

BiblioSuggest

The BiblioSuggest module offers solutions to common challenges libraries face when managing patron suggestions. The module aims to enrich community involvement and collection development in a way that is efficient, equitable, and a great user experience.



The Suggest for Purchase feature has been instrumental in ensuring we provide our library patrons with an easy to use and seamless method of contributing to the development of our collections.

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For Patrons

Encourage patrons to help build their library collection.

Efficient

- Saves staff time by automating processes, eliminating redundant requests, and managing communication with patrons.

Equitable

- A highly visible system that is easily accessible by all patrons from multiple entry points within the catalog.
- All patrons have the ability to submit the same number of requests per month, ensuring you are meeting a wide range of patron requests, and not only those of a select few.

A Great User Experience

- Patrons stay within the catalog experience.
- Patrons always receive a response to their suggestions, including a link to interlibrary loan for declined requests.

Easier to Find

- Patrons can access BiblioSuggest from their Library Dashboard, increasing visibility of service and encouraging equitable use. Patrons are kept within the catalog experience for the whole process.
- If patrons discover titles the library does not own, for example when viewing awards or lists, when they click on 'Suggest for Purchase' a number of the form fields will be pre-populated (e.g., title, author).

Easier to Manage

- From the *Suggested Purchases* page, patrons can view all of their suggestions and see how many suggestions they have remaining for the month.
- Patrons can remove past suggestions from their account once they have a response, and patrons can cancel a suggestion if they haven't received a response yet from library staff.

- Patrons always receive a response letting them know if their suggestion is approved or denied.
- Patrons receive an in-catalog notification when their suggestion has a response.

Submit a Suggestion / Step 1

Want something we don't have? Give us the details below and our selection staff will consider your request. For more information check out: [What to Suggest & Policies](#)

All fields are required.

Title

Author, Performer, or Director

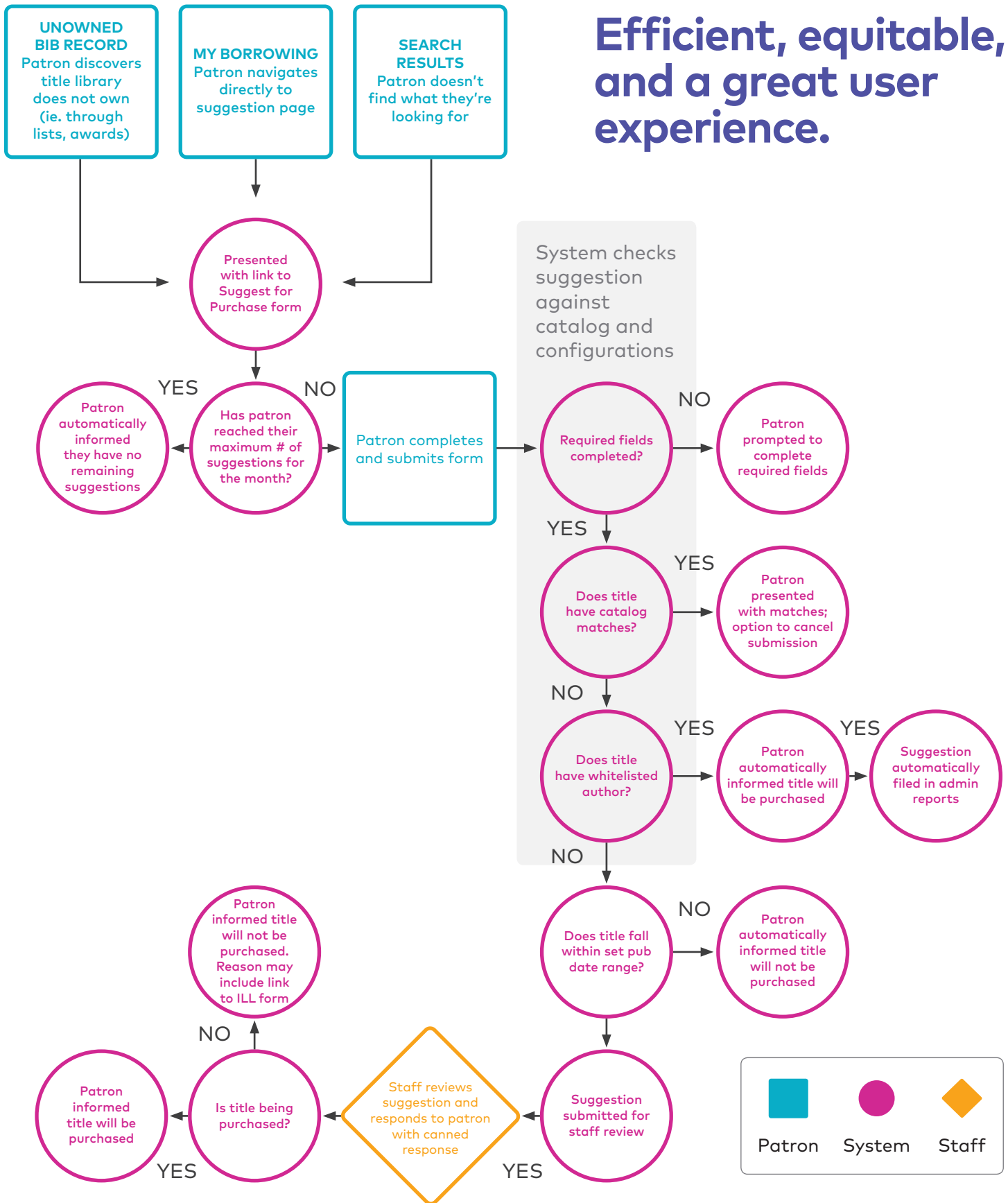
The library automatically purchases all new titles by these popular authors and contributors.

Publication Year

(e.g. 2013)

Next →

Efficient, equitable, and a great user experience.





For Staff

Features and solutions to help staff manage suggestions.

Automated Responses Based on Library-Determined Parameters

- To save staff time, there are several built-in parameters to automatically respond to patron suggestions when certain criteria are met:
- **Publication Year Range**
 - The library can set the date range for acceptable requests based on the library's priorities or collection development policies. For example, if the library is only interested in acquiring newer titles, the date range can be set so staff only need to review suggestions for titles published in the last 5 years.
 - If patrons suggest titles outside this range, they will automatically receive a message informing them that the title will not be purchased. A suggestion to use ILL and a link to the library's ILL form can be included in this message.
- **Author Whitelists**
 - Staff can whitelist authors that they have standing orders for. When patrons suggest books by these authors, they automatically receive a message informing them that the titles will be purchased. No staff review is required.
- **Frequency Limits**
 - The library sets how many suggestions each patron can make per month. This can be changed at any time if staff receive too many requests. It can also be left open to allow unlimited requests.

Suggestion Checks & Balances

- Patrons are not able to submit their suggestions unless all required fields have been filled out. Staff won't waste time trying to interpret incomplete requests.
- Suggestions are automatically checked against the library's catalog before they are submitted to staff. If there is a possible match, the patron is presented with this information and is given the option to cancel their request.
- Suggestions can only be made by logged in patrons, preventing self-promotion.

System Managed Communications

- Staff can choose from a selection of canned messages (created by their library) to respond to patrons to inform them if a title will be purchased or not.
- Staff can respond to multiple suggestions at once.
- Staff can also use the free-text option for responses, so staff can create custom responses for patrons when required.
- Staff can also add live HTML links to their responses, to easily send patrons to the correct webpage or title record page.

Easier Suggestion Review Workflow

- Flexible permissioning: The back-end of the module can be accessed by any staff member that has been granted permissions to this area of the Lib Admin.
- Inline integration of patron information: All suggestions

are accompanied by patron information: name, barcode and first preferred location.

- Flexible view controls: Staff can facet suggestions by format, audience and language, allowing them to view only suggestions for their area of ordering. For example, YA librarians can easily filter results to find YA requests.

Reports

- BiblioSuggest has full reporting capabilities with custom date parameters. For each suggestion, the following is provided:
 - Title details (title, author, format, etc.).
 - Patron information (name, barcode, preferred location).
 - Status (approved, denied, pending) and reason (i.e. canned response).

Built to Your Library's Collection Development Rules

- Each library can customize:
 - Formats featured in the format drop-down list.
 - Explanatory text for top of user form.
 - Fields displayed on the user form (i.e. publisher, language, notes).
 - Canned messages used to respond to patrons.
 - Number of suggestions patrons can make per month.
 - Accepted publication year range.
 - Whitelisted authors.

For more information contact us at info@bibliocommons.com