

Customer Purchase Request Process

The following is our process for filling purchase requests from our customers. It is difficult to guarantee or provide a date when these titles will be added to our collection. There are several factors that determine how long this process may take, such as title availability, shipping times, and the time needed to catalog and process the title.

In general, it can take anywhere from 3 to 6 weeks from the time the request is received by the Materials Management Department until the time it gets to the customer at their branch. If you need to have the title that you are requesting in a shorter period of time, please inquire about our interlibrary loan service where we may be able to get the title from another library system in a shorter period of time.

Here are the steps involved in processing a customer request:

1. Purchase request is received by CCPL. Customer is sent the following response:
 - a. Thank you for your recommendation for purchase. The item(s) you have requested will be considered by the Materials Management Department. If the item(s) are purchased, a hold will be placed and you will be notified when to pick up at the location you specified. You can check the catalog within a one to two week period of time to verify that the item is on hold for you. If the Materials Management Department is not able to purchase the item(s) you have suggested, you will receive a further reply by one of the Materials staff again within a one to two week period of time.
2. Materials Management staff determines if the title is eligible to be added to our collection.
3. If the title meets our eligibility requirements, we try to locate the title at the best available price.
4. If available, the item is ordered.
5. The customer who submitted the request is placed on the hold list.
6. The selected vendor fills the order and ships the title.
7. The item is received at CCPL and enters the processing queue with all of our other orders.
8. The title is cataloged.
9. The item is processed. (Barcode, labels, covers, etc. are added to the item)
10. The item is shipped out to the location where the customer will pick up the item.
11. The customer is notified that the item is available for them to pick up.
12. The customer is also notified if the item is not purchased and the reason for not purchasing it is explained to them.
13. If a decision is made to fulfill the request through the Interlibrary Loan system, the customer will be notified when the item is available to pick up.

Some of the factors considered by the Materials Management Department when making a decision about whether to add a title that is being requested by a customer:

1. Does the title meet the criteria of the CCPL Collection Development Policy? A copy of this policy is available at
 - a. <http://library.carr.org/about/docs/colldev.pdf>
2. Is the title something that other customers might like to see in the collection? With a limited budget, the Library needs to be sure to add titles that will circulate well.
3. Is the title available from our regular vendors? Again, with a limited budget, it is important for the library to be able to take advantage of the discounts that we have contracted with library related vendors.
4. Is the title relatively popular and up-to-date? More specialized and somewhat older materials can often be borrowed from other, larger libraries through our interlibrary loan system. CCPL strives to spend the bulk of the budget on materials that will be in high demand.
5. What is the cost of the title? Budget considerations often prevent us from purchasing a title whose price is well above the average cost for a similar item.
6. Is the title a magazine? Magazines are considered for review on a yearly basis and requests for magazines are held until it is time for that review process.