

# *Interlibrary Loan Procedures Manual*

*Penfield Library  
SUNY Oswego*

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## A. Interlibrary Loan Service Summary

**This service is available only to faculty, staff, and students of SUNY Oswego.**

Penfield Library's Interlibrary Loan Service can obtain, from other libraries, materials and copies of periodical articles that are not available at Penfield Library (not owned, currently checked out, lost, missing, on order, etc.). Articles are delivered electronically if "electronic delivery preferred" is selected as a personal information option. Photocopies are mailed to on-campus addresses only. All other materials obtained through the Interlibrary Loan Service must be picked up in Penfield Library at the Information Desk.

Our goal is to obtain your materials as quickly as possible. For best results, give us your time requirements, allowing as much lead-time as you can. The more time you give us, the more successful we can be. Delivery time depends on type of material and its availability. Most items arrive in 5 - 7 days. Articles tend to come more quickly than books and videos, which need to be shipped. Please allow 2 - 3 weeks for materials to arrive.

While most Interlibrary Loan requests are obtained at no charge, the library will subsidize materials for faculty, emeriti faculty, staff, graduate students and Honors Track Students. **Each person will be limited to \$200 per academic year (including summer).** This means that if any charges are incurred to obtain materials, the library will be picking up these costs. Only those requests that are research/work related will be considered. No personal/hobby type requests will be subsidized. Undergraduate students will continue to be offered the choice of paying fees, before the material is ordered, if fees are indicated.

## **B. Interlibrary Loan Policy**

### **1. Introduction**

Interlibrary loan (ILL) is a primary service that supports the mission of Penfield Library by providing enhanced access to and delivery of research and instructional materials. The purpose of interlibrary loan is to obtain material not available (i.e., material not owned, currently signed out, lost, missing, on order, or at bindery) in Penfield Library and to provide material from the Penfield Library collection to other libraries.

### **2. Conditions of Service**

Penfield Library follows the most current approved ALA Interlibrary Loan Code for the United States, as well as copyright laws and CONTU guidelines.

### **3. Rights and Responsibilities**

In order to make ILL service clearer to the faculty, staff, and students of SUNY Oswego, the following list of rights and responsibilities have been formulated. A right is defined as something the appropriate person or dept may choose to do, while a responsibility is something the appropriate person or department must do to keep the ILL process running smoothly. Should you have any questions or concerns, please contact the ILL department at 312- 4546.

*The ILL User has the right to:*

Ask for assistance from any librarian

Utilize ILL services 24/7 (via the web) for the duration of their SUNY Oswego tenure.

Call, e-mail, or visit the ILL office to ask questions

Request that their ILL account password be reset (please provide picture ID)

Return an item before the due date has been reached

Request renewals for items already checked out (provided the lending library offers renewals), no later than 72 hours before it is due. Users may request one renewal per item.

Request the same item a second time at a later date

***The ILL User has the responsibility to:***

- Return loaned items on time
- Prioritize and limit requests to 5 a day.
- Make requests for item renewal no later than 72 hours before the item is due
- Provide clear and precise information on their ILL request (spelling, correct title, correct volume, etc.)
- Report ILL problems as soon as possible
- Retrieve their items on time
- Check their ILL account for status updates (i.e. due dates)
- Accurately create and update their ILL accounts (correct name, correct address, correct status, etc.)

***The ILL Dept has the right to:***

- Send loaned materials back to their host library if the user does not pick-up the item before the due date
- Request more information from the user in order to properly process ILL requests
- Cancel requests for items that are available for loan in the library, items that are available through full-text online journals, and items that are known to be required texts for classes

***The ILL Dept has the responsibility to:***

- Charge for any interlibrary loan fees or fines
- Diligently search for all requested items
- Contact the user when the items have arrived
- Assist patrons in using the ILLiad interface
- Answer all user concerns or questions to the best of their ability



Investigate new methods and products to enhance ILL productivity

Provide the fastest possible turn-around time based on our staff resources and lending libraries

Make access to ILL materials available any time Penfield Library is open

#### **4. Copyright/Fair Use**

Though the service of Interlibrary Loan is a function intended to assist in the academic and professional development of our patron constituency, respect must be given to federal copyright law and national ILL policies. As such, Penfield Library Interlibrary Loan services adheres to the American Library Associations guidelines for Interlibrary Loan Policies as well as provisions within federal copyright law. These policies and procedures are inherent and isolated to ILL and should not have any bearing on other library copyright policies (such as Reserves). These policies apply to all reproductions and facsimiles made for the express purpose of interlibrary loan. Details are as follows:

Penfield Library will respect the "suggestion of five" as per [section 108 of title 17 of the USC](#) and [CONTU](#).

In all cases, Penfield Library ILL services will attach a warning of copyright notice on all outgoing ILL materials, as per the [Digital Millennium Copyright Act](#) and the [Sonny Bono Copyright Term Extension Act](#).

The intent of ILL materials is to assist in academic and professional development. ILL services may not be used for personal or immediate financial gain.

After receiving the requested ILL materials, the onus of responsibility will become the requesting patron's. This includes the responsibility to return/renew the materials on time, as well as any legal consequences to violating copyright from personal reproductions.

The library will retain ILL records for no more than 3 years.

#### **5. Warrants and Subpoenas**

Penfield Library Interlibrary Loan department adheres to campus policy when subpoenas and warrants are presented. In this instance, University Police, the Library Director and/or the ranking Librarian will be called to properly adjudicate department compliance with law enforcement officials.

#### **6. Borrowing**

ILL borrowing services are available for SUNY Oswego faculty and emeriti faculty, SUNY Oswego staff, current SUNY Oswego students, and current library volunteers

who have served for at least one full semester. Upon valid SUNY Oswego faculty request, an exception may be made to provide access to ILL borrowing services for an individual who is not directly faculty, student or staff, but who needs access for research purposes. Such an exception would need to be authorized by either the Head of Access Services, the Library Director, or the Interlibrary Loan Librarian.

### **Subsidizing Fees**

Undergraduate students' ILL requests are not subsidized by the library. The library will subsidize research and work-related materials for faculty, emeriti faculty, staff, Honors Track, and graduate students. Eligible individuals' ILL fees are subsidized up to \$200 per academic year - including the summer semester - per person. Personal and hobby materials will not be subsidized. However, the library faculty and staff will, in accordance with ALA guidelines, respect the patron's privacy.

### **Lost or Damaged Items**

The [2001 ALA Interlibrary Loan Code for the United States \(Section 4.9\)](#) is adhered to regarding lost or damaged materials.

### **Required Course Materials**

Penfield Library ILL will not knowingly request texts required for classes.

## **7. Lending**

This service is offered to other libraries. Requests for items are only accepted via OCLC, ALA, ARIEL or Odyssey. Rush requests are accommodated as time and staffing permit.

### **Materials Available for Lending**

All circulating materials except for those listed below.

### **Materials NOT Available for Lending**

CDs

LPs

Microfilm/Microfiche

Non-circulating Videos

Periodicals

Reference

Reserve

Rare Materials/Archives

### **Fees**

Loans are free

Photocopies are free for the first 33 pages

### **Lending Period and Renewal**

Monographs: 35 days; 1 renewal

Videos: 2 weeks; No renewals

Browsing collection: 2 weeks; No renewals

**m.p.,d.u. 8/2003**  
**Approved at Library Department meeting, 2/19/04**

## **C. Interlibrary Loan Code for the United States**

Prepared by the Interlibrary Loan Committee, Reference and User Services Association, 1994, revised 2001. Approved by the RUSA Board of Directors January 2001.

### **Introduction**

The Reference and User Services Association, acting for the American Library Association in its adoption of this code recognizes that the sharing of material between libraries is an integral element in the provision of library service and believes it to be in the public interest to encourage such an exchange.

In the interest of providing quality service, libraries have an obligation to obtain material to meet the informational needs of users when local resources do not meet those needs. Interlibrary loan (ILL), a mechanism for obtaining material is essential to the vitality of all libraries.

The effectiveness of the national interlibrary loan system depends upon participation of libraries of all types and sizes.

This code establishes principles that facilitate the requesting of material by a library and the provision of loans or copies in response to those requests. In this code, "material" includes books, audiovisual materials, and other returnable items as well as copies of journal articles, book chapters, excerpts, and other non-returnable items.

### **Definition**

1.1 Interlibrary loan is the process by which a library requests material from, or supplies material to, another library.

### **2.0 Purpose**

2.1 The purpose of interlibrary loan as defined by this code is to obtain, upon request of a library user, material not available in the user's local library.

### **3.0 Scope**

3.1 This code is intended to regulate the exchange of material between libraries in the United States.

3.2 Interlibrary loan transactions with libraries outside of the United States are governed by the International Federation of Library Associations and Institutions' International Lending: Principles and Guidelines for Procedure.

### **4.0 Responsibilities of the Requesting Library**

4.1 The requesting library should establish, maintain, and make available to its users an interlibrary borrowing policy.

- 4.2 It is the responsibility of the requesting library to ensure the confidentiality of the user.
- 4.3 Some requesting libraries permit users to initiate online ILL requests that are sent directly to potential supplying libraries. The requesting library assumes full responsibility for these user-initiated transactions.
- 4.4 Requested material should be described completely and accurately following accepted bibliographic practice.
- 4.5 The requesting library should identify libraries that own the requested material. The requesting library should check and adhere to the policies of potential supplying libraries.
- 4.6 When no libraries can be identified as owning the needed material, requests may be sent to libraries believed likely to own the material, accompanied by an indication that ownership is not confirmed.
- 4.7 The requesting library should transmit interlibrary loan requests electronically.
- 4.8 For copy requests, the requesting library must comply with the U.S. copyright law (Title 17, U.S. Code) and its accompanying guidelines.
- 4.9 The requesting library is responsible for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.
- 4.10 The requesting library is responsible for honoring the due date and enforcing any use restrictions specified by the supplying library. The due date is defined as the date the material is due to be checked-in at the supplying library.
- 4.11 The requesting library should normally request a renewal before the item is due. If the supplying library does not respond, the requesting library may assume that a renewal has been granted extending the due date by the same length of time as the original loan.
- 4.12 All borrowed material is subject to recall. The requesting library should respond immediately if the supplying library recalls an item.
- 4.13 The requesting library should package material to prevent damage in shipping and should comply with any special instructions stated by the supplying library.
- 4.14 The requesting library is responsible for following the provisions of this code. Disregard for any provision may be reason for suspension of service by a supplying library.

## **5.0 Responsibilities of the Supplying Library**

5.1 The supplying library should establish, maintain, and make available an interlibrary lending policy.

5.2 The supplying library should consider filling all requests for material regardless of format, but has the right to determine what material will be supplied on a request by request basis.

5.3 It is the responsibility of the supplying library to ensure the confidentiality of the user.

5.4 The supplying library should process requests in a timely manner that recognizes the needs of the requesting library and/or the requirements of the electronic network or transmission system being used. If unable to fill a request, the supplying library should respond promptly and should state the reason the request cannot be filled.

5.5 When filling requests, the supplying library should send sufficient information with each item to identify the request.

5.6 The supplying library should indicate the due date and any restrictions on the use of the material and any special return packaging or shipping requirements. The due date is defined as the date the material is due to be checked-in at the supplying library.

5.7 The supplying library should ship material in a timely and efficient manner to the location specified by the requesting library. Loaned material should be packaged to prevent loss or damage in shipping. Copies should be delivered by electronic means whenever possible.

5.8 The supplying library should respond promptly to requests for renewals. If the supplying library does not respond, the requesting library may assume that a renewal has been granted extending the due date by the same length of time as the original loan.

5.9 The supplying library may recall material at any time.

5.10 The supplying library may suspend service to a requesting library that fails to comply with the provisions of this code.

## **D. Interlibrary Loan Code for the United States Explanatory Supplement**

For Use with the Interlibrary Loan Code for the United States (January 2001)

These Guidelines are intended to amplify specific sections of the Interlibrary Loan Code for the United States, providing fuller explanation and specific examples for text that is intentionally general and prescriptive. Topical headings in these Guidelines refer to the equivalent sections in the Code. Libraries are expected to comply with the Code, using the Guidelines as a source for general direction.<sup>1</sup>

### **Introduction**

The U.S. Interlibrary Loan Code, first published in 1917 and adopted by The American Library Association in 1919, is designed to provide a code of behavior for requesting and supplying material within the United States. This code does not override consortial agreements and regional or state codes which may be more liberal or more prescriptive. This national code is intended to provide guidelines for exchanges between libraries where no other agreement applies. This interlibrary loan code describes the responsibilities of libraries to each other when requesting material for users. Increasingly libraries are allowing users to request material directly from suppliers. This code makes provision for direct patron requesting and at the same time affirms the responsibility of the patron's library for the safety and return of the borrowed material, or for paying the cost of a non-returnable item sent directly to the patron.

### **Definition**

This code is intended to cover transactions between two libraries. Transactions between libraries and commercial document suppliers or library fee-based services are contractual arrangements beyond the scope of these guidelines. The terms "requesting library" and "supplying library" are used in preference to "borrowing" and "lending" to cover the exchange of copies as well as loans.

### **Purpose**

Interlibrary loan is intended to complement local collections and is not a substitute for good library collections intended to meet the routine needs of users. ILL is based on a tradition of sharing resources between various types and sizes of library and rests on the belief that no library, no matter how large or well supported, is self-sufficient in today's world. It is also evident that some libraries are net lenders and others are net borrowers, but the system of interlibrary loan still rests on the belief that all libraries should be willing to lend if they are willing to borrow.

### **Scope**

The conduct of international interlibrary loan is regulated by the rules set forth in the IFLA document International Lending: Principles and Guidelines for Procedure.<sup>2</sup>

Although the U.S. shares a common border with Canada and Mexico, it is important to remember that these countries have their own library infrastructures and ILL codes. The IFLA Principles and Guidelines regulate the exchange of material between institutions across these borders. Further, U.S. librarians would be wise to inform themselves of customs requirements that take precedence over library agreements when material is shipped across these national borders as described in the Association of Research Libraries' Transborder Interlibrary Loan: Shipping Interlibrary Loan Materials from the U.S. to Canada.<sup>3</sup>

## **4. Responsibilities of the Requesting Library**

### **4.1 Written Policies**

A library's interlibrary loan borrowing policy should be available in a written format that is readily accessible to all library users. Whenever possible the borrowing policy should be posted on the library's Web site as well as be available in paper copy at public service desks or wherever other library user handouts are provided.

### **4.2 Confidentiality**

Interlibrary loan transactions, like circulation transactions, are confidential library records. Interlibrary loan personnel are encouraged to be aware of local/state confidentiality rules and laws as they relate to interlibrary loan transactions. Appropriate steps, such as using identification numbers or codes rather than users' names, should be taken to maintain confidentiality. However, it is not a violation of this code to include a user's name on a request submitted to a supplier. Policies and procedures should be developed regarding the retention of ILL records and access to this information. ILL personnel should also be aware of privacy issues when posting requests for assistance or using the text of ILL requests as procedural examples. ALA's Office for Intellectual Freedom has developed a number of policies regarding confidentiality of library records.<sup>4</sup> ILL staff should adhere to the American Library Association's (ALA) Code of Ethics<sup>5</sup>, specifically principle III, that states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted."

### **4.3 Responsibility for Unmediated ILL Requests**

A requesting library that chooses to allow its users to order materials through interlibrary loan without mediation accepts responsibility for these requests as if they have been placed by library staff. The supplying library may assume that the user has been authenticated and authorized to place requests and that the requesting library assumes full responsibility for transaction charges, the safety and return of material, and the expense of replacement or repair.

### **4.4 Complete Bibliographic Citation**

A good bibliographic description is the best assurance that the user will receive the item requested. Rather than detail these descriptive elements, the code requires the requesting library



to include whatever data provides the best indication of the desired material, whether a string of numbers or an extensive bibliographic citation. The important point is that this description be exact enough to avoid unnecessary work on the part of the supplier and frustration on the part of the unrequited user. For example, journal title verification rather than article level verification would be sufficient.

#### 4.5 Identifying Appropriate Suppliers

Requesting libraries should use all resources at their disposal to determine ownership of a particular title before sending a request to a potential supplier. Many libraries contribute their holdings to major bibliographic utilities such as DOCLINE, OCLC, and RLIN and make their individual catalogs freely available via the Internet. The interlibrary loan listserv (ILL-L@listserv.acns.nwu.edu) or other ILL-related lists are also excellent sources for the requesting library to verify and/or locate particularly difficult items.

The requesting library is encouraged to use resources such as the OCLC online Name Address Directory, Research Libraries Group's Shares Participants and Interlibrary Loan Directory,<sup>6</sup> and/or Leslie Morris' Interlibrary Loan Policies Directory<sup>7</sup> to determine lending policies before requesting material.

The requesting library should clearly state on the request an amount that meets or exceeds the charges of suppliers to which the request is sent. Libraries are encouraged to use electronic invoicing capabilities such as OCLC's Interlibrary Loan Fee Management (IFM) system or the Electronic Fund Transfer System used by medical libraries.

#### 4.6 Sending Unverified Requests

Despite the requirements in Sec. 4.4 and 4.5 that an item should be completely and accurately described and located, the code recognizes that it is not always possible to verify and/or locate a particular item. For example, a request may be sent to a potential supplier with strong holdings in a subject or to the institution at which the working paper was written.

#### 4.7 Transmitting the Request

The code recommends electronic communication. For many libraries, sending requests electronically means using the ILL messaging systems associated with DOCLINE, OCLC, RLIN, other products that use the ISO ILL Protocol, or structured email requests.

Lacking the ability to transmit in this fashion, the requesting library should mail a completed ALA interlibrary loan request form, fax a request using ALA's Guidelines and Procedures for Telefacsimile and Electronic Delivery of Interlibrary Loan Requests,<sup>8</sup> or otherwise provide the same information via conventional letter or email message.

Any special needs, such as for a particular edition, language, and/or rapid delivery, should be included on the request. The requesting library should include a street address, a postal box number, an Ariel address, a fax number, and/or an email address to give the supplying library delivery options.

## 4.8 Copy Requests

The requesting library is responsible for complying with the provisions of Section 108(g)(2) Copyright Law<sup>9</sup> and the Guidelines for the Proviso of Subsection 108(g)(2) prepared by the National Commission on New Technological Uses of Copyrighted Works (the CONTU Guidelines).<sup>10</sup>

## 4.9 Responsibility of the Requester

The requesting library assumes a small but inherent risk when material is supplied through interlibrary loan. Although the percentage is very small, some material is lost or damaged at some point along the route from the supplier and back again. The requesting library's responsibility for this loss is based on the concept that if the request not been made, the material would not have left the supplier's shelf, and thus would not have been put at risk. This section clearly delineates that the requesting library is responsible for the material from the time it leaves the supplying library until its safe return to the supplying library.

If the requesting library asks for delivery at a location away from the library (such as to the user's home), the requesting library is likewise responsible for the material during this delivery and return process. In any case, a final decision regarding replacement, repair, or compensation rests with the supplying library.

Although the code stipulates that the requesting library is required to pay if billed for a lost or damaged item, the supplying library is not necessarily required to charge for a lost item. In the case of lost material, the requesting and supplying libraries may need to work together to resolve the matter. For instance, the library shipping the material may need to initiate a trace with the delivery firm.

## 4.10 Due Date and Use Restrictions

This code makes a departure from earlier codes that described due dates in terms of a "loan period" which was interpreted as the length of time a requesting library could retain the material before returning it. The primary object of this section is to provide a clear definition of due date as the date the material must be checked in at the supplying library. This definition brings ILL practice into alignment with automated circulation procedures and is intended to facilitate interoperability of ILL and circulation applications.

The requesting library should develop a method for monitoring due dates so that material can be returned to and checked in at the supplying library by the due date assigned by the supplying library.

The requesting library is responsible for ensuring compliance with any use restrictions specified by the supplying library such as "library use only" or "no photocopying."

## 4.11 Renewals

When the supplying library denies a renewal request the material should be returned by the original due date.

#### 4.12 Recalls

The response to a recall may be the immediate return of the material, or timely communication with the supplying library to negotiate a new due date.

When the material has been recalled, the requesting library is encouraged to return the material via an expedited delivery carrier such as UPS, FedEx, or USPS Priority Mail.

#### 4.13 Shipping

Libraries shipping materials for interlibrary loan purposes should follow ALA's Interlibrary Loan Packaging and Wrapping Guidelines<sup>11</sup> and ALA's Guidelines for Packaging and Shipping Microforms.<sup>12</sup> If the supplying library states any special shipping or handling instructions, such as returning via a certain shipper, by priority mail, etc., the requesting library needs to comply with these instructions.

#### 4.14 Suspension of Service

Repeated or egregious breaches of this code may result in the requesting library's inability to obtain material. Examples of actions that may result in suspension include lost or damaged books, allowing "library use only" books to leave the library, or failing to pay the supplier's charges.

### **5. Responsibilities of the Supplying Library**

#### 5.1 Lending Policy

The lending policy should be clear, detailed, and readily available to requesting libraries. The policy should include among other things, schedule of fees and charges, overdue fines, non-circulating items/categories, shipping instructions, calendar for service suspensions, penalties for late payments, etc.

The supplying library is encouraged to make its lending policy available in print, on the library's Web page, and, as appropriate, in the OCLC online Name Address Directory (NAD), RLG's Shares Participants and Interlibrary Loan Directory,<sup>13</sup> Leslie Morris' Interlibrary Loan Policies Directory.<sup>14</sup>

The supplying library should be willing to fill requests for all types and classes of users, and all types of libraries, regardless of their size or geographic location.

#### 5.2 Material Format

Supplying libraries are encouraged to lend as liberally as possible regardless of the format of the material requested. It is the obligation of the supplying library to consider the loan of material on a case by case basis. Supplying libraries are encouraged to lend audiovisual material, newspapers, and other categories of material that have traditionally been non-circulating. Supplying libraries are encouraged to follow ACRL's Guidelines for the Loan of Rare and Unique Materials<sup>15</sup> and the Guidelines for Interlibrary Loan of Audiovisual Formats.<sup>16</sup>

If permitted by copyright law, the supplying library should consider providing a copy in lieu of a loan rather than giving a negative response.

Supplying libraries should be alert to license agreements for electronic resources that prohibit use of an electronic resource to fill copy requests.

### 5.3 Confidentiality

The supplying library has a responsibility to safeguard the confidentiality of the individual requesting the material. The sharing of the user's name between requesting and supplying library is not, of itself, a violation of confidentiality. However, the supplying library should not require the user's name if the requesting library chooses not to provide it. If the name is provided, the supplying library needs to take care not to divulge the identity of the person requesting the material.

### 5.4 Timely Processing

The supplying library has a responsibility to act promptly on all requests. If a supplying library cannot fill a request within a reasonable time then it should respond promptly. Some ILL messaging systems such as OCLC and DOCLINE have built-in time periods after which requests will either expire or be sent to another institution. The supplying library should respond before this time expires rather than allow requests to time-out.

Timely processing of a loan or copy may involve other library departments, such as circulation, copy services, and the mail room. The ILL office is responsible for ensuring that material is delivered expeditiously, irrespective of internal library organizational responsibilities.

The supplying library should, when charging for materials, make every effort to allow for a variety of payment options. Payment through electronic crediting and debiting services such as OCLC's ILL Fee Management (IFM) system or other non-invoicing payment forms such as IFLA vouchers should be encouraged. The supplying library that charges should make every effort to accept the use of vouchers, coupons, or credit cards. Paper invoices should be avoided if at all possible.

### 5.5 Identifying the Request

The supplying library should send enough identifying information with the material to allow the requesting library to identify the material and process the request quickly. Such information may include a copy of the request, the requestor's transaction number, or the user's ID or name.

Failure to include identifying information with the material can unduly delay its processing and may risk the safety of the material.

Supplying libraries are encouraged to enclose an accurate and complete return mailing label.

### 5.6 Use Restrictions and Due Date

Although it is the responsibility of the requesting library to ensure the safe treatment and return of borrowed material, the supplying library should provide specific instructions when it is lending material that needs special handling. These instructions might include the requirement that material be used only in a monitored special collections area, no photocopying, library use

only, specific return packaging/shipping instructions, etc. The supplying library should not send "library use only" material directly to a user.

The supplying library should clearly indicate the date on which it expects the loan to be discharged in its circulation system. As explained in section 4.10 above, this code has moved away from the concept of a loan period, to a definite date that accommodates the sending and return of material as well as sufficient time for the use of the material. For example, under the previous code a supplying library may have given "four weeks use" as the "due date" with the expectation that the user would have that period of time to use the material. Under this code, a supplying library might establish a due date of six (6) weeks for the purpose of providing one (1) week for shipping, four (4) weeks for use, and one (1) week for the return trip and check-in.

### 5.7 Delivery and Packaging

The location specified by the requesting library may include the requesting library, a branch or departmental library, or the individual user.

The supplying library needs to take care that the material it sends out is properly packaged to protect the item from damage even though the requesting library will be held responsible for material damaged in shipment. The supplying library should also include any instructions on how it expects the material to be packaged on its return shipment. Supplying libraries should not give a postal box number as the return address if they are asking for return via UPS, FedEx, etc. Many supplying libraries find it safer and more cost effective to ship all material via expedited carriers.

The shipping library should follow ALA's Interlibrary Loan Packaging and Wrapping Guidelines<sup>17</sup> and ALA's Guidelines for Packaging and Shipping Microforms.<sup>18</sup>

Both the requesting and supplying libraries should work together when tracing a lost or damaged item if the commercial delivery firm is responsible for reimbursement for losses in transit.

### 5.8 Renewals

The supplying library should respond affirmatively or negatively to all renewal requests. The supplying library is encouraged to grant the renewal request if the material is not needed by a local user.

### 5.9 Recall

The supplying library may recall material at its discretion at any time. Increasingly, some libraries are finding it more effective to request the material on ILL for a local user rather than recall material in use by another library.

### 5.10 Service Suspension

A supplying library should not suspend service without first attempting to address the problem with the requesting library.

## Footnotes

- 1 Boucher, Virginia. **Interlibrary Loan Practices Handbook**. Chicago, IL: American Library Association, 1997. Though written in light of an earlier code, the Practices Handbook contains many useful and practical details on interlibrary loan procedures.
- 2 International Federation of Library Associations and Institutions. **International Lending: Principles and Guidelines for Procedure**. 1987.  
<http://www.ifla.org/VII/s15/pubs/pguide.htm>.
- 3 Transborder Interlibrary Loan: Shipping Interlibrary Loan Materials from the U.S. to Canada. 1995. <ftp://www.arl.org/ill.trans>.
- 4 American Library Association. Office for Intellectual Freedom. **Policy on Confidentiality of Library Records**. 1986. [http://www.ala.org/alaorg/oif/pol\\_conf.html](http://www.ala.org/alaorg/oif/pol_conf.html). American Library Association. Office for Intellectual Freedom. **Policy Concerning Confidentiality of Personally Identifiable Information about Library Users**. 1991.  
[http://www.ala.org/alaorg/oif/pol\\_user.html](http://www.ala.org/alaorg/oif/pol_user.html).
- 5 American Library Association. Committee on Professional Ethics. **Code of Ethics**. Chicago, American Library Association, 1995. <http://www.ala.org/alaorg/oif/ethics.html>.
- 6 Research Libraries Group. **Shares Participants and Interlibrary Loan Directory**. 5th ed. 1996. <http://www.rlg.org/shares/illd.html>.
- 7 Morris, Leslie. **Interlibrary Loan Policies Directory**. 6th ed. New York: Neal-Schuman, 1999.
- 8 American Library Association. Reference and Adult Services Division. [Guidelines and Procedures for Telefacsimile and Electronic Delivery of Interlibrary Loan Requests](#). 1993.
- 9 Copyright Law of the United States of America Title 17 of the U.S. Code.  
<http://www.loc.gov/copyright/title17>.
- 10 National Commission on New Technological Uses of Copyrighted Works. **Guidelines for the Provisio of Subsection 108(g)(2)**. <http://www.cni.org/docs/infopols/CONTU.html>.
- 11 American Library Association. Reference and User Services Association. [Interlibrary Loan Packaging and Wrapping Guidelines](#). 1997.
- 12 American Library Association. Association for Library Collections and Technical Services. [Guidelines for Packaging and Shipping Microforms](#). 1989.

13 RLG, op cit.

14 Morris, op cit.

15 American Library Association. Association of College and Research Libraries. Ad Hoc Committee on the Interlibrary Loan of Rare and Unique Materials. [Guidelines for the Loan of Rare and Unique Materials](#). 1993.

16 American Library Association. Guidelines for Interlibrary Loan of Audiovisual Formats. 1998. <http://www.ala.org/vrt/illguide.html>.

17 Wrapping and Packaging Guidelines, op cit.

18 Guidelines for Packaging and Shipping Microforms, op cit.

## **E. Office Management**

### **1. Office Responsibilities**

#### 1.1 Student Worker

- Search and process Illiad Lending Requests.
- Sort incoming mail, UPS and LAND delivery.
- View and process files of Ariel and Odyssey Borrowers requests.
- Perform shipping duties.
- Photocopy and scan articles.
- Special Projects as required.

#### 1.2 Interlibrary Loan Clerks

- Check-in and process received borrowers requests.
- Process Borrowing/ Lending Returns.
- Send Invoices and process overdues (Borrowing/ Lending).
- Tabulate statistics.
- Order supplies.
- Search and resolve Illiad connector errors.
- Troubleshoot and resolve customer inquires and any discrepancies (phone and e-mail).
- Hire, train and supervise student workers.
- Responsible for student workers office responsibilities when lacking student help.

### **2. Daily Workflow**

2.1 Search Illiad Lending requests (IDS, LAND and Lending queues), retrieve, update and ship-out items, scan then send any Ariel and Odyssey requests.

2.2 Check ILL return box in Circulation Dept. for Borrower returns, process paperwork and ship-out.

2.3 Search and process Illiad Lending and Iicill requests from download as needed; also process Lending renewal requests.

2.4 Process incoming articles in Ariel's "Received Queue".

2.5 Unpack and process incoming LAND Shipment (Lending Returns and Incoming Borrowing).

2.6 Check for and process Borrowing Renewals along with checking the book pickup shelf for Renewals/ Returns.



2.7 Sort and process incoming U.S. postal service mail (Lending and Borrowing), plus any overdue notices.

2.8 Check ILL e-mail account.

2.9 Check and clear connection manager errors (Lending and Borrowing).

### **3. Weekly Workflow**

3.1 Verify and send overdue notices.

3.2 Clean out old files from archives (Ariel and Web PDF. Files), keep file 4 weeks or newer.

3.3 Discard paper copies of Ariel and Odyssey sends along with PDF Web files, keep copies back to 1 or 2 weeks.

3.4 Restock office supplies

## **F. Location of Office Files and Materials**

### **1. General Files and Folders**

- 1.1 Ariel "Request Resend" forms are located in the folder next to Ariel Computer.
- 1.2 Copies of Iicill shipped lending requests, filed in numerical order, are kept in folder near Ariel computer, return request waiting processing are also kept near Ariel computer in another folder.
- 1.3 Distance Learner's requests are filed in their "Shipped Out" or "Returned" folders in the file cabinet.
- 1.4 Office form originals are kept in file cabinet and also in "MY Documents" on the computer at stand-up workstation.
- 1.5 Employment information.
- 1.6 Monthly statistic information.

### **2. Invoices**

- 2.1 Invoiced overdue lending request are located in the file cabinet in the "Unpaid Invoices Folder".
- 2.2 Borrowing Invoices from library's lending to us are in the file cabinet folder titled "Unpaid Invoices (SUNY Oswego's)".
- 2.3 All paid Lending and Loaning invoices are kept together in the file cabinet folder titled "Paid Invoices".

### **3. Shipping**

- 3.1 Shipping procedure information is located in the folders and Grey Binder on shipping desk.
- 3.2 LAND Manifest copies, IDS, LAND and Mail shipping / Return labels are located on Shipping desk; back stock is kept in Black ILL Cabinet. Shipping procedure information is located in the folders and Grey Binder on shipping desk.
- 3.3 UPS label pouches and receipts are kept next to Ariel printer.
- 3.4 Federal Express forms and labels are located on top shelf to the left of shipping desk.

## **4. Office Supplies**

- 4.1 Copy paper, labels, tape, staples etc. are kept in the Black ILL Cabinet.
- 4.2 Sealed Air mailing envelopes and bulk copy paper stock are kept in room #124  
“Book Drop Room”.
- 4.3 Forms and information for ordering supplies are located in the “Supplies” folder in the black filing cabinet.

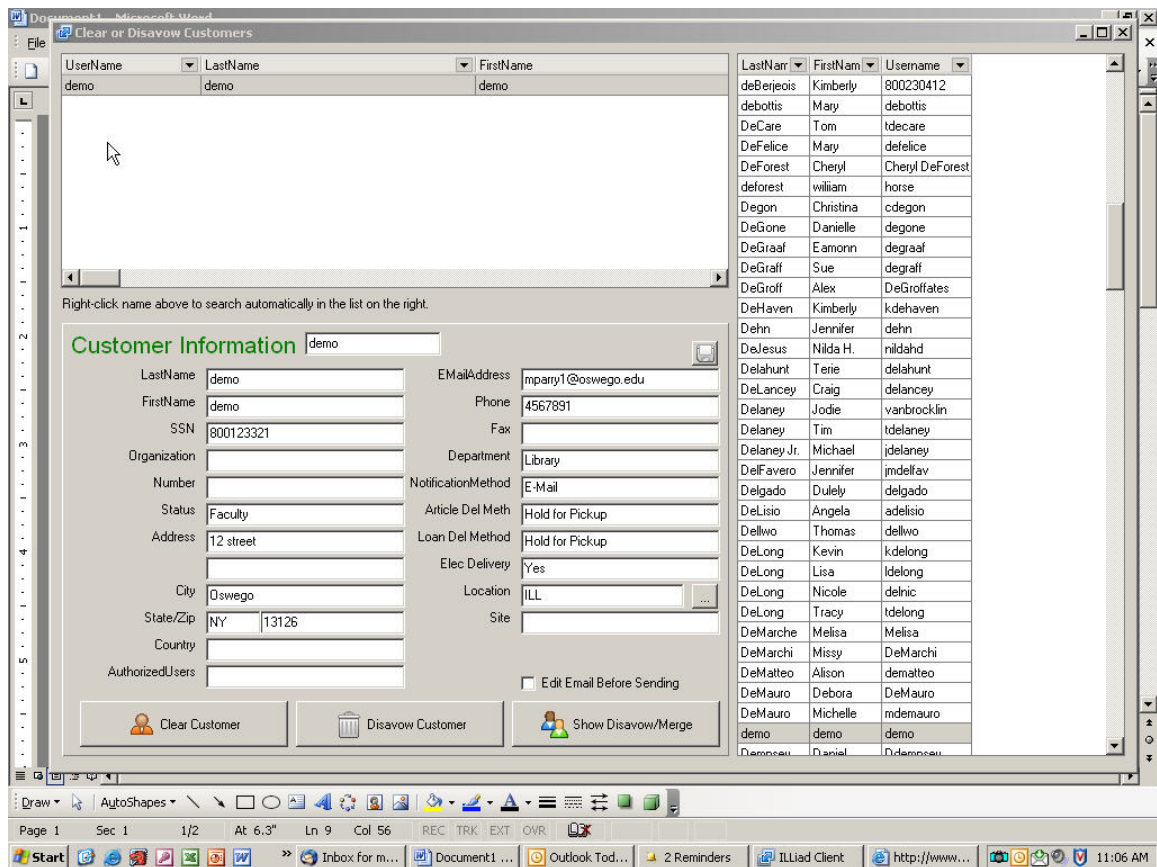
## G. Searching Borrowing Requests (working a basic borrowing request) From the Borrowing module

### 1. Clearing New Customers



1.1 If this icon is on the left side of the screen, first you need to clear new customers.

1.2 Single click on New Customers icon, then Double click on patron name in upper left-hand box; this screen should appear:

A screenshot of a software window titled "Clear or Disavow Customers". The window is divided into several sections. At the top, there are three dropdown menus for "UserName", "LastName", and "FirstName", each with "demo" selected. Below these is a large empty text area. To the right of this area is a list of customer names in a table format with columns for "LastName", "FirstName", and "Username". The "demo" name appears twice in the list. Below the list is a "Customer Information" form with fields for "LastName", "FirstName", "SSN", "Organization", "Number", "Status", "Address", "City", "State/Zip", "Country", "AuthorizedUsers", "EMailAddress", "Phone", "Fax", "Department", "NotificationMethod", "Article Del Meth", "Loan Del Method", "Elec Delivery", "Location", and "Site". At the bottom of the form are three buttons: "Clear Customer", "Disavow Customer", and "Show Disavow/Merge". The window is running on a Windows operating system, as indicated by the taskbar at the bottom showing various icons and the system clock.

1.3 If the customer name appears twice over on the right hand column leave this for someone else to clear. The customer may be trying to register a second time.

1.4 Check the **Customer Information**. The number in the SSN field can either be the 00263... number (this is the library ID number) or the 800...number (the campus ID number). If the 800... number has been provided, quickly check to be sure it contains 9 digits. The 00263...number should have 13 digits.

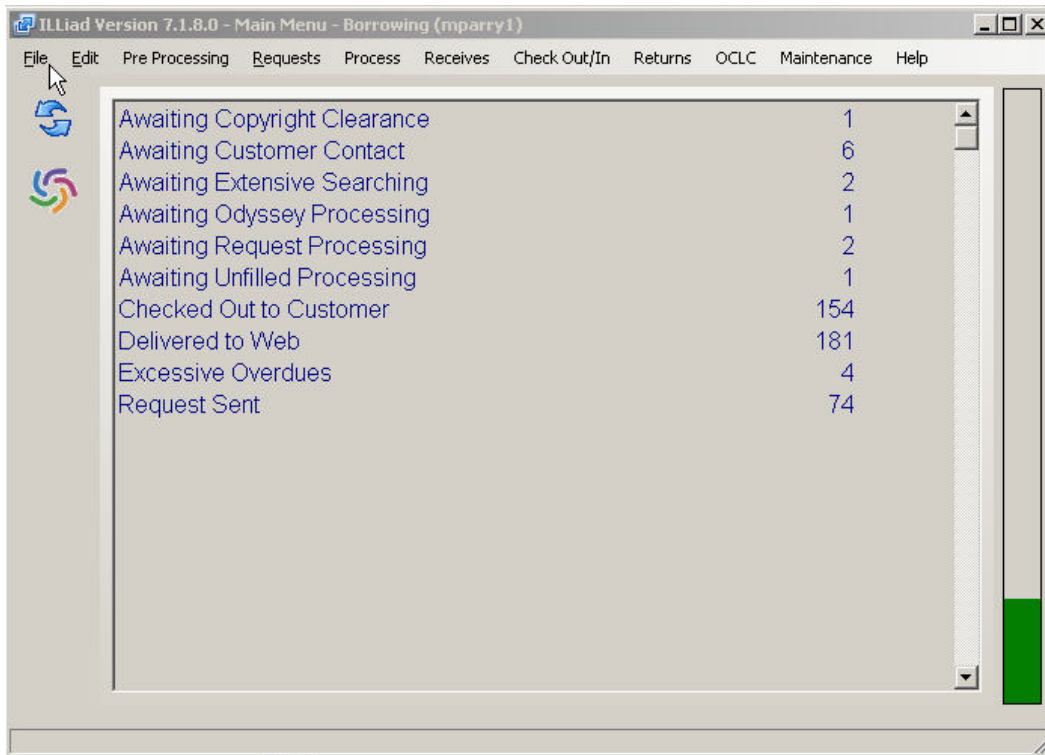
1.5 Make sure the email address is correctly noted, e.g. mparry1@oswego.edu NOT mparry1@owego.edu or mparry1.oswego.edu or mparry1@oswego.com If the patron

provided a Gmail or Yahoo mail, etc. account, simply assume it is correct (unless it is missing the @ sign, etc.)

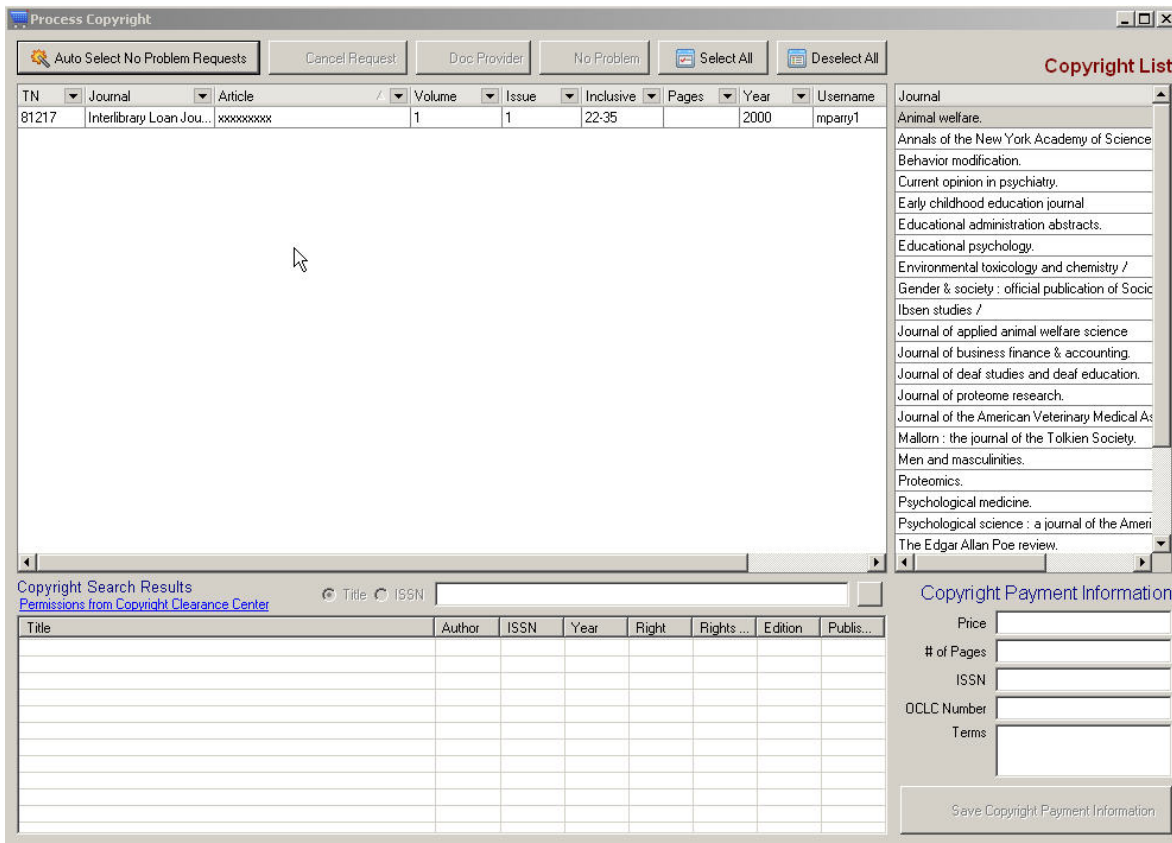
- 1.6 If the patron has listed her status as Graduate, Faculty, or Honors Track you must verify this in Aleph. *If you do not have access to Aleph, or do not already know how to do this, do not clear those patrons.* If they've listed McNair Scholar, leave this for a supervisor to clear.
- 1.7 Once information has been verified click on Clear Customer button. To leave this screen, click on the X in the upper right-hand corner of the screen.

## 2. Copyright Clearance of Borrowing Request

- 2.1 If there is an “Awaiting Copyright Clearance” queue, double click on it to open the “Process Copyright” screen.



Status	Count
Awaiting Copyright Clearance	1
Awaiting Customer Contact	6
Awaiting Extensive Searching	2
Awaiting Odyssey Processing	1
Awaiting Request Processing	2
Awaiting Unfilled Processing	1
Checked Out to Customer	154
Delivered to Web	181
Excessive Overdues	4
Request Sent	74




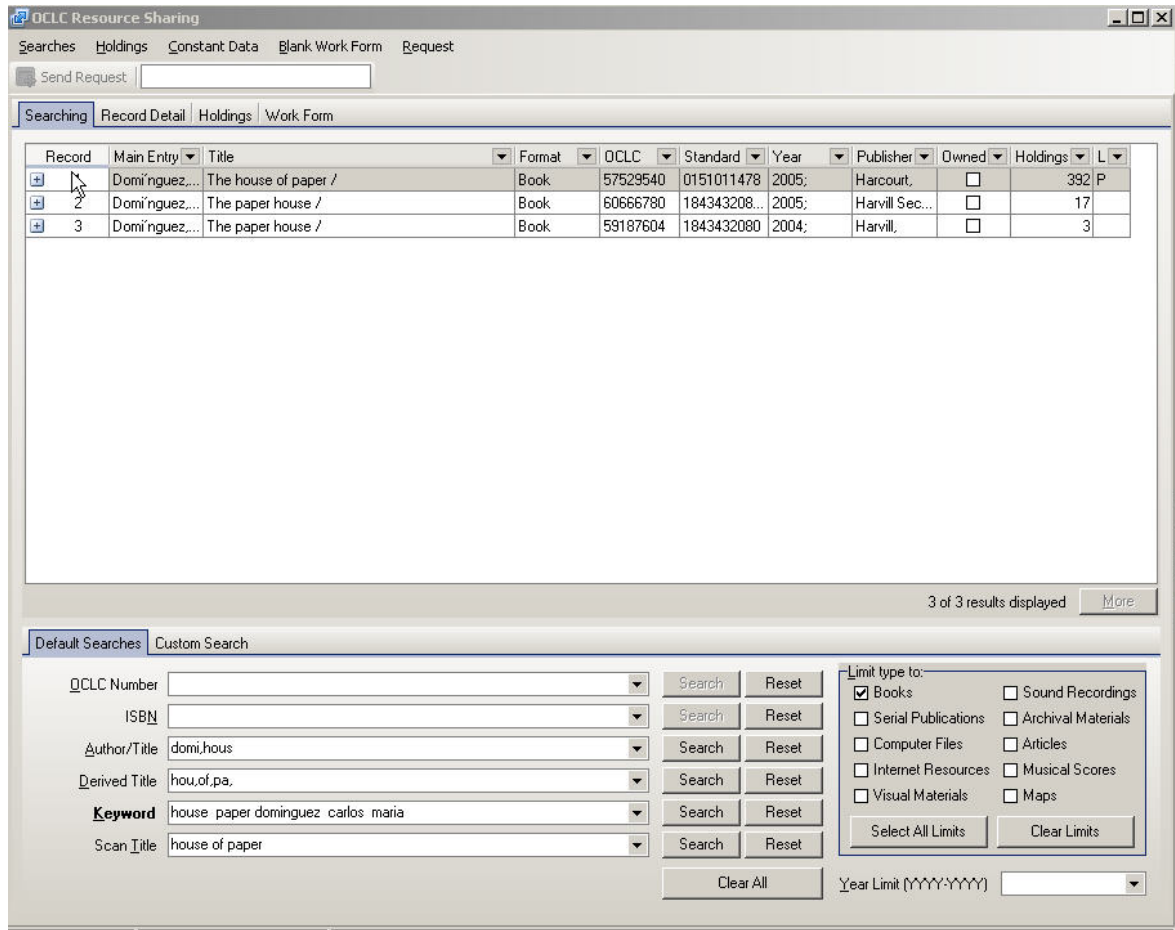
- 2.2 Click on Auto Select No Problem Requests button (upper left-hand corner of screen). The system will highlight all requests that are ok to process. Then click on the No Problem button (upper-middle of screen, grayed out in the above screenshot). This will push all of the ones that are immediately ok to the Awaiting Request Processing queue.
- 2.3 If the journal name appears in the Copyright List on the right-hand side, DO NOT CLEAR THIS REQUEST – LEAVE IT FOR A SUPERVISOR TO PROCESS!
- 2.4 If the remaining journal name(s) do not appear in the Copyright List, click on the title to highlight it, and then click on the No Problem button.
- 2.5 To leave this screen, click on the X in the upper right-hand corner of the screen.

### 3. Searching/working requests in the Awaiting Request Processing queue.

- 3.1 Double click on the “Awaiting Request Processing” queue.
- 3.2 Double click on Request Type header (located toward top of screen) - this will group Article and Loan requests).
- 3.3 Work **Loan** requests first since they may take longer to receive.

3.4 Double click on a loan request (this will bring up a full screen of that particular request).

3.5 Click on  icon located in upper right-hand area of screen. This links you to OCLC Resource Sharing and the following screen should appear.

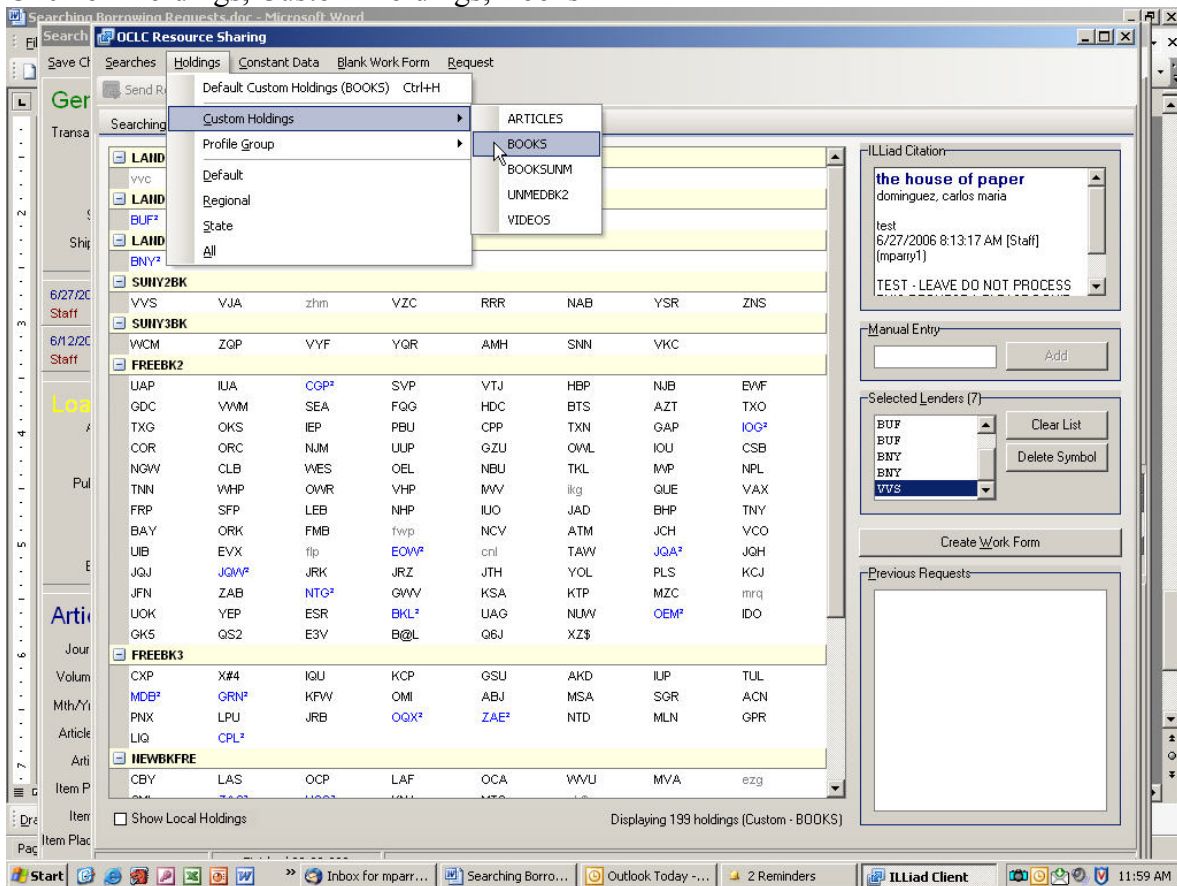


3.6 If a check mark appears in the Owned box, check our OPAC to see if our copy is in (be sure patron has not specified a different edition, etc.) If we own it and it fits the patron's request, close this screen, click on the Cancel Request button (located on upper left hand area of screen) and select the appropriate reason for cancellation.

3.7 If we do not own the book, double click on the appropriate record (most often this will also be the record with the most holdings)

3.8 A new screen will appear with detailed information regarding that particular record.

### 3.9 Click on Holdings, Custom Holdings, Books



3.10 The system will auto-create the list (middle right of screen see “Selected Lenders”). If there are few or no holders who do not charge a fee, then click on Holdings, Profile Group, LVIS to see if there are any LVIS lenders (we do not charge each other). If there aren’t many holders, also be sure to watch out for the system selecting lenders who charge a fee. See the attached list for the descriptions so you know which groups are libraries that charge. Do NOT include those libraries. If there are only libraries that charge, leave that request for a supervisor to work. Once you have built a string of 5 lender codes, click on Create Work Form button (located just below the Selected Lenders field) and the following screen should appear – SEE NEXT PAGE.



OCCL Resource Sharing

Searches Holdings Constant Data Blank Work Form Request

Send Request

Searching Record Detail Holdings Work Form

ILL NEW Borrower YDM Req Date 20060628 \*Need Before +30

Status PENDING Rec Date Renewal Req

OCLC 57529540 Source ILLIAD Due Date New Due Date

\*Lender BNG\LM.BUF.BUF.BNY Modify

Author Domínguez, Carlos María, 1955-

U Title Casa de papel. English

\*Title The house of paper /

Edition 1st ed.

Imprint Orlando, Fla. : Harcourt, c2005.

Series

Article

Vol No Date Pages

\*Verified <TN:80651><ODYSSSEY:129.3.22.38/ILL> OCLC ISBN 0151011478

Patron .....STATUS: REQ#: DEPT: TYPE: Pary, Michelle

\*Ship To ILL/Penfield Library/SUNY Oswego/7060 St. Rte. 104/Oswego, NY 13126-3514

\*Bill To same

Ship Via Library Rate Max Cost \$0.01 Type IFM Copyright Compliance

Borr. Notes LVIS MEMBER. ALSO, WE D/N CHARGE, PLEASE RECIPROCATATE IF APPLICABLE. WE ARE ON ARIEL VERISION 4.1.1 F

E-Mail ARIEL 129.3.24.50 Affiliation LAND. LVIS

Fax 315 312 3194 Locations BNY,VVS

Patron ID Patron Dept Patron Status

Patron Addr

Patron Phone Patron E-Mail Patron Fax

Patron Notes

Fields marked with an asterisk (\*) are required

3.11 As long as no fields are highlighted in yellow (this indicates missing information), click on the Send Request button (toward top left of screen).

3.12 You should be automatically returned to the Search Requests Screen where you will click on the Request Sent button in the upper right-hand area of the screen

3.13 You should then be back in the list of requests and can work the next request.

## 4. Searching/Working Article Requests

4.1 The very first step on these is to go to the library home page, click on the Determine if a Journal Title is Available link, and paste in the journal title to see if we have access, either electronically or in paper copy. In the case of apparent full-text access via a database be sure to go into the actual article and verify that it is, in fact, actually available. Also, quickly scan it to be sure no charts/graphs/graphics are omitted. If they are, check to see if we own it in paper; if we don't process the request, putting in notes why this one is being ILL'd "charts omitted in database copy". IF WE DO HAVE A GOOD ELECTRONIC OR PAPER ACCESS, CANCEL TO PATRON WITH APPROPRIATE REASON BY CLICKING ON CANCEL REQUEST BUTTON LOCATED AT UPPER LEFT OF SCREEN, CLICK

REASON, AND THEN CLICK **Cancel Request** button at lower portion of screen.

The screenshot displays the 'Search Requests' application window. The 'Cancellation Form' dialog box is open, showing a list of reasons for cancellation. The reasons include:

- Avail - Stacks.
- Avail - Periodicals.
- Avail - Electronic Periodicals .
- Avail - Reserve.
- Avail - Reference.
- Fees associated with this item.
- Unable to Borrow Dissertation.
- We have exhausted all possible sources.
- This item is non-circulating.
- Too new for an interlibrary loan.
- We could not fill your request by your deadline.
- Avail - Ebook format
- Unable to verify your request as cited.
- This is a duplicate request.
- Owned by Special Collections.
- Other.
- Available on microform and over 50 pages long.
- Available in full text on the Web. See Notes.
- Distance Learner. You're on our current DL list.
- Cancelled by customer
- Citation is for abstract of a dissertation.
- Language other than English
- DISTANCE LEARNER
- Avail - Periodical Storage
- Citation info did not autofill correctly

Below the list is a text field for 'Other Reason or Notes (Call Number)' containing 'Demo for screenshot'. At the bottom of the dialog box is a 'Cancel Request' button and three checkboxes:

- Send E-mail on this Cancellation?
- Review/Edit EMail Before Sending?
- Move this Cancellation to Print Queue

The background application window shows the 'Search Requests' interface with various tabs and input fields. The 'OCLC Information' section includes fields for ILL Number, OCLC Number, Lending String, and System ID. The 'Original Request Information' section includes fields for Loan Author, Loan Title, and Journal Title. The 'Item Information' section includes fields for Call Number and Location. The 'Status' section includes a dropdown menu for Faculty. The 'E-Mail' section includes a checkbox for 'Hold for Pickup' and a 'Yes' button. The 'Other' section includes a 'Show User Notes (0 notes)' button.

4.2 If we do not have access to the article, you will work the request following steps **3.4 – 3.13** from **Section #3** (Loan requests), but in step **3.9** selecting Holdings, Custom Holdings, **Articles**. The main difference is that the system cannot auto-build a string for you since it cannot comprehend the serials holdings. If you do not understand the serials custom holdings noted for the correct record, you should not attempt to work the article requests.

*NOTA BENE:*

1. This procedure is impacted by the possibility of a student being a Distance Learner, and by faculty who are on sabbatical. See the following flow chart regarding Distance Learners to understand the workflow for that situation.
2. Do not cancel requests if you are not positive we cannot fill them. (Have you checked the Web, etc?)

## H. Processing and Searching Illiad Lending Requests

### 1. Illiad Logon

1.1 To open ILLIAD, double click on “**ILLIAD CLIENT**” desktop logo, this will open Illiad Logon window.

1.2 Sign into Illiad with:

Username – “student”

Password – “workerbee” (click “OK” or press enter key)

### 2. Opening Incoming Lending Requests Queues

2.1 From Illiad’s main menu click on “**File**” and then pull down to “**Lending**”.

2.2 From Illiad’s main menu in LENDING, double click on items in the following order if they appear on the screen:

**Rush Request Processing.** (Process this request before proceeding to the other request. This request is sent out by UPS, unless other carrier is requested.)

**Awaiting IDS Pilot Project Lending Reque.**

**Awaiting LAND Lending Request Processing.**

**Awaiting Lending Request Processing.**

2.3 Double click on one of the queues listed above, a screen with a list of TN numbers and whether it is a loan (book) or article will appear.

Double click on one TN number and this will bring up the “**Lending Request Form**” with the request.

If the request is a Loan see section (H-3) if it’s an Article proceed to section (H-4).

### 3. Searching Lending Loan (Book) Requests

3.1 Check that the OCLC Number has eight digits. If there are less than eight digits, add zeros to the beginning of the number until there are eight digits.

3.2 Go to the Call Number and Location Information and click on “**Z Search**”, (this will bring you to OCLC Illiad Z39.50 Search Form Screen).

3.3 Then go down to “**OPAC Searches**” and double click on the “**System Number**”, this number is the same as the OCLC number.

3.4 In the upper right corner of the screen, there will be an icon of a small computer screen with a magnifying glass moving over the screen. When the magnifying glass stops moving, in the spaces numbered 1-0 there will be entries that includes the title, call number, and availability. There is usually only an entry (on the first line), but sometimes more than one entry will appear, e.g. the library has multiple copies or there are volumes for this entry.

### Available Books

If the item is available, go to top of screen, click on **“Select Record”**, the drop down box will have, Select Record 1, Select Record 2 and so on. Click on the **“Select Record #”** that corresponds with the line that has the item that is requested. The record will now appear in the **“Detailed Record”** box of the search form window, you can then close this window.

The call number will appear in the **“Call Number and Location Information”** window. Click on **“Finished Searching”**, this will bring you back to the screen with the list of requests.

### Books Not Available

If ILLiad Z39.50 Search Form Screen says in the **“Availability”** column, **“Not Available”**, search the item the same as an article to determine if the item is **“Checked Out”** or **“Lost”** or **“Missing”**. If so, then go to the ILLiad Lending - Cancellation form and click the appropriate box and **“Cancel Request”**

If ILLiad Z39.50 Search Form Screen has no Call number in the **Call Number column**, search the item the same as an article, to determine if the item is **“On Order”** or **“In Process”**. Then go to the ILLiad Lending - Cancellation form and click **“On Order”** and **“Cancel Request”**.

### Exceptions

If **\$\$kSound Rec CD** or **\$\$kSound Rec LP** appears in the Call Number field close screen and click on **“Cancel Request”**. When the **“Lending – Cancellation Form”** comes up, click **“Reason for Cancellation”** Non-circulating. Click **“Cancel Request”**. This will bring you back to the screen with the list of requests. Other Non-circulating items include Periodicals, Microfilm/Microfiche, IMC Videocassettes, SA video's and Library Use Only TRC items.

DVDs kept behind the Periodical/Media Desk cannot be signed out unless they are in the regular Media Collection which are kept in the locked case by the Periodical/Media Desk. To check out, take the ILL Borrowers card along with pull slip to the Periodicals/Media desk attendant, they will retrieve the item and check it out to the ILL account.

Reference Books cannot be loaned unless authorized by Reference Librarian.

If it is a Special Collections item, Click **“Other”** and in **“Other Reason or Notes (Call Number)”** field, type **“Special Collections** and click **“Cancel Request”**. Also note DVDs kept behind the Periodical/Media Desk cannot be signed out unless they are in the regular Media Collection.

#### **4. Searching Lending Article Requests**

- 4.1 In Illiad, check that the OCLC Number has eight digits. If there are less than eight digits add zeros to the beginning of the number until there are eight digits. See what volume and date is requested, highlight the OCLC number and then **“Ctrl and C”** button to copy (this will copy the number).
- 4.2 Click on Internet Explorer **“e”** on the Desktop tool bar. (This takes you to Penfield Library’s Home Page).
- 4.3 Click on the **“Books, Videos in Penfield (Online Catalog)”** link then click the **“Advanced Search”** and then **“Command Search”** buttons.
- 4.4 In the **“Type command language phrase”** box: type 035=Ctrl button V, this will place the OCLC record number behind the = sign.
- 4.5 Press **“enter”** to start search, If found this will take you to the catalog’s **“Full View of Record”** screen, you will then need to click the **“Availability”** link to see if the item is on loan (Due date Listed) or available (Due date area blank).

#### **Available Articles**

Press **Ctrl and A,C** buttons, this will highlight and copy items location information.

Return to the Illiad Lending request Form and click on **“Import Information”**.

Click on **“Finished Searching”** as this will bring you back to the screen with the list of the requests, continue with next request until queue is empty.

#### **Articles Not Available**

If the article is not available go to Illiad Lendings **“General Update Form”** and click **“Cancel Request”**, select the appropriate reason on the **“Lending - Cancellation Form”** and click the **“Cancel Request”** button. See screen shot example below.

If the request lacks the necessary information, e.g. year, pages, volume, etc., Click **“Other”** and in **“Other Reason or Notes (Call Number)”** field, type reason for cancellation and **“Cancel Request”**.

**Lending - Cancellation Form**

Reasons for Cancellation

- Checked Out
- Non-circulating
- Exceeds max cost
- On order
- Not as cited
- Title not owned
- Holdings END BEFORE this volume
- Holdings BEGIN AFTER this volume
- At bindery
- Lack volume/issue
- Issue not yet received
- Lost
- Not on shelf
- Exceeds copy limits
- Other

Other Reason or Notes (Call Number)

Cancel Request

Continue with next request until queue is empty.

## 5. Printing Pull Slips for Illiad Lending Requests

- 5.1 From Illiads “**Main Menu – Lending**” screen click the Arrows as this will refresh the screen (update the queues).
- 5.2 Click on “**Search Stacks**” then “**Print Stack Search Items**” > “**Move Records to Stacks Search Print Queue**”, the (number) of records to be printed will appear in the bottom left corner of Illiad 7.0.4.0 of Main Menu Lending, then the template/ templates will start to automatically open. (Note, Printing on the Ariel computer will require you to click the “**Enable Macros**” button in the **Security Warning** window before the template/ templates will begin to open)

- 5.3 To complete the opening of the template/ templates you will have to click “**Yes**” in the **Microsoft Office Word** pop-up window for each template used (Loans & Articles).
- 5.4 You will then need to click on the “**Merge to New Document**” button then click “**OK**” in the **Merge to New Document** pop-up window and then print each merged template (Loans & Articles as needed), this procedure will merge the information from articles and loan requests in Illiad to a WORD template/ templates and Print the Loan & Article Pull slips.
- 5.5 Article and Book requests will now be in Illiad’s Lending “**Awaiting Stacks Searching**” queue.
- 5.5 After printing click and close both copies of the **WORD Lending Loan** and **Article Slips** templates. A pop-up on the Screen will ask do you want to save Changes, Click “No” to all screens.

## 6. Searching Stacks and Updating Lending Requests

- 6.1 Sort pull slips by organizing them into the following categories:

**Books** -- call number order -- third floor

**Media/Videos** -- call number order -- second floor

**Juv/Juv Pic** -- call number order – second floor

**Government Documents** -- call number order -- second floor

**Journal Article** -- alphabetically by journal title -- second floor

**Reference Books** -- call number order -- first floor

(Ken or Marion will ask head of reference for permission to send out book)

**Browsing** --call number order – first floor

- 6.2 Search stacks and insert pull slip in front cover of book or at the starting page of the Journals article request. (For any items not found proceed to section **6.10** below)

- 6.3 Any items for loan. (Books, Videos etc.) will need to be checked out to our Interlibrary Loan Account in Aleph.



- 6.4 Click on Alephs Circulation Patch 7 icon from the computers Desktop.

- 6.5 In the Aleph Password Screen enter the user name and password below.

**USERNAME: illstdt**

**PASSWORD: ill** (Hit ENTER or Click OK)

- 6.6 Click on the Loan icon from the circulation window and enter the ILL Account number **0026300004528** in the “**User ID/barcode:**” field. (Note that a scannable barcode of this number is taped to the top of the terminal)



6.7 Scan the barcodes of all the loaned items and check them out to our Alephs ILL Account.

Note: Video cassettes have a shorter due date and you will need to cross out the printed date on the items pull slip and write in the one indicated during check out in Aleph. You will also need to indicate the new due date in Illiad when updating item as found.

6.8 The item will now need to be updated in Illiad, go to ILLiad Lending, pull down “**Search Stacks**” and click on “**Update Stacks Search Results**”.

6.9 In “**Select Record**” field after “**Transaction Number**” scan TN number from pull slip. If item is found, click “**Mark Item as Found**”.

(If a screen pops up saying “**This is an Odyssey request.**”)

Click “**OK**”, this will move the request to a status of “**Awaiting Odyssey Scanning**”.

6.10 If item is not found, give slip to Marion and she will double check the item. If still not found or if head of Reference says no to sending out reference book, click item “**Mark Item as No**”, this will bring up the “**Lending Cancellation Form**”, select the correct choice and click the “**Cancel request**” button.

Note that if item is not on shelf but shows available, cancel request, write not on shelf on pull slip and place on Sharon’s desk in Circulation.

6.11 Refresh the screen. Click “**Search Stacks**”. Go to “**Print Shipping Labels**” then “**Move Items To Shipping Label Print Queue**”(There is No Print Mail Labels, this just empties the Queue), Click the Refresh to update system.

6.12 Separate “**LAND**”, “**IDS**” and “**U.S. Mail**” requests. (See Section **H. Shipping Procedures** for shipping instructions)

6.13 Separate “**Ariel**” and “**Odyssey**”, articles. (See Section **M. Scanning Ariel and Odyssey Lending Request** for scanning instructions)

Note we also Fax when asked or request.

## I. Processing Icicill Lending Requests, Returns and Renewals

### 1. Icicill logon

- 1.1 Open internet explorer and from it's Bookmarks or Favorites then select: "ICICILL".
- 1.2 From homepage select "ILL Librarian".
- 1.3 Enter Logon Name: "nosu" and Password: "ill", then click "go".

### 2. Printing Lending's Pull Slips and Searching Stacks

- 2.1 From the Icicill main menu select "Lending".
- 2.2 Select "PULL SLIPS" at bottom of left column.
- 2.3 Scroll to very bottom of page and click: **print pull slips** (Last Item in Lending Column).
- 2.4 Pull slip screen with today's date will come up. Scroll down to the very bottom of the screen. Click: **Print Pull Slips**. If there are any slips, the first request will come up and a print screen will appear. Click: **Print** and slips will start to print.  
(If there are no slips in the queue), a screen will come up with the message:  
**"Unable to print pull slips", "There are no pull slips to print"**.
- 2.5 When all "Pull Slips" for request are printed, search the stacks for the requested Items.

Note that if an item can't be located Open Internet Explorer and go to the Library's homepage, click on to: FIND BOOKS AND MORE: [Books, Videos in Penfield \(Online Catalog\)](#)

- Type title in: First Box and Hit "Enter" or click "Go".
- When title comes up, click on "Availability", if the title is checked out, the Due Date column will have a date under it. If the item is not checked out, there will be no date in this column.

- 2.6 For items found, proceed to next section, for items not found go to section H3.3??

### 3. Checking out in Aleph / updating Icicill Lending Items

- 3.1 To open the Aleph Circulation program, from the computers desktop, click on the "Shortcut to Circ link" :



Shortcut to CIRC.Ink

- 3.2 Sign into Aleph using the information below:

USERNAME: illstdt  
PASSWORD: ill

3.3 Click **“OK”** or hit **“Enter”**, then click on the Loan icon to open the Lending screen.

3.4 In the **“User ID/ barcode”** window, enter or scan the ILL Account barcode:  
**“00263000004528”** (which is on or taped to the terminal).

3.5 Write the due date that appears in aleph, in ink on the Iccill pull slip under the Expiration Date.

3.6 Reopen ICICILL then from **“LENDING”** and select **“In Process-Printed”** from the list.

3.7 For items **“Found”**:

- Match **Identifier** number on top of **“Pull Slip”** with **Id** number on screen.
- Change drop down menu to say **“Ship” (if necessary)**. Click **Go!**.
- **Ship Item** screen appears. Go to **Due Date** : Box and using the drop Down columns, enter the date the item is due.
- Scroll down the screen to **Ship Item**, click button.
- **Click here to return to the transaction list.** screen will appear. Click on the message. This will return you to **In Process - Printed** Screen. Continue the above steps until all items have been processed.
- When last item has been processed, **“The ship service was successfully placed”** screen will appear.
- Make two copies of each Iccill pullslip.
- Place the original Iccill pullslip in the Iccill shipped folder in order by the Identifier number.
- Place the other 2 copies of the pullslips in the book or item, then place the item on the shipping desk. (one copy will be shipped with the item and the other will have it's address label cut out to be used for a shipping label).

3.8 For items **“Not Found”**:

- Match **Identifier** number on top of **“Pull Slip”** with **Id** number on screen.
- Change drop down menu from **“Ship”** to **“Answer Unfilled”** and click **“Go”**, this will open the **Unfilled** screen window.
- If the item is checked out select **Reason** : **“In Use On Loan”**, then click **“Send Answer”**. Discard paper work. If the item was not on the shelf, click the drop down menu to **“Not On Shelf”**, click **“Send Answer”**. Write on top of Pull Slip **“Not on Shelf, with date”** and give to Circulation Department.

## 4. Processing Icicill Returns

- 4.1 Check book/ Item for Pull Slip Request form
- 4.2 Check Identifier number on top of Pull Slip with ID: number written on the item's **Date Due Slip** to make sure they match.
- 4.3 Pull **Original request** from **ICICILL folder**.
- 4.4 Sign into Icicill software as indicted in section **I-1**.
- 4.5 Then click "**Lending**" then "**Search**".
- 4.6 Type the Identifier Number in the "**Find:**" field and select "**Identifier:**" in the pulldown then click "**Search**"
- 4.7 When **Search** screen appears, verify record, make sure field is set to "**Check In**", then click "**Go!**"
- 4.7 When **Check In Item** screen appears, In "**Check In Date :**" drop down field, put date item was received then click "**Check In Item**". Note a screen Screen will appear: **The Check-In service was successfully placed!**
- 4.8 Discard any paper copies of request and take any items to the Circulation Desk for check-in.
- 4.9 Proceed to the next item, close window and log out of Icicill when all returns are complete.

## 5. Processing Icicill Renewals

- 5.1 After going to the **LENDING** side of ICICILL, click **Renew/Pending**.  
(If the message "**Unable to show transactions: There are no items with this status for this library**" appears go to "**Renew/Overdue**" and if the same message appears on the screen, there are no renewal request.  
  
(If there are Icicill Transaction(s) on the screen in either field, continue to section "**5.2**" below)
- 5.2 Pull from ICICILL folder the Original request, check the "**Identifier number**" on top of Pull Slip with "**ID number**" on the screen, also check compare the title of the book with the title on the screen to make sure everything matches.  
(Note, before proceeding with the renew check the "Do Not Renew" information in section "**5.7**" below.
- 5.3 RENEW item by following directions in Section "**O1.8**", **Iliad Lending Renewals** then return to the Icicill software.

5.4 The item already has “**Renew Answer**” in the drop down box you can click on “**Go**” then in the “**Date Due**” drop down screen enter the new due date, once complete click the “**Send Renew Answer**” button. (note due date will be approx. one month from the original due date.)

5.5 The next screen should say: The Renew Answer service was successfully placed! **Click here to return to the transaction list**, click here and this will bring you back to the **Renew/Pending** or **Renew/Overdue** screen, continue until all request have been worked.

5.6 Write on **Pull Slip**, Renewed to and the new due date, then put **Original request** back in **ICICILL folder** by **Identifier** number.

5.7 Icicill Transaction(s) not to be renewed:

(Do Not Renew if the book was previously renewed, more than a few days overdue, media, reference book, or from the browsing collection.)

(Do Not renew if the item already has **Renew Answer** in the drop down box.)

- Click on “**Go**”, this takes you to the “**Renew Answer**” screen. In the “**Answer**” box, click “**No**” also in the “**Renewable**” box, click “**No**”.
- Then in the “**Date Due**” box, using the drop down buttons, put the original due date, even if it is overdue. Click “**Send Renew Answer**” button. The next screen should say: The Renew Answer service was successfully placed! **Click here to return to the transaction list**, click here and this will bring you back to the **Renew/Pending** or **Renew/Overdue** screen, continue until all request have been worked
- Put **Original request** back in **ICICILL folder** by **Identifier** number

## **J. Shipping Procedures**

### **1. Introduction**

1.1 Interlibrary Loan uses various methods of shipping material from Libraries and Nylink Delivery (LAND) services to express delivery and ordinary mail services. Shipping methods are determined by the information accompanying the item (our pull slip for Loans) or (lenders paperwork for returns). All materials from LAND and IDS libraries will be shipped via the LAND Delivery Service. These libraries can be distinguished by matching up the library code to the IDS or LAND library listings located on the bulletin board above the shipping desk. Penfield's Illiad Lending Loan pull slips will also state LAND or IDS after the College Name in the Shipping Address. When necessary, ship fragile items such as Video's, CD's, DVD's along with Distance Learners book/video requests by (UPS) United Parcel Service. Most other borrowed returns, items in Illiad regular Lending and Icilil lending, will be shipped via U.S. Mail unless stated otherwise by the Loaning or Borrowing library.  
Distance Learners

### **2. IDS and LAND Shipments**

- 2.1 Copy the ILL# listed on pull slip on to the date due slip of book/ item.
- 2.2 For **IDS** material, find the appropriate pre-printed yellow shipping address label located in the label file box on shipping desk, then proceed to section 1.4
- 2.3 For regular **LAND** items cut the shipping label from pull slip and tape to white LAND shipping label, or hand write College name on white LAND label.
- 2.4 Stamp label with the next LAND Pick-up date.
- 2.5 Insert shipping label into pocket on blue LAND Bag
- 2.6 Place pull slip in books pocket or clip to date due slip.
- 2.7 Place book or items in Blue LAND bag.
- 2.8 List the Items and number of bag being shipped next to the corresponding Library on the "**LAND Manifest Sheet**".
- 2.9 When all LAND & IDS shipments are complete, indicate the total # of items and bags being shipped out on the top of LAND Manifest Sheet, also make sure you write the date and then SUNY Oswego in the ship from space provided. Make 2 extra copies of sheet, leave all copies with out-going LAND bags, courier will pick up items from our office.

### **3. U.S. Library Mail (Out-going articles)**

- 3.1 Cut address from pull slip of article request and tape to Penfield mail shipping label.
- 3.2 Check label to make sure it has our return address on it and our mailing account code **86405-05 Library Mail** at the top.
- 3.3 Place self-stick shipping label on a brown letter envelope.
- 3.4 Affix Illiad pull slip to copies of article and place in letter envelope, seal and place on shipping's out-going library truck.
- 3.5 **Note: If Canadian shipments perform the steps above plus add the "Canadian Tariff Label" to the package above mailing label.**

### **4. U.S. Library Mail (Out-going books)**

- 4.1 Write the ILL# listed on pull slip onto the date due slip of book.
- 4.2 Stamp "Please return this form with material" on Icicill pull slips.
- 4.3 Cut address from pull slip of request and tape to Penfield mail shipping label.
- 4.4 Place pull slip and Penfield return label in books pocket or clip to date due slip.
- 4.5 Package book in a good used or new padded envelope, can also use boxes for large books or multiple items.
- 4.6 Place self-stick shipping label with mailing address on envelope or box.
- 4.7 Check label to make sure it has our return address on it and our mailing account code **86405-05 Library Mail** at the top.
- 4.8 Seal package and place on shipping's out-going library truck.
- 4.9 **Note: If Canadian shipment perform the steps above plus add the "Canadian Tariff Label" to the package above mailing label.**

### **5. U.S. Media Mail (Out-going Video's and Media Items)**

- 5.1 Write the ILL# listed on pull slip on the date due slip of video.
- 5.2 Stamp "Please return this form with material" on Icicill pull slips.
- 5.3 Cut address from pull slip of request and tape to Penfield mail shipping label.

- 5.4 Place pull slip and Penfield return label in items pocket or clip to date due slip.
- 5.5 Package video/ media item in a good used or new box.
- 5.6 Place self-stick shipping label with mailing address on envelope or box.
- 5.7 Check label to make sure it has our return address on it and our mailing account code **86405-06 Media Mail** at the top.
- 5.8 Seal package and place on shipping's out-going library truck (Keep separate from Library Mail).

## **6. Air Mail (Alaska, Hawaii, Puerto Rico and Foreign Countries)**

- 6.1 For **articles** perform steps 2.1 thru 2.4 above with the addition of placing an Air Mail Sticker over the corner of the Mailing label to cover-up the "library mail" printed on label.
- 6.2 For **books** perform steps 3.1 thru 3.8 above with the addition of placing an Air Mail Sticker over the corner of the Mailing label to cover-up the "library mail" printed on label

## **7. United Parcel Service Shipments (Videos, Reference and fragile items as requested)**

- 7.1 Sign on to Internet Explorer and click on "UPS Global Home" in favorites to access United Parcel Services home page. Can also access it through any browser with the web address <http://www.ups.com>.
- 7.2 On UPS homepage select your country then click arrow to go.
- 7.3 At Log-In, User ID: type "ill" then at Password: type "illwork123", click arrow, if security alerts pop-up accept them.
- 7.4 Under Quick Links click "Create a Shipment" this will open the "Ship A Package screen".
- 7.5 Click "Enter New Address", under Address Information fill in Company or Name, Address, City, State and Postal Code (Zip code) then click update.
- 7.6 Review address information and fill in the weight, 1 book or video = 1 pound then click "Ship Now".
- 7.7 Click checkmark on both view/print label and view/print receipt then click the view/print button, click file, print to print copies of both screens.
- 7.8 Place printed receipt in the UPS Online Receipt folder next to Ariel laser printer.



7.9 Fold printed UPS ship label and insert into a label pouch (these are located next to Ariel Laser printer).

7.10 Write ILL# on date due slip of book.

7.11 Place pull slip and Penfield return label in video, if book place in pocket or clip to date due slip.

7.12 Package video in a box and place self-stick UPS label pouch on box top.

## **8. Federal Express Shipments**

8.1 Copy the ILL# listed on pull slip to the date due slip of book/ item.

8.2 Complete FedEx USA Airbill sections 3, 4a or 4b and 5 thru 7 as required.

8.3 Place pull slip and Penfield return label in books/ items pocket or clip to date due slip, for articles attach only pull slip to top of article.

8.4 Place books or videos in FedEx Pak, articles or material 8 ounces or less can be placed in FedEx Letter.

8.5 Adhere completed self-stick airbill to top as specified on FedEx packaging.

8.6 Retain senders copy for our records, place in FedEx folder.

8.7 Call Federal Express 1-800-463-3339 to schedule a pick-up, you will need our FedEx account # and shipping package information for this automated phone service. (Note pick-up must be scheduled before the 2pm cut off time for same day pick-up).

## **K. Incoming LAND/Mail**

### **1. Separate incoming LAND/Mail by: (2.) Penfield Books / Video's and (3.) Non-Penfield Items.**

#### **2. Penfield Books/ Video's (Lending Returns)**

2.1 Remove Illiad or Icilil paperwork from book or video, check to make sure the ILL# for (Illiad Requests) or ID Number if it's and (Icilil request) on the item's paperwork matches with the number written on the items due date slip, if so set aside Illiad slips in one pile and Icilil request in another pile.

(If no paperwork was included), on a blank piece of paper write the ILL# or Icilil ID# that is on the books due date slip and place this in the correct pile with the others slips.

2.2 Remove any paper clips or other papers that can be reused by the ILL dept., discard all others.

2.3 Place all returned Penfield books/ items on a truck to be taken to the Circulation Desk for "Check-in".

2.4 See section (L-1) to process Illiad Lending Returns.

2.5 To process Icilil returns, see Icilil instructions in Section I-4.

#### **3. Non-Penfield Items (Borrowed Items From Other Libraries)**

Search book or video for any paperwork, place in front cover and see section (L-2) of "Receiving Illiad's Lending/ Borrowing" for processing information.

3.2 If incoming material is a paper copy of an article, see section (L-3) of Borrowing/ receiving for processing information.

## **L. Receiving Illiad's Lending/Borrowing** (Processing paperwork from incoming Illiad LAND/Mail Shipments).

### **1. Penfield Books/ Video's (Lending Returns)**

- 1.1 Click on the "**Illiad Client**" icon and sign into system.
- 1.2 Click on "**File**" then "**Lending**".
- 1.3 Click on "**Receives**" and then "**Check items in From Returning Library**".
- 1.4 Enter the "**TN #**" or "**IL #**" in the proper field.
- 1.5 Click on the "**Check Item In**" button to complete the check-in process of item. \*
- 1.6 Reference books will also need to be checked-in on the Aleph System and returned to the Reference room truck.

All other items on the truck of returned books will be taken to the Circulation Department where their staff will check them in and return them to our shelves.

\* Note if an item won't check in, click "Edit" then "Edit request", enter "TN#" and click search. View the Transaction status field to search for problem. If return process was correctly completed transaction status will be "Request Finished".

### **2. Non-Penfield Items: books, DVD's and videos.** (Borrowed Items From Other Libraries)

- 2.1 In the Illiad Client click "**File**" then "**Borrowing**".
- 2.2 Click "**Receives**" then "**Check Items In From Lending Library**".
- 2.3 Enter ILL# then click "**Search**" (Always use ILL# only).
- 2.4 Look at lenders sheet to verify the item information matches with our Illiad record, also see if lending charges or multiple items are present.

#### **Exceptions**

(If there is lending charges or lending charge information is not on accompanying paperwork)

Click on "**View Entire Record**"

Click "**Show**" then the "**OCLC Request**" link.

Check for cost by viewing lending charge information. Print a copy of screen if lending charges are present and place copy in Michelle's mailbox.

(If more than one item (Vol.1 & Vol.2) are on the same record)

Change the amount in the “ # of Pieces” field to indicate number of items on this record then indicate the volume or parts in the “Notes/Special Ins.” Field.

(If item is listed as article but the book which contains the article was received)

Change request type to Loan

Make sure title and author information is entered in appropriate fields.

(If due date is blank)

Key in appropriate due date

(If Lending String lenders code is incorrectly selected)

Click button for correct lender

2.5 Click “**Check In**”, then clip paperwork into the front cover of book or place in front pocket of book.

2.6 Check in all items shipped then proceed to then next step.

2.7 In the Illiad Client click “**File**” then “**Borrowing**”.

2.8 Click “**Receives**” then “**Print Items**” then “**Move Records to Print Queue**” (this prepares the Illiad information for transfer to the WORD template and will automatically open the “**Borrowing Loan Label**” template).

2.9 To complete the opening of the template you will have to click “**Yes**” in the **Microsoft Office Word** pop-up window.

2.10 You will then need to click on the “**Merge to New Document**” button then click “**OK**” in the **Merge to New Document** pop-up window (this merges the information in Illiad to the WORD book-band template). \*

2.11 Click “**File**” then “**Print**”, set printer to Konica in Admin Office or to a printer equipped with 11” x 17” paper, then click “**OK**” to print.

2.12 Close WORD template (**Do not save changes**)

\* Note if none of the Borrowing Loan Labels printed, in Illiad Borrowing main menu click open the “Awaiting Customer Contact” queue. To push records back, right click in the request type field and move records to “Awaiting Post Receipt Processing”. You can then try to reprint the Borrowing Loan Labels.

\* Also Note If a particular Borrowing Loan label didn’t print, the lending Library may have also sent us the whole book even though the request was for only pages from it. To check the record in Illiad click “Edit” then “Edit Request” and enter the ILL#, check to see if item was

a Loan or Article. If listed as article and book was received, change request type to Loan and copy Bibliographic Information from the article part to the loan part in Illiad. You can then proceed to section (L 2.5) to check in item, if item was already checked in as an article you will have to change it's status back to Request Sent in Illiad to allow you to check it in.

2.13 In Illiad click "**File**" then "**Borrowing**".

2.14 Click "**Awaiting Customer Contact**" then click "**Start Automatic Email**".

2.15 Close window and click refresh.

2.16 Click "**Customer Notified Via E-Mail**".

2.17 Right click in field "**Request Type**", pop-up appears "**Move Selected Records to:**" select "**Checked Out to Customer**" then click "**Yes**" to accept change.

2.18 Status of received books should now be "**Checked Out to Customer**" when finished.

2.19 Place books in alphabetical order on shelf for pickup by patron

### **3. Non-Penfield Items: articles received by LAND, Mail or Fax.**

3.1 In the Illiad Client click "**File**" then "**Borrowing**".

3.2 Click "**Receives**" then "**Check Items In From Lending Library**".

3.3 Enter **ILL#** then click "**Search**" to find and bring up record. (Always use ILL# only).

3.4 Click on "**View Entire Record**", this will open the Illiad "**General Update Form**" window.

3.4 Look at lenders sheet to verify the item information matches with our Illiad record, also see if lending charges are present.

(If there is lending charges or lending charge information is not on accompanying paperwork)

From the "**General Update Form**" window click "**Show**" then the "**OCLC Request**" link.

Check for cost in the Lending Charges box.

Print a copy of screen if lending charges are present and place copy in Michelles mailbox.

Close the OCLC Illiad Interface window thus returning to the Illiad's General update form window.

3.5 While in the "**General Update Form**" click "**Show**" then "**User info**".

3.6 You will then need to click **“Edit User Information”** to view customers requested delivery method (choices listed below), once found close windows and return to the **“Check Item In From Lending Library”** window.

(If **Yes** is indicated for **electronic delivery**)

Go to section **(M)** “Scanning Incoming Articles to the Web for Electronic Delivery”.

After article has been scanned and saved click the **“Notify Electronic Delivery”** button, this will complete delivery of article to the web.

(If **hold for pickup** is listed)

While in the **“Check Item In From Lending Library”** window click the **“Check Item In”** button. (this will check in item and put record in the **“Awaiting Post Receipt Processing”** queue.

Close window and return to the **“Main Menu Borrowing”** window, click refresh and open the **“Awaiting Post Receipt Processing”** queue.

Click on each TN# of articles held for pick-up to open record, change status to **“Awaiting Customer Contact”** and then save changes.

Refresh and click open the **“Awaiting Customer Contact”** queue.

Then click **“Start Automatic Email”**, this will notify customer material is ready for pick-up.

Place article on pick-up shelf in alphabetical order by last name.

(If **mail to address** is listed)

While in the **“Check Item In From Lending Library”** window click the **“Check Item In”** button. (this will check in item and put record in the **“Awaiting Post Receipt Processing”** queue.

Close window and return to the **“Main Menu Borrowing”** window, click refresh and open the **“Awaiting Post Receipt Processing”** queue.

Click on each TN# of articles to be mailed to open it’s record, change status to **“Request Finished”** and then save changes.

Click in the notes field and write mailed to campus address.

Return to main menu in Illiad then place article on shipping desk.

3.7 Additional check-in information.

(If due date is blank)

Key in a bogus due date, this is requires before system will allow check-in of item.

(If Lending String lenders code is incorrectly selected)

Click button for correct lender.

## **M. Check and process incoming Electronic Articles (Ariel)**

### **1. Checking incoming electronic articles.**

- 1.1 Click on “**Ariel**” program. (Ariel should be left on at all times and only closed for step 3.1 listed below)
- 1.2 Highlight one ILL# of an article in the document ID field of Ariel’s Received Queue.
- 1.3 Click “**Document**” then click “**View**”
- 1.4 Check document to make sure all pages are there and clear enough to view. \*

\*If pages are missing, print the article and then delete its file. (We can then have the missing pages sent to us, upon arrival we will scan the complete article and post it to the web) See section N. “Scanning Incoming Articles To The Web For Electronic Delivery”.

### **2. Archiving incoming Electronic Articles.** (Archive files may be needed if system has problems).

- 2.1 Highlight file in Ariel received queue and click “**Document**” then “**Save**”.
- 2.2 Copy file number from Document ID feild to **Active Entry ID File Name Field**.
- 2.3 Key current date into Active Entry ID description field.
- 2.4 Click “**OK**” button to accept file.  
(To check if file is in archive: click “**Document**” then “**Open Archive**”, file number should be present).

### **3. Processing incoming Electronic Articles.**

Close Ariel Program

In Illiad click “**File**” then “**Borrowing**”.

Click “**Receives**” and then “**Electronic Delivery Processing**” (this will import files and open a new window to process files).

Click “**Process Electronic Delivery Files**” (Files/TN should appear in one of the queues listed below), then click on desktop Ariel icon to reopen program.

### **“No ILL Number Match”**

Click on entry and check cover page of article for ILL number.

Key ILL number in appropriate box and click “Match” button.

(If ILL number is not visible on incoming request go to ILLiad edit, edit request screen and search for request by title or author etc., obtain ILL number and return to Electronic Delivery Processing to key in ILL number.

### **“No Ariel Lender Match”**

Check cover page of article for lenders symbol. (Correct lender will have an asterisk in front of their symbol)

Click on correct lenders symbol then click “Attach Lender Info”, this will move the request to either the Review or Print queue.

### **“Review”**

Click on the TN number and click the “Deliver” button one at a time. (This is the Electronic Delivery queue that posts articles to the web.

### **“Print”**

Click on the TN number and click the “Print” button one at a time. (This prints the article so that they can be held for pick-up or mailed to campus address)

In Illiad Borrowing click “**edit**” then “**edit customer**” type in customers name and click search to see if requested delivery method is hold for pickup or mail to address.

(If **hold for pickup** is listed)

Sign into Illiad’s borrowing, “**Edit**”, “**Edit request**”, type in TN number and click search button to bring up record.

Click change status to “Awaiting Customer Contact” and then save changes.

Refresh and click open the “**Awaiting Customer Contact**” queue.

Then click “**Start Automatic Email**”, this will notify customer material is ready for pick-up.

Place article on pick-up shelf in alphabetical order by last name.

(If **mail to address** is listed)

Sign into Illiad’s borrowing, “**Edit**”, “**Edit request**”, type in TN number and click search button to bring up record.

Click change status to “Request Finished” and then Save Changes.

Click in the notes field and write mailed to campus address.

Return to main menu in Illiad then place article on shipping desk.



## **N. Processing / Scanning of Incoming Articles and In-house Fills To The Web For Electronic Delivery**

### **1. Checking, Scanning and Posting Paper Copies of Articles to the Web**

- 1.1 Check Pages of the article to verify it is complete and that the copies have no cut off words or letters.
- 1.2 From desktop on the Ariel computer click the “**Adobe Acrobat 6.0**” icon to open program.
- 1.3 Click “**Create PDF**”, “**From Scanner**”.
- 1.4 Select “**Scan**”, load document to scanners ADF and select document type “**Single Sided Stack**” or “**Double Sided Stack**” as needed.
- 1.5 Click the “**Scan**” button, after scanning is complete click the “**Done**” button and view file for quality. (If quality is good proceed to section N 1.6 below, if not alter as necessary and rescan)
- 1.6 From “**File**” select “**Save As**” (Make sure it is set to “H” drive) Fill in the TN# in “File Name” and Save.  
(If you don’t have the TN#)  
Go into Illiad’s “**File**” and then “**Borrowing**”.  
Select “**Edit**” and “**Edit Request**”.  
In the ILL Number box type the ILL number and click on “**Search**” (This will bring up the record).  
The “**Transaction Number**” is in the top left hand box on the record, you can now enter this number as the file name and save the file as listed above.
- 1.7 Close Acrobat exchange when done saving file.

### **2. Processing In-house Fills Received by E-Mail PDF File Attachments**

- 2.1 Click on the “**Mozilla Thunderbird**” icon from the Ariel computers desktop to open Thunderbird’s “**Choose User Profile Window**”.
- 2.2 Select “**ILL**” and click the “**Start Thunderbird**” window.
- 2.3 Enter password “**illwork123**” in the window and click the “**OK**” button to open the Ill E-mail account.
- 2.4 Look for E-Mails with a “**TN#**” and “**fill in house**” in the subject area, then click to open e-mail.

2.5 Click on the pdf attachment and open the file. Once open click **“File”**, **“Save a Copy”** and save the file in **“elecdel on ‘maint-bdc’ (H:)”**

2.6 Close window and proceed to step **“N 3”** to check in item on Illiad.

### **3. Illiad Check-in and Patron Notification of Electronic File Delivery**

3.1 Go into Illiad’s **“File”** and then **“Borrowing”**.

3.2 Go in **“Receives”** and click **“Check Items in from Lending Library”**.

3.3 Enter **TN#** and click the **“Search”** button to bring up the record.

Check information to make sure it matches and then click the **“Notify Electronic Delivery”** button.

(If due date field is blank)

Enter a bogus Due Date (Date in the near Future)

(If a pop-up screen appears **“Missing right quote”**)

Click the **“Library Holding Code”** as listed on the incoming pull slip attached to the article. (Note the correct lending library will have and \* in front of it’s code)

Close the **“Check in item from lending library”** window and click Illiads refresh.

3.7 Write **sent** and **current date** on paper article copy, place it in the most recent sent PDF file box.

## O. Scanning Ariel and Odyssey Lending Requests.

### 1. Ariel Copying/Scanning from Konica

1.1 From Konica copier select “**Scan**” (Located near the number pad)

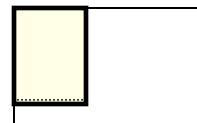
1.2 Press the “**Ariel**” button then the “**OK**” button.

1.3 Place book/item on copier to determine scan method.

(If book or Journal is 8 ½ x 11” or less when open)

Place vertically on copier bed, see illustration

Proceed to step 1.4



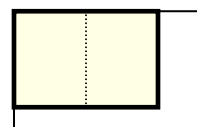
(If book or Journal is larger than 8 ½ x 11” when open)

Place horizontally on copier bed.

Select the “**Application**” button

Select “**Book Copy**” then press “**OK**”

Press “**OK**” again and proceed to step 1.4



1.4 Place articles request form on copier bed and press the “**Scan**” button, place book/journal on copier and continue to scan in all the pages requested.

1.5 When scanning is complete, press the “**Start**” button to upload file into scantrip.

1.6 Wait for the “**Data**” light to go out on the Konica, then from the Ariel computers desktop open “**Scantrip**”.

1.7 Click the “**Check**” button and highlight and delete the “**txt**” file, highlight and retrieve the “**tif**” file (this will place it in the “**Konica Scan**” folder), remember it’s file # for Ariel importing.

In the Ariel software click on “**Document**” then “**Import**”, you can then search the “**Konica Scan**” folder and double click on the correct file (this will open the “**Save**” window).

In the Save window’s “**Document ID:**” field enter the ILL# from the articles request form and click “**OK**”.

1.10 Click “**Document**” then “**Open Archive**”, highlight file and click “**Document**” then “**View**” to page check file.

1.11 Click “**Document**” then “**Send**” to open the Ariel **Send** window.

1.12 Verify that the Document ID is correct as listed on the article pull slip, then enter the patrons name in it’s field, also under Destination in the “**To:**” field type in the Ariel send to address listed on the Lending pull slip, click the “**OK**” button to send. (Note the article will now appear in the Ariel Send Queue and disappear when send is complete).

## 2. Ariel Photo copying and Scanning (optional backup method)

- 2.1 Place Journal on Konica Copier, select the “**Copy**” then “**Application**” buttons.
- 2.2 Select “**Book Copy**” then “**OK**” and accept “**OK**” again.
- 2.3 Place Journal face down and press the “**Scan**” button, the copier will make 3 passes and scan both pages of Journal, continue to scan the complete article, when complete press the **Start** button to print paper copies. (Note you can also press start at anytime after a scan to print and view for quality)
- 2.4 In the Ariel software click on the “**scanner picture**” located in the first block of the tool bar, (this will open the scan window).
- 2.5 Place paper copies of article to be scanned face down on scanners document feeder and click the “**Scan**” button, this will open the Ariel **Send** window.
- 2.6 In the Send window enter the **Document ID** (ILL Number), **Patron** (patrons name) and **Destination, To** (Ariel Address) as listed on the articles Lending pull slip, click the “**Send**” button. (Note the article will now appear in the Ariel Send Queue and disappear when send is complete).
- 2.7 Write the current date and “Sent” on the photocopies of the article and place them in the Ariel sent box.

## 3. Odyssey Copying/Scanning.

- 2.1 Place Journal on Konica Copier, select the “**Copy**” then “**Application**” buttons.
- 2.2 Select “**Book Copy**” then “**OK**” and accept “**OK**” again.
- 2.3 Place Journal face down and press the “**Scan**” button, the copier will make 3 passes and scan both pages of Journal, continue to scan the complete article, when complete press the **Start** button to print paper copies. (Note you can also press start at anytime after a scan to print and view for quality)
- 2.4 From the Ariel terminal go to **ILLiad Lending** and double click “**Awaiting Odyssey Scanning**” on the menu, this will open the “**Electronic Delivery Scanning Form**” window.
- 2.5 Enter the TN number in the “**Transaction Number**” box. Hit “**Enter**” or click on “**Retrieve Request**”, this will pull up the request record information that is on the pull slip.
- 2.6 Put the photocopy of the article in the scanner face down.

2.7 Click **“Scan Article”**. After the scanner scan the article, the pages will be displayed on the screen in the box next to the box displaying the request information.

2.8 Click **“Send”** and close Odyssey.

2.9 Refresh **ILLiad**, **“Odyssey Article Scanned”** with the number of articles scanned will appear.

2.10 Refresh the screen again until **“Odyssey Article Scanned”** disappears or **“Odyssey Sending Failed”** appears.

(If **“Odyssey Sending Failed”** appears)

Click **“Edit”** and **“Edit Request”**, this will open the **“General Search Form-Lending”**

Type the TN number in the **“Transaction Number”** box and hit enter or search.

When the **“General Update Form”** appears, click on **“Change Status To...”**, click on **“Awaiting Odyssey Scanning”**. A screen will pop up saying **“Are you sure you want to manually change this status?”**, Click **“Yes”** then click **“Save Changes”** and close window.

Refresh the screen and **“Awaiting Odyssey Scanning”** queue will appear. Repeat steps 4-11.

\*If the **Odyssey** request(s) continue to fail. Inform the receiving library that we are **having a problem with Odyssey. Send the articles by mail or LAND.**

## **P. Borrowed Returns (Items borrowed for Penfield Patrons)**

### **1. Process and preparing of borrowed returns for mail.**

- 1.1 Retrieve returned items each day from reference desk drawer.
- 1.2 Verify TN#, title and lender match with item returned.
- 1.3 Pull the books barcode card from card file box (filed by author or title).
- 1.4 Remove any Penfield Paperwork, stamp “thank you” on lenders request copy.
- 1.5 Sign into Aleph and check in the items barcode card. (Back date system to the previous day we were opened if items have been sitting from the weekend or previous evening)
- 1.6 To check items in on Illiad system click “**File**” then “**Borrowing**”.
- 1.7 Click “**Check Out/In**” then select “**Check Items In From Customer**”.
- 1.8 Scan or enter **TN#**, verify information matches then Click the “**Check In**” button.  
(On Multiple piece items, caption will appear “**Were there \_# of Pieces etc.**” if so click “**Yes**”).
- 1.9 Close window and click “**Refresh**”
- 1.10 Click “**Returns**” and “**Print Returns**” (this doesn’t actually print, it pushes request to finish status, it will also reduce the “Checked Out To Customer” queue.
- 1.11 Remove staples and sheets from barcode cards, discard paperwork and put cards in bin for reuse.
- 1.12 Place book or item on shipping desk for packaging.

## Q. Illiad Lending Renewals

### Lending Renewals (Book renewals for Borrowing Library's)

Perform renewals between 10:30am and 12 noon or between 4pm and 6pm.

- 1.1 Open **"ILLIAD"** (Double Click on ILLIAD CLIENT). ILLIAD LOGON SCREEN will come up:  
    USERNAME: ill  
    PASSWORD: ill (Hit ENTER or Click OK)
- 1.2 Go to **"File"** and pull down **"Lending"**.
- 1.3 Click on **"Awaiting Renewal Request Processing"**.
- 1.4 When **Search Requests – Awaiting Renewal Request Processing** screen appears, write down the **Transaction Number**. Close screen.
- 1.5 Go to **"Edit"** Click **"Edit Request"**.
- 1.6 Type the **Transaction Number** in its block. Hit **"Enter"** or **"Search"** button.
- 1.7 When request appears, click **"History"** in the **"Notes and Tracking Information"** field and check if the item has previously been renewed or is overdue., if not proceed to section 1.8. Do this for all items requesting renewals.  
    (If item has previously been renewed or is overdue)  
    Leave current due date in aleph  
    Go into Illiad's Lending, **"Process"** then **"Renewals"** click **"Respond No to Renewal request"**, proceed to the renewal request in queue.
- 1.8 Go back to Awaiting Renewal Request Processing. Highlight the **Loan Title**, and **Ctrl** button and **C** (this will copy the title).
- 1.9 Open Aleph:  
    USERNAME: illstdt  
    PASSWORD: ill (Hit ENTER or Click OK)
- 1.10 Click on the binoculars and the **"Search for an Administrative Record"** screen will appear. In the **"Title"** box press the **"Ctrl button and V"** (this will paste the title in this field).
- 1.11 Click **"Search"** and the title will appear. If there is more than one item with this title, the **"Brief list"** screen will appear. Highlight the correct item and click on **"Select"**, this will open the **"Item List"** screen.
- 1.12 Click on **"Circulation"** then on **"Renew loan by Barcode"**, this will make the **"Item Barcode"** screen appear.

- 1.13 Type the Barcode from **“Item List”** screen to the **“Item Barcode”** screen where it says enter barcode, then hit enter or click the **“OK”** button as this will open the **“Renew Loan by Barcode”** screen.
- 1.14 Change the **Renew date** to one month later than the original date due and click **“OK”** then you can close the **“Item Barcode”** screen.
- 1.15 When the last item has been renewed, close Aleph. Window will pop up stating **“Exit Application**, click **“OK”**.
- 1.16 Go back to Illiad the **“Lending Request Form”**. Change the old due date in **“Call Number and Location Information”** box to the new due date, then click **“Save Changes”**.
- 1.17 Go to **“Process”** on the toolbox. The drop down screen will appear. Click on **“Renewals”**. Another drop down screen will appear. Click on **“Respond Yes to Renewal Request”**.
- 1.18 This will bring to the next item to be renewed or back to the **“Main Menu”**. If you are returned to the **“Main Menu”**. Refresh the screen, by clicking on the Illiad clock.



## **R. Borrowing Renewals (Renewals for Penfield Library's Patrons)**

### **1. Customer Initiated Renewals (Customer places electronic renewal request)**

- 1.1 Customer signs into their Illiad account and from the main menu page clicks the **"View/Renewal Checkout"** button. (this will open the **"Checked Out Item Detailed Information"** page)
- 1.2 Customer then clicks on the TN# which they wish to renew then clicks the **"Request Renewal"** button (If renewal is allowed and successful this will place the item in the **"Renewed by Customer Until mm/dd/yy"** queue.

### **2. Processing Customer Initiated Renewals (ILL Staff Intervention)**

- 2.1 In Illiad Borrowing click **"Process"** then **"Write Renewal File/Send to OCLC"** from the dropdown menu. (The system will write the renewal information to the ESUpdate Table so that the next time the Illiad connector runs it will upload the renewal request to OCLC) the system then moves the transaction status to **"Checked Out to Customer"**.  
\*If the ILL Staff wishes to change the requested Due Date generated by Illiad when renewal is placed, they will need to alter the due date of the transaction from the General Update Form before writing the renewal file.

### **3. Staff Initiated Renewals (Customer ask ILL staff to renew by e-mail, verbal or paper request)**

- 3.1 In Illiad's Borrowing select **"Edit"** then **"Edit Request"**.
- 3.2 Type in TN# or title of item and click **"Search"**.
- 3.3 Verify record then click the **"History"** button under **(Notes and Tracking Information)** to make sure this item hasn't been previously renewed.  
(If item has already been renewed)  
Inform patron item has been previously renewed and another renewal is not allowed.  
Tell patron the current due date and inform them the item must be return by this date or they can be charged late fines.  
Close the **General Update Form** (Do not alter any information on the requests)  
  
(If item hasn't been previously renewed)  
While in the **"General Update Form"** click **"Process"** then **"Renewal Request"**  
Click **"Save changes"** and close record.

\*Note If loaning library approves the renewal upon download it will come back in the **"Awaiting Renewal OK Processing"** queue, if denied it will be in the **"Awaiting"**

**Denied Renewal Processing**” queue, see processing procedures for both in section P.4 below.

### **Awaiting Renewal OK Processing**

- 4.1 In Illiad’s Borrowing double click on the **“Awaiting Renewal OK Processing”** queue, this will open the **“General Update Form”** of the item if only one request is in queue, if multiple items are in queue a window with a list of all TN#’s awaiting processing will appear, click on each TN# one at a time to open it’s **“General Update Form”** for processing.
- 4.2 From the **“General Update Form”** retrieve the Renewed Until date in the **“Notes and Tracking Information”**, **“Notes”** field enter this date in the **“Item Information” “Due Date”** field and click Save Changes.
- 4.3 Click **“Change Status To…”** and then **“Checked Out to Customer”**, close **“General Update Form”**.

### **Awaiting Denied Renewal Processing**

- 5.1 In Illiad’s Borrowing double click on the **“Awaiting Denied Renewal Processing”** queue, this will open the **“General Update Form”** of the item if only one request is in queue, if multiple items are in queue a window with a list of all TN#’s awaiting processing will appear, click on each TN# one at a time to open it’s **“General Update Form”** for processing.
- 5.2 From the **“General Update Form”**, change the due date to a reasonable date (allowing time for the customer to return the item) for each denied renewal then click **“Save Changes”**
- 5.3 Click **“Email”** then **“Denied Renewal”**, this will open the **“Route to Email Form”**, review the e-mail (alter if desired) make sure **“Route Request to:”** is set to **“Checked Out to Customer”** and click the **“Send”** button.

## **6. Borrowed Renewals (Optional backup method through OCLC)**

- 6.1 Renewals initiated by the customer will appear in the **“Renewed by Customer”** queue (see section 6.3 for processing) **Staff Initiated Renewals** can be processed by proceeding to 6.2 below.
- 6.2 For Staff initiated renewals in Illiad’s Borrowing select **“Edit”** then **“Edit Request”**, search by **TN# or title etc.** and click **“Search”** or press **“Enter”** key to open the records **“General Update Form”** then proceed to step 6.5
- 6.3 For customer initiated renewals in Illiad Borrowing open the **“Renewed by Customer”** queue.

6.4 Click on a TN# to open it's record in the **“General Update Form”** (This will need to be done for all items in queue).

6.5 Click **“Show”** then **“OCLC (live link)”**.

6.6 In the field at top of the **“OCLC Illiad Interface Form”** type :renewalreq:yyymmdd and press enter (note the new due date entered will be 30 days from the original due date). The screen should now say a modification was made, type **“rep”** and click enter to replace record. You can now type **“ret”** and then close the OCLC window.

## S. Overdues and Lost Book Billing

### 1. Processing Illiad's Lending Overdues

1.1 In ILLiad, go to **LENDING**.

1.2 Go to "**Process**" and the drop down menu, click on "**Overdues**".

1.3 For "**Notice One Overdues**" and "**Notice Two Overdues**":

Click on each "**TransactionNumber**".

Highlight title.

Copy (Control C)

Go to Circulation icon on tool bar. Click on it.

Put in User name and Password: Hit "**Enter**".

**Username: ILLSTDT**

**Password: ill**

Go to binoculars.

Click in "**Title**" space. Put in title (Control V). Hit "**Enter**".

Select right record.

Check that item is checked out to:

**Interlibrary**

**Loan V**

If the item is not checked out, make a copy of the "**General Request**

**Information**" screen and go a check that the item is on the shelf. If the item is on the shelf, check that the ILL number in the book matches the ILL number on the "**General Request Information**". If everything matches, go to "**Edit Request**" and change the status to "**Request Finish**". Then "**Refresh**" and this will clear the record.

After all overdues have been checked, click "**Print/Send Overdue Notices**" button. Close window.

Go to "**My Documents**", double click. Double click on "**Overdues & billing**". Click on "**LendingOverdueLetter1n**", Click on "**Merge to New Document**", Click "**Print**". Click to close. Screen will ask to save "**Changes**", click "**No**". Click to close next Print Screen. Screen will ask to save "**Changes**", click "**No**".

Go to "**My Documents**", double click. Double click on "**Overdues & billing**". Click on "**LendingOverdueLetter2n**", Click on "**Merge to New Document**", Click "**Print**". Click to close. Screen will ask to save "**Changes**", click "**No**". Click to close next Print Screen. Screen will ask to save "**Changes**", click "**No**".

1.10 Overdues in "**Notice Three Overdues**" send invoice.

1.11 Send out overdue notices and invoices by mail or LAND.

## **Billing For Lost Books (Illiad's Lending)**

2.1 In ILLiad, go to **LENDING**.

2.2 Go to "**Edit Request**" and pull up record.

2.3 Make a copy of "**General Request Information**" screen with "**History**" of item under "**Notes and Tracking Information**" displayed.

2.4 Go back to the "**Lending**" screen and go to "**Maintenance**". "**Edit addresses**". Put library code letters in "**Symbol**" space at top of screen. Click "**Search**" write down library's address on form.

2.5 Go back to "**General Request Information**" screen. Highlight title. Copy (Control C) and go to Circulation icon on tool bar. Click on it.

2.6 Put in User name: and Password: Hit "**Enter**".

**Username: ILLSTDT**

**Password: ill**

2.7 Go to binoculars. Click in "**Title**" space. Put in title (Control V). Hit "**Enter**".

2.8 Select right record and write down Barcode and Call Number. Close out of everything.

Go to "**E**" on tool bar. Click on "**Books, Videos in Penfield (online Catalog)**".

2.10 "**Search**" will appear. Type title in "**Search for a Keyword**" box. Click "**Go**" or hit "**Enter**".

2.11 "**Results for Work=**" will appear. Select right record by clicking on the number of the record under "**More Infor #**".

2.12 This will bring you to "**Full View of Record**" screen. Scroll down the screen until you come to the '**ISBN**' number (this is under the Subject Headings). Write the ISBN number down.

2.13 Go to "**E**" on tool bar. Click on "**Favorites**". Go to drop down menu "**Baker And Taylor Electronic Business ...**". Click on it.

2.14 Click on "**Enter the Title Source II**".

2.15 Click on "**Anonymous Login**".

- 2.16 “**Welcome to Title Source II**” will appear. Click “**OK**”.
- 2.17 Search for book. Match ISBN number. If there is no ISBN match. Match title and author and use that price.
- 2.18 After you get the information, close out of program.
- 2.19 If there is no match, go to the **Blackwell Book Prices** and go to the **Code Subject** column (code subject is the classification number of your book. Ex: B; DK; etc.) and use **Avg List** for the price of the book.
- 2.20 Government Documents have a \$5.00 charge.
- 2.21 **ALL** lost material have a \$25.00 per item processing fee. If an item has two volumes, the processing fee would be \$50.00.
- 2.22 If it is material that the borrowing library has reported lost, go to “**My Documents**”. Double click on document “**Invoice for Lost books ...**”.
- 2.23 Type information on form.
- 2.24 Type Call Number on one line and Item Number (Barcode) on line below.
- 2.25 Don’t put in \$ sign.
- 2.26 Add \$25.00 process fee – no \$ sign. Total amount owed will be automatically added.
- 2.27 Make 3 copies of the invoice. Mail 1 copy. Staple 1 copy to copy of record and file in “**Unpaid Invoices (Borrowing Libraries)**”. Give 1 copy to the overdues clerk.
- 2.28 Close out of invoice – **DO NOT SAVE CHANGES**.
- 2.29 Make a note on the ILLiad record \*\*\*\*\***INVOICED (date)**\*\*\*\*\*.
- 2.30 If it is material that is overdue from a borrowing library, double click on “**My Documents**”. Double click on “**Overdues**” folder. Double click on “**LendingOverdueLetter3n**”.
- 2.31 Fill in the form and put it \$ signs add a \$25.00 processing fee per item. Total amount.
- 2.32 Follow steps 2.27-2.29
- 2.33 For follow up billing claim, make a copy of the invoice in “**Unpaid Invoices (Borrowing Libraries)**” and write on top, **2<sup>nd</sup> notice**; **3<sup>rd</sup> notice**; etc. and make a copy. Mail one copy to the borrowing library and staple the other copy to the first notice and put back in “**Unpaid Invoices (Borrowing Libraries)**”.

2.34 Make a note on the ILLiad record \*\*\*\*\*2<sup>nd</sup> (or 3<sup>rd</sup>, etc. INVOICED (date)\*\*\*\*\*.

### 3. Sending Illiad's Borrowing Overdues

- 3.1 Sign into Illiad and select **"File"** then **"Borrowing"**.
- 3.2 Click **"Process"** and then **"Overdues"**, this will open the **"View and Send Overdues"** window. (Transactions will appear in the three sections based on their due date and severity of tardiness)
- 3.3 You can now double-click on any request and view its entire transaction in the **"General Update Form"**. (Review any transactions in the **"Notice One Overdue"** queue)
- 3.4 Click the **"Start Automatic E-Mail"** button and wait for the system to send the overdue e-mails, once complete click the **"OK"** in the **"Information"** window with **"Overdue E-Mails Sent"** and close the window.

### 4. Processing Borrowings Incoming Overdue Notices / Invoices

- 4.1 Check incoming overdue notices or invoice to make sure they are legitimate by searching for it's record by ILL, Title or author in Illiads Borrowing **"Edit"**, **"Edit Request"**.

In the **"General Update Form"** click on the items **"History"** and check to see if item was returned.

(If Item is listed as returned)

and the return date was within a few days of Lender overdue or invoice, disregard notice.

Before Lenders invoice date, call the Lending Library to verify if they have received the item.

(If Item is listed as Checked Out To Customer)

Check to make make sure patron was sent an overdue notice via e-mail as listed in section **"Q3"**, if we have been invoiced for the item's cost, make a copy of the invoice and mail or e-mail it to the patron and add a note **"Sent Invoice"** to the items Illiad record.

## **T. Distance Learner Requests**

### **1. Process and prepare DL requests**

Sign into ILL e-mail account (Carol C. will screen requests and forward them to us).

Print 2 copies of each Distance Learners Request e-mail.

Search Library catalog for requested item.

Photocopies of journals can be mailed in envelopes with a copy of the request.

For books, sign into Aleph and check out the item to Patrons Library Aleph account, continue below.

Write due date on both copies of request sheet.

Stamp one copy of request sheet with "Please Return This Form With Material" and place in books front cover.

Print UPS Ship Label and Return Label along with 2 copies of their receipts.

Place one copy of each in UPS Folder near printer.

Add UPS Return Label and Distance Learner Loan Return Instructions sheet to request sheet in front cover of book.

Package material in a New Yellow Padded Envelope and affix UPS shipping label.

2<sup>nd</sup> copy of request sheet will be stapled to 2<sup>nd</sup> copy of UPS Shipping / Return receipts and placed in Distance Learners Receives folder in file cabinet.



## **U. Manually Adding a Lending Request to Illiad**

### **Adding ALA and Manual request to Illiad**

- 1.1 From Illiad Lending select **“Requests”** and **“Add Request”**.
- 1.2 Select request type, either book or article.
- 1.3 Select appropriate method received, e-mail, ALA, etc.
- 1.4 Fill in all pertinent loan or article information.
- 1.5 Fill in **“Borrowers Symbol”** with the borrowing library’s name.
- 1.6 Click **“Finish Adding Request”**. (Note that Illiad automatically assigns the TN#)
- 1.7 Process as any other incoming lending request.

## V. Statistics (Borrowing and Lending)

### 1. Accessing and Printing Illiad Reports

- 1.1 Access Illiad reports by opening the (book mark titled “**Illiad Reports**” in Internet Explorer or with <http://maint-bdc.oswego.edu/illiad/webreports/>)
- 1.2 Click on the “**Borrowing Reports**” link and then the “**Fill Rate Statistics**” button, make sure Beginning Date and End Date are set correctly then click the “**Generate Report**” button and print the screen.
- 1.3 Return to the main Illiad reports window and click the “**Lending Reports**” link and then the “**Fill Rate Statistics**” button, make sure Beginning Date and End Date are set correctly then click the “**Generate Report**” button and print the screen.

### 2. Accessing and Printing Iicill Reports

- 2.1 Access Iicill reports by opening the (book mark titled “**Icepac Library Requests (Iicill)** in Internet Explorer or with <http://icepac.libraryrequest.com/>)
- 2.2 Click on the “**ICICILL Mail**” link and then the “**ICICILL Statistics**” link, you will now be able to click on the month link for it’s statistics.
- 2.3 Print our statistics listed next to “**SUNY Oswego NC3R05**”.

### 3. Completing Monthly Statistics Paper Form

- 3.1 Transfer the statistic information from the **Illiad Borrowing Report** to the **ILL Statistics sheet** as directed below.

<u><b>Illiad Borrowing Report</b></u>	to	<u><b>Requests Sent section on ILL Statistics Sheet</b></u>
Loans Submitted	→	Books / OCLC / Sent
Loans Filled	→	Books / OCLC / Filled
Articles Submitted	→	Periodicals / OCLC / Sent
Articles Filled	→	Periodicals / OCLC / Filled

- 3.2 To obtain the “Books / OCLC / Unfilled” amount, subtract the “Books / OCLC / Filled” amount from “Books / OCLC / Sent” amount.
- 3.3 To obtain the “Periodicals / OCLC / Unfilled” amount, subtract the “Periodicals / OCLC / Filled” amount from “Periodicals / OCLC / Sent” amount.

3.4 Transfer the statistic information from the **Illiad Lending Report** to the **ILL Statistics sheet** as directed below.

<u><b>Illiad Lending Report</b></u>	to	<u><b>Requests Received section on ILL Statistics Sheet</b></u>
Loans Submitted	→	Books / OCLC / Received
Loans Filled	→	Books / OCLC / Filled
Articles Submitted	→	Periodicals / OCLC / Received
Articles Filled	→	Periodicals / OCLC / Filled

3.5 To obtain the “Books / OCLC / Unfilled” amount, subtract the “Books / OCLC / Filled” amount from “Books / OCLC / Received” amount.

3.6 To obtain the “Periodicals / OCLC / Unfilled” amount, subtract the “Periodicals / OCLC / Filled” amount from “Periodicals / OCLC / Received” amount.

3.7 Transfer the statistic information from the **Icicill Statistics** to the **ILL Statistics sheet** as directed below.

<u><b>Icicill as a Lender</b></u>	to	<u><b>Requests Received section on ILL Statistics Sheet</b></u>
Items Shipped	→	Books / Direct / Filled
Reported Unfilled	→	Books / Direct / Unfilled

3.8 To obtain the “Books / Direct / Received” amount, add the “Books / Direct / Filled” amount to the “Books / Direct / Unfilled” amount.

#### **4. Transferring Monthly Statistics to Excel Document**

4.1 From Computers Desktop click on “**My Documents**” then “**Statistics**”.

4.2 Click open the Excel document “**ILL 2004-2005**” or the current years document.

Select the correct month by clicking on it’s tab at the bottom of document then enter the statistic information in the correct column as listed on the completed “**Monthly Statistic Paper Form**”.

When entry is complete click on “**File**” and “**Save**” to save the current information.

#### **5. LAND Delivery Statistics**

5.1 Open the “**My Documents**” folder from the computers desktop, click on “**Statistics**” and then “**LAND LOAN STATS 2004**” or current year to open the Excel spreadsheet.

5.2 Retrieve the daily total of LAND bags Received in and shipped out from the LAND Manifest sheets.

5.3 Add the Received in and shipped out totals and place this amount in the corresponding month and date on the “**LAND LOAN STATS 2004**” spreadsheet.

5.4 When entry is complete click “**File**” then “**Save**”, you can now close the spreadsheet as your entry has been retained.