

UMBC's Web Order System

1. User Interfaces
 - a. Public Web Interface
 - i. Submitting Orders
 - b. Liaison/Selector Interface
 - i. Submitting pre-approved orders
 - ii. Reviewing/Rejecting/Approving orders
 - iii. Finding Information
 - c. Staff Interface
 - i. CM Load
 - ii. Setting Order Dispositions
 - iii. Monitoring orders awaiting approval
 - iv. Printing Orders
 - v. Reports
 - vi. Closeout
2. Context—CM/ACQ at UMBC
3. Development/Technical Specs
 - i. Paper Order
 - ii. Web e-mail orders
 - iii. Defining the system
 - iv. Development
 - v. Testing
 - vi. Roll-out
 - vii. Full shift to web
 - viii. Migration to SQL
 - ix. Migration to myUMBC login
 - x. BNA CM loader, order dispositions, and reporting
4. Conclusion—Web Order System is not an efficiency, it's a service.
 - a. Costs--Labor

- i. Development is labor intensive, requires substantial planning, and requires a programmer.
- ii. Maintenance of the system through software and server migrations is labor intensive and requires a programmer. Testing is critical as changes can result in many unanticipated problems disrupting services.
- iii. Providing an Access Interface allows for non-programmer development limited only by Access skills but designing, testing and implanting new functions is labor-intensive.
- iv. Highly cooperative development and maintenance required with programmer, Acquisitions, and Collection Management all working closely together.
- v. Have to support users and provide documentation.
- vi. Have to support passwords if not validated through a campus system.
- vii. Have to provide selectors with requests for special reports that weren't available before.
- viii. Staff have to:
 1. Load CM records
 2. Set dispositions
 3. Check and send reports on an ongoing basis
 4. Input free balances.

b. Services

- i. Easy inputting of orders using the browser back button.
- ii. Instant submission of orders.
- iii. No lost requests, no requests languishing in mailboxes or on desks.
- iv. Less Paper.
- v. Quality reports for selectors and liaisons.
- vi. Instant access to free balances.
- vii. Instant access to records on what's been requested and the outcome of those requests.