works in the book illustrates how patrons' involvement in material selection can complement other collection development efforts, improve patron satisfaction, and increase circulation. Although the book is heavily weighted with six out of thirteen chapters devoted to acquiring print books through interlibrary loan, these chapters do provide a historical foundation with a persuasive argument for PDA programs. Facets appreciated in the book include process and workflow redesign ideas, bibliographers' evaluation of patron selections, and honest input from librarians on what the changes mean to them. Librarians new to PDA programs or who want to understand the history behind the PDA movement will find this book especially useful. The momentum for new PDA models continues to build as users not only demand immediate access to books but now also include requests for formats that fit their technologies. The success stories in this book are blueprints for libraries to benchmark as they design and build new PDA programs aligned with their own immediate and future goals in mind.

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QUERIES TO THE AUTHOR

q1. “splattering” isn’t in the dictionary. Do you mean “smattering,” which means “a small, scattered number”?