Order Services

Important Dates

**June 30** - Deadline to submit final orders for fiscal year

**August 31** - Fiscal Year End*

**September 1-9** - Emory Fiscal Close & ALMA Rollover

**September 10**? - Funds allocated; Resume normal workflow

*Rush Orders suspended by Campus HR for 2-3 day period at end of August
<table>
<thead>
<tr>
<th>Management</th>
<th>Order Services (Jeffrey Sowder)</th>
<th>Student Supervisors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Emory Libraries Technical Services</td>
<td>• Katie Stine 7-6890</td>
<td>Order Services Receiving: Kelly Kautt</td>
</tr>
<tr>
<td></td>
<td>• Kelly Kautt 7-9017</td>
<td>Serials Maintenance: Richard Gess</td>
</tr>
<tr>
<td></td>
<td>• Pat Bright 7-9026</td>
<td>In-Process Materials &amp; Copy Cataloging: Pam Matthews, Betty Berry</td>
</tr>
<tr>
<td></td>
<td>• Eileen Rubnitz 7-2302</td>
<td>Bibliographic Maintenance (DQM): Head of Metadata Services</td>
</tr>
<tr>
<td></td>
<td>• Karen Garrabrant 7-5078</td>
<td>Marking: Laura Trittin</td>
</tr>
<tr>
<td></td>
<td>• Anna Lech-Mlynarz 7-7812</td>
<td>Government Documents: Anna Lech-Mlynarz</td>
</tr>
<tr>
<td>Head of Metadata Services</td>
<td>Metadata Services (Erin Grant)</td>
<td></td>
</tr>
<tr>
<td>ERIN GRANT (404) 727-1143</td>
<td>• Simon O'Riordan (Librarian)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Betty Berry (Manager) 7-0123</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Sue Trowbridge 7-1569</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Marian Kelley 7-5710</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Yvette Wright 7-1596</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Lisa Granholm 7-2696</td>
<td></td>
</tr>
<tr>
<td>Head of Electronic Resources &amp; Continuations</td>
<td>In Process Materials Management and Marking (Betty Berry)</td>
<td></td>
</tr>
<tr>
<td>JESSIE COPELAND (404) 727-0127</td>
<td>• Pam Matthews 7-1548</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Bev Turner 7-1532</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Laura Trittin 7-5463</td>
<td></td>
</tr>
<tr>
<td>Manager of Metadata Services</td>
<td>Electronic &amp; Continuing Resources (Jessie Copeland)</td>
<td></td>
</tr>
<tr>
<td>BETTY BERRY (404) 727-0123</td>
<td>• Richard Gess (404) 727-6879</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Susan Gue (404) 727-2588</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Hollie Eremine (404) 727-2684</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Tracy Preyer (404) 727-9920</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Kayleah Farist (404) 727-4927</td>
<td></td>
</tr>
<tr>
<td>Head of Order Services</td>
<td>GovDocs Processing</td>
<td></td>
</tr>
<tr>
<td>Contact JEFFREY SOWDER (404) 712-6641</td>
<td>• Anna Lech-Mlynarz 7-7812</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Emory Libraries Technical Services operations enable the acquisition, discovery, and access to print and electronic resources serving a variety of customers and patrons within the Emory University community by providing the following products and services.

**Emory Libraries Technical Services Products**

- ALMA/PRIMO bibliographic content
- Full-level RDA-compliant cataloging
- Holdings and location data for patron access to collections
- Automated authority control services for all Emory libraries
- Vendor approval and shelf-ready plans
- Vendor cataloging records for electronic & selected print materials
- Online selection & ordering services
- Online documentation of local policies and procedures
- Electronic resource management for ejournals, databases, streaming video and subscribed e-content in any format
- Print serials check-in, cataloging, holdings maintenance, binding, renewals and cancellations

**Metadata Services**

- Create original/complex copy cataloging in all formats
- Manage automated authority control service (BLSW MARS) with ongoing authorities maintenance
- Catalog all monographs with Library of Congress or OCLC member-contributed records in OCLC WorldCat
- Load bibliographic records into ILS for new acquired e-monograph resources
- Manage vendor cataloging services for Music, media, and Spanish-language original cataloging
- Maintain bibliographic, holding and item records for Woodruff library resources
- Provide cataloging and descriptive metadata services to Digitization and Rose Library
- Catalog materials received through Federal Depository Program in all formats

**Bibliographic Maintenance**

- Rush & expedited cataloging for requested in-process materials
- Rush order processing for urgently-needed resources
- Database quality control, record correction, cleanup projects as prioritized by Content Division, location changes
- Physical processing including binding and labeling for print and physical media

**Order Services**

- Orders created & funds encumbered for firm order monographs and physical media
- Invoices created and receipts verified for accounts payable
- Manage approval plans
- Manage shelf-ready plans
- Process online selection and ordering for collection management liaisons
- Perform order record loading into ILS system
- Process claims and replacement of lost materials

**Electronic & Continuing Resources Services**

- Serial orders and subscriptions for print and electronic continuations, databases, streaming media, etc.
- Print serials cataloging, check-in, holdings maintenance and binding
- ALMA Electronic Resource Management (ERM)
- E-Resource support directly to customers via Listserv
Electronic & Continuing Resources

Contact: E-RESOURCES-L@LISTSERV.CC.EMORY.EDU for:
- Print serials
  - New subscriptions
  - Restarts
  - Status or claims
- eJournals
  - New subscriptions
  - Restarts
  - Status or claims
- Databases
  - Requests to set up trials
  - Requests to edit information in DB@E
  - Problem reports for DB@E
- Invoices
  - Forwarding of invoices for all formats (print, electronic)
  - Any other questions related to electronic resources or serials (all formats)

Using this email directs your requests, queries, etc. to all members of the ECR team who have been cross-trained to handle these types of inquiries, and who will help to resolve issues/queries/requests quickly.

Order Services

Contact: NEWLIBORDERS-L@LISTSERV.CC.EMORY.EDU for Firm Order Requests

Contact: ASKACQUISITIONS-L@LISTSERV.CC.EMORY.EDU with questions relating to issues below.

- Print Monographs
  - New purchases
  - Pricing
  - Status or claims
- Electronic books (monographs)
  - New titles request
  - For activation status contact Susan Gue
- Approval plans
  - Requests to set up new standing orders
  - Requests for vendor profile changes
- Invoices
  - Inquiries about invoices, pricing
  - Payment inquiries go to Finance
- Any other questions related to monographic print acquisitions

Using these listserv directs your requests, queries, etc. to all members of the Acquisitions staff who have been trained to handle these types of inquiries, and who will help to resolve issues/queries/requests quickly.

Reporting Online Catalog Issues

Contact: DQM-L@LISTSERV.CC.EMORY.EDU

to report issues with ALMA bibliographic data, holdings, or item records.

Please provide pertinent data or examples of the problem you are reporting in your message such as titles, standard numbers, or index searches used to help us identify the record or record sets in question so we can investigate further.

Cataloging services staff will review queries submitted to the list and respond to the appropriate individuals or groups as necessary.
**Rush Order Form**

- **Rush Order Form**
  
  This form is only to be used for rush patron requests. A patron name and id# is required to associate a patron with this request.
  
  Please complete the form with as much information as possible. For example: provide URL links to items cited from websites such as Amazon, OCLC numbers, ISBNs, publication dates. A patron hold will be placed on the order and the item will receive expedited cataloging.
  
  For regular firm orders, use the Listserv in the link below. Include notes requesting special handling or expedited cataloging in your message to this Listserv.

**NEWLIBORDERS-L@LISTSERV.CC.EMORY.EDU**