Library Rush Request Procedure
Date of approval 14 November 2013

History

This procedure replaces Rush orders version 1.0 dated 22 June 2012

Purpose

To ensure that resources urgently required for teaching, learning or research in the University are acquired and added to the collection within one month. If the resources cannot be acquired within the period the requester will be notified.

Procedure

This procedure applies to all work areas in the Library Branches.
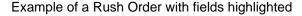
Rush Gifts
- Collection Managers will identify and alert processing staff when gifts are to be processed (received, catalogued and end-processed) as Rush
- All gifts need the University Librarian's approval before they are taken into the collection. Requests to accept Rush gifts should be sent immediately to the University Librarian for approval.

Rush Orders

- Collection Managers will indicate on the request if the order is to be treated as Rush
- Collection Managers will indicate the preferred format
- Rush orders should be entered into Sierra on the day of receipt from the Collection Manager
- Check holdings on Sierra, do any required pre-order research and download or enter a bibliographic record and create the order record
  - If the item is already on order but not Rush, the vendor should be contacted by phone or email to request Rush handling and the order record online marked as Rush by inserting 'r' in CODE4 and entering a RUSH note with requestor directions
- Rush orders are only placed when the vendor has confirmed that the item is available and ready-to-ship
- If there are any queries about which vendor to use for Rush orders, please contact the Monograph team in Menzies
- If a vendor cannot be identified that has the item available and ready to ship the Collection Manager/proposer must be informed.

Order Record for RUSH Orders

- Fields specific to rush orders include:

    o   Rush orders are identified by selecting the Fixed Length Field code '**r**' in the Order record area labeled '**Code4**'. Once selected the code value does not require changing.
    o   Claim code = r (RUSH Claim cycle)
    o   Add Vendor note : MARK PARCEL RUSH, except for Co-op Bookshop at ANU, Alibris or YBP
        ▪   ANU Co-op, add Vendor note "RUSH. PLEASE USE A/CC NO. 9062822". All of these orders are automatically treated as Rush
        ▪   YBP Rush orders are emailed separately to YBP
        ▪   Alibris – login as Bibservices.coordinator and the orders generated will be treated as Rush and the invoice will be sent by separate mail.
    o   All other normal Order record coding applies.

- Rush coding in the Order record at (Fixed Length Field) Code4 is not transmitted to the supplier; it is an internal code.

- The Rush or urgent status needs to be communicated to the vendor separately with each order.

Example of a Rush Order with fields highlighted

Choice of vendor is made using the following criteria:
1. **Print and physical media resources:** In-stock and ready-to-ship availability at a;
2. Local supplier (Canberra based; then, other Australian; then overseas).
3. **Electronic resources**: via established supplier if license agreement is in place (see eBooks procedure document), otherwise refer to Electronic Resources & Subscriptions Coordinator.

Vendor preference

1. Local suppliers

The Co-op Bookshop at ANU or at the University of Canberra or UNSW Canberra is the first stop to check local in-stock availability.

See Appendix for an updated list of other preferred suppliers.

2. Other retailers

Before searching these individual retailers, it is suggested that you complete a federated search of multiple bookstores using **Booko** (see, http://booko.com.au/).
Examine the results list with care as results from both overseas and local bookstores are reported.

Select the local bookshop with best price as the first preference.
You may need to telephone or email them to confirm in-stock availability and readiness to ship. Note this is not the same as, "*in-stock with our supplier and will ship within 14-21 days*".

3. Overseas supplier

If the title is not available in Australia, try an overseas supplier such as:

- YBP
- Alibris
- Amazon
- Etc

If the vendor does not usually send items via airmail ask them to supply by airmail.

Vendor Record Creation

To avoid disruption of the voucher reports for Finance, the vendor you choose must have a vendor record in the Millennium ILMS. If there is not an existing vendor record, consult the vendor record creation procedures for applying to have your proposed vendor registered with ANU Finance and Business Services.

ANU Purchase card use

- A Rush order does not automatically mean that you will be able to buy with the ANU Purchase card.

- Requests for use of the ANU Purchase card will have to demonstrate why a purchase order and invoice cannot be created or raised

- When using AMAZON and ABEBOOKS or the purchase card for any other vendors for RUSH orders, choose priority shipping or global expedited shipping if available.

Sending of Orders

- All orders must be approved as set out in *Library Order authorization procedure*
- Each Branch is responsible for sending its own Rush orders to the vendor
- Rush orders should be emailed to the Vendor on the day they were created. Note: If there is only a FTP address in the Vendor record please contact the Monograph team in Menzies Library
- Branch staff should maintain an up-to-date list of email addresses for the vendors they use for Rush orders.

Monitoring of Orders/Reporting

A Sierra Create list, titled *MSC/ Rush orders* runs every Tuesday and Thursday night. The Monograph team reviews this list and follows up on Rush orders as required.   Monograph Rush orders are annotated with progress, delays and other information as necessary. Communicate any problems or delays to CMLs who notify requestor of delays.

Handling on Receipt

Parcels should be marked RUSH but also treat University Coop Bookshop parcels which are delivered to the Technical Services workroom and Alibris orders addressed to Bibliographic Service Coordinator as Rush orders and look out for small parcels which although not marked Rush may be rush orders.

These should be processed and shelf ready within two days of receipt.

Related Documents

Gift processing procedure

Ordering procedure

Library Order authorization procedure

Vendor record creation procedure

Review date

This procedure will be reviewed 2 years after authorisation.

Date   14 November 2013

Authorised by   University Librarian

APPENDIX: Other Australian vendors for Rush orders

University bookshops

The following bookshops are not part of the Coop. They are independent which is why they could be searched separately.

Monash University bookshop

http://www.retail.monash.edu.au/bookshop/

Deakin University bookshop

http://dusabookshop.com.au/

Unibooks at the University of Adelaide

http://www.unibooks.com.au/default.aspx

Other Australian retailers

Paperchain

http://www.paperchainbookstore.com.au/PaperchainBookstore/

Clouston & Hall

http://www.cloustonandhall.com.au/CloustonAndHall/search.cfm

Readings

http://www.readings.com.au/

Abbeys

http://www.abbeys.com.au/abbeys/home.do

Streaming video

Kanopy

http://www.kanopy.com.au/

Videodiscs and related print

Electric Shadows

http://www.electricshadowsbookshop.com.au/esb-start.html

Ronin Films

http://www.roninfilms.com.au/

Kanopy

http://www.kanopy.com.au/

JB HiFi

www.jbhifi.com.au/