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1 Introduction

This document is intended to guide Staff Users in preparing the Web ILL for use with their library setup. It describes the following ILL procedures:

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<td>Printing and Services</td>
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</tr>
</tbody>
</table>

This document assumes that you are familiar with the subject of interlibrary loan (ILL). It explains:

- Important concepts.
- The overall processes you need to run.
- Basic information about the most important tasks you need to carry out.

For information regarding system setup, configuration and background processes, refer to the System Librarian’s Guide – Web ILL document.

1.1 Glossary

The main components of the ILL workflows are:

- Patrons
- ILL Staff Users
- ILL Units
- Suppliers
- ALEPH interfacing – in the event that your ILL Unit is working in an ALEPH environment

The following section contains brief explanation of each of the above components.

1.1.1 Patrons

Patrons are the end users who are served by ILL. They are allowed to submit ILL requests on their own. An administrative ILL Unit called an ILL Unit handles a patron ILL request.

A default ILL Unit can be defined for each patron in their circulation record. A patron who
does not have an ILL Unit defined in their record does not have ILL privileges. All ILL-related circulation activities are registered on the patron record: loans, renewals, returns, and so on.

The patron can also be a MetaLib user who registers an ILL request from the MetaLib system.

All ILL-related circulation activities are registered on the patron record: loans, renewals, returns, and so on.

The patron can also be a MetaLib user who registers an ILL request from the MetaLib system.

1.1.2 ILL Staff Users

ILL staff users are the staff users who are in charge of processing outgoing ILL requests and handling incoming requests received from other libraries. Each staff user is allowed to access and perform actions in a single ILL Unit. Permitted and denied ILL actions are defined for each user.

1.1.3 ILL Units

An ILL Unit is an administrative unit that handles the ILL activities for a single or group of sublibraries. There are two types:

- **ILL-UNIT for outgoing requests (borrowing library)** - handles the ILL requests for a group of patrons; each patron is handled by a default unit defined in that patron’s global information record.

- **ILL-UNIT for incoming requests (lending library)** - an administrative unit that handles the ILL requests directed to it; it is authorized to lend items from particular sublibraries.

Each ILL Unit must also have a supplier record set up in the system.

1.1.4 Suppliers (ILL Partners)

Each ILL partner who requests an item from you, or who responds to your requests for material, must have a supplier record in your system. The supplier records are shared by all ILL units and libraries that are registered in the ILL installation.

The Potential Suppliers List sets the roster of ILL partners to which an outgoing (borrowing) request is directed. The potential suppliers list is built for each ILL Unit. This list is consulted by the system when potential suppliers for an outgoing request function are identified in the borrowing library.

If your ILL Unit is working in an ALEPH environment, each supplier must have a global and ALEPH local patron record.

1.1.5 ALEPH Interfacing

If your ILL Unit is working in an ALEPH environment, the ILL activities interface with the ALEPH system. This means:

- All patrons, staff users and suppliers must have patron records set up in your Circulation module.
• All circulation-related activities are registered: loan, renew, recall, overdue and return.
• Patrons’ ILL requests can be viewed via the patron’s Web OPAC Library Card.
2 Setting Up ILL Staff Users, ILL Units, and Suppliers

Your Web ILL installation contains a special interface called the M (Maintenance) interface, which you use to set up ILL staff users, ILL Units, and suppliers.

The first stage in setup is defining master users for each ILL library.

2.1 Setting up Master Users

A master user is an ILL library user who is authorized to create new staff members for his ILL library. You do not need to define more than one master user for each ILL library.

To set up a master user

1. In the address bar of your Web browser, type in the following URL syntax:
   http://<your Web ILL server><your Web ILL port>/M
   For example:
   http://goldline.exlibris-usa.com:12001/M
   The following page appears:

   Please use the sign in box to enter Interlibrary Loan Maintenance

   Username:  
   Password:  

   Submit

2. Type the following:
   Username: ill
   Password: ill

Note:
The *ill* user name and password is only used for setting up master users in Web ILL, and to set up ADMIN users: www-x and z39. You cannot use *ill* to set up staff users’ permissions, ILL Units and suppliers.
You are now ready to set up master users.

3. From the left-pane menu, select Staff (this is the only option you can activate with the ill user name):

The following screen appears:
From the options bar at the top of the screen, click **New Staff**. The following window is displayed:

4. Type a user name and password for each ILL library defined in your system (for example, USER01). Leave the User ILL Unit field empty. When you have finished, click **Submit**. The master user is now set up in the system ready for use:

Make sure you select the correct User Library (ILL Library). For example: If you have three ILL Libraries: ILL01, ILL02 and ILL03, create three master users, one for each library: USER01 for library ILL01, USER02 for library ILL02 and USER03 for library ILL03.

- To enable X-Services activities, you must create a WWW-X user. In the New Staff User window (as shown above), select ADMIN as the User library and type:
  
  User Name: WWW-X
  
  Password: WWW-X
The WWW-X user must also be set up in ALEPH (see the Creating Patron Records for ILL Users chapter on page 26).

- To enable Z39.50 activities, you must create a Z39 user. In the New Staff User window (as shown above), select ADMIN as the User library and type:
  
  **User Name:** Z39  
  **Password:** Z39

  The Z39 user must also be set up in ALEPH (see the Creating Patron Records for ILL Users chapter on page 26).

5. After creating ILL library master users (for example, USER01, USER02 and USER03), log out from the M interface.

Once you have set up a master user by following the instructions in this section, you then have to set definitions, as shown in the following sections.

### 2.1.1 Defining the Master User

**To define a master user**

1. Log in as the master user.

2. Create an ILL Unit for the appropriate ILL library. For instructions for setting up ILL Units, see Setting up ILL Units on page 11.

   Example:

   Log in as a master user USER01 to create ILL Unit: UNIT01 for ILL library: ILL01.

3. After setting up all ILL Units, from the left menu, click **Staff**:

<table>
<thead>
<tr>
<th>ILL Suppliers</th>
<th>ILL Units</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff</strong></td>
<td></td>
</tr>
<tr>
<td>Institute</td>
<td></td>
</tr>
<tr>
<td>Apdu Exceptions</td>
<td></td>
</tr>
</tbody>
</table>

   The Staff List window appears:
4. Scroll down to find your newly created master user and click the adjacent \textit{F}. You can now edit the master user’s record (for example, ILL01) in the lower pane.

5. In the General tab of the lower pane, select the relevant User ILL Unit from the drop-down list.

6. In the Permissions tab, mark the \textit{Allow/Deny} options to specify to which functions the user is allowed/denied access:

7. Click the + sign to see all the subfunctions associated with the adjacent function. When you have finished setting permissions, click \textit{Submit}. The user record is now saved in the system.

For the WWW-X user, set the All X-server functions permission.

The permissions for the WWW-X user must be set in each ILL Library. Example: Every ILL Library master user must have set permissions for WWW-X.
You do not need to set permissions for the user Z39.

2.1.2 Setting Up User Records for ILL Library Staff
At this stage, you only have staff records set up for the ILL Library master user (USER01), WWW-X and Z39. You now have to set up user records for the actual ILL staff of your ILL library. All created users are assigned to the ILL Library of the user who catalogs them.

To set up a user record for a staff member
1. Log in as the master user (for example, USER01).
2. From the left-pane menu, select Staff:

   | ILL Suppliers | ILL Units | Staff | Institute | Apdu Exceptions |

The following screen appears:

3. From the options bar at the top of the screen, click New Staff. The following window is displayed:
4. In the General tab, type the user name and password. In the example above, USER01, who is the master user of ILL library ILL01, creates two additional new staff users DAN and SARAH. Both users are automatically assigned to the ILL library ILL01.

5. For each staff member, select the ILL Unit for which the staff user has permissions (in our example, U60WD). The list of ILL Units includes all ILL Units defined for the ILL library.

6. In the Permissions tab, set up appropriate permissions for the user:

   ![Permissions Tab](image)

   You can define permissions for the following ILL functions:

   **X-server interface:**
   - Web ILL – Borrowing
   - Web ILL – Lending
   - Web ILL – General
   - Web ILL – Services
   - Web ILL – Potential Suppliers
   - Web ILL – Maintenance

   Each function has a number of subfunctions. For example, you can allow a staff user to make incoming requests only by selecting “Deny” for the Web ILL – Borrowing permission. If you prefer, you can allow or deny specific borrowing subfunctions.

7. When you have finished setting permissions, click **Submit**.
To set up staff members for a different ILL library (for example ILL02)

1. Log out of the M interface and log in as the appropriate master user (that is, USER02).
2. Define ILL Units for this ILL library (ILL02).
3. Complete the setup of the master user (USER02) by setting up the ILL Unit field in the General tab and permissions in the Permissions tab.
4. Set up the rest of the (non-master) staff users for the new ILL library.
5. Set permissions for the WWW-X ADMIN user.

You now have several staff users for each ILL Library, with each user permitted to access a single ILL Unit.

Note:
Each ILL staff member must have a patron record in your ALEPH system (see the Creating Patron Records for ILL Users chapter on page 26).

2.2 Setting up ILL Units

There are two types of ILL Units: the ILL Unit for outgoing requests (that is, the borrowing library), and the ILL Unit for incoming requests (that is, the lending library).

- ILL Unit for outgoing requests (borrowing library) - handles the ILL requests for a group of patrons; each patron is handled by a default ILL Unit defined in that patron’s global information record.

- ILL Unit for incoming requests (lending library) - an administrative unit that handles the ILL requests directed to it, and is authorized to lend items from particular sublibraries.

Normally, an ILL Unit will be set up as both a borrowing and a lending library.

Each ILL Unit record must have a corresponding supplier record, which has the same code as the ILL Unit code. Upon submitting a new ILL Unit, the system automatically creates an ILL supplier record with the same supplier code as the ILL Unit code. This initial supplier has default values based on the values taken from the ILL Unit record and its Locate Type field is Unit Management. This automatically-created supplier record should be reviewed and manually updated if needed (for example, check for missing supplier fields, Institution Symbol, ILL Service Address and Name fields).

ILL Units are set up by ILL Library master users. Each master user creates his own ILL Library ILL Unit. For example, USER01 creates ILL Units for library ILL01.

To set up an ILL Unit

1. Log in as a master user, for example, USER01, and click Submit.
The M interface appears, open at the ILL Suppliers list:

2. From the left-pane menu, select ILL Units:

The following screen appears:
3. From the options bar at the top of the screen, click [New ILL Unit]. The New ILL Unit window, which has four tabs, is displayed. Each tab is described in the New ILL Unit Window section below.

4. After filling in the fields, click [Submit]. The new ILL Unit is saved in your system.

2.2.1 The New ILL Unit Window
The New ILL Unit Window contains four tabs:

- **General**
- **Pickup**
- **Circ. Handling**
- **Auto Process**

These tabs are described below.
General

<table>
<thead>
<tr>
<th>General</th>
<th>Pickup</th>
<th>Circ. Handling</th>
<th>Auto Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Code</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incoming Handling Allowed?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Outgoing Handling Allowed?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Check Local Ownership Procedure</td>
<td>No Check</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ILL Library</td>
<td>ILL01</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ILL Staff Request Type</td>
<td>01</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Authentication Library</td>
<td>USMSO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Authentication Type</td>
<td>ALEPH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Authentication Server</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BIB Server</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BIB Retrieval Type</td>
<td>ALEPH</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Internal Code

Contains the ILL Unit code. The display of ILL records in the ILL Web interface is filtered by the ILL Unit. This means that when the staff user is logged into the interface, only those ILL records that are assigned to his authorized ILL Unit will be displayed.

Incoming Handling Allowed?

Select Yes if you want to allow this ILL Unit to be active as a Lending Library. If you want to block incoming request operations, select No.

Outgoing Handling Allowed?

Select Yes if you want to allow this ILL Unit to be active as a Borrowing Library. If you want to block outgoing request operations, select No.

Check Local Ownership

This field defines whether or not the ILL Unit will first check for self ownership when locating a potential supplier for an outgoing request.

There are four check levels:

- **No Check** – value 0: the check for self-ownership is not performed at all. The system does not check whether or not the requester’s library holds a requested item.

- **Check for items existence** – value 1: the check is only for an item’s existence. In the event that the requested item is held by the library, the request will be marked as 'Locally owned'. No further checks for patron blocks and/or item availability are performed.
• **Allow ILL if patron is locally blocked** – value 2: In the event that a patron can not loan a specific item from his library (because of patron blocks), he will be allowed to ask the item via the ILL service. The system will not mark his ILL request as 'Locally Owned' and will attempt to locate a potential supplier.

• **Block ILL if patron is locally blocked or items not available** – value 3: In the event that a patron can not loan a specific item from his library (because of patron blocks), he will not be allowed to use the ILL service to get the item from other library. The system will mark his request as 'Locally Owned'. In addition, if the patron is not blocked but items are not available, the system will also block his ILL request (by marking it as "Locally Owned").

The status the request will be given as a result of local ownership is specified in the fields which are defined in the Auto Process tab. Note that the self-ownership check is performed only for the first attempt to Locate (potential suppliers for an outgoing request). When additional attempts to locate potential suppliers are carried out for a request which has already been designated as Locally Owned, the self-ownership check is not performed again and the attempt to locate potential suppliers is not blocked.

### ILL Library
Select the ILL library for the ILL Unit.

### ILL Staff Request Type
Select the Request Type for the staff authorized for the ILL Unit.

• For ILL systems that use ALEPH Administrative data (for example, patron record files and items records are managed by the ALEPH system), select type 01.

• For an ILL system that does not have an ALEPH Administrative database, select type 02.

### Authentication Library
Select the ADM library against which the authentication check is made.

### Authentication Type
Select the type of system against which you want to perform a user authentication check. For example, ALEPH, ALEPH PDS (Patrons Directory Service) or ALEPH METALIB.
Authentication Server
Type in the IP Address: ILL Web Port Number (for example, 12.123.1.25:8995) in which the authentication check is performed.

BIB Server
Type in the IP Address: ILL Web Port Number (for example, 12.123.1.25:8995) where your library’s bibliographic data is stored.

BIB Retrieval Type
Select the type of bibliographic records to be retrieved from the BIB server.
For example: ALEPH, METALIB.

Pickup

<table>
<thead>
<tr>
<th>General</th>
<th>Pickup</th>
<th>Circ. Handling</th>
<th>Auto Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal code: S60GD</td>
<td></td>
<td></td>
<td>Submit</td>
</tr>
</tbody>
</table>

Pickup Locations
Select the sublibraries from which the ILL Unit’s patrons are allowed to pick up their requested ILL material when it arrives. The sublibraries selected will be listed in the drop-down list of the Pickup Location field of the Web OPAC ILL Request form.
Circulation Handling
This tab defines various parameters involved in the circulation of interlibrary loans and the lending library.

<table>
<thead>
<tr>
<th>New ILL Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
</tr>
</tbody>
</table>

Circulation Library
Select the ADM library in which the circulation transaction will be registered when the ILL Unit is used as a lending library.

Circulation Handling Type
Select the way in which the interlibrary loan interacts with the circulation system. If your library system manages its circulation data in ALEPH, select ALEPH. This will prompt the system to automatically trigger circulation transactions as a result of ILL activities (for example, loans, returns, renewals).

In addition, the Locate procedure for matching a record for supply will include the item availability check. If your circulation data is not managed by ALEPH, but by another system, select the ITEMLESS option. ITEMLESS instructs the system not to trigger circulation activities, and the Locate procedure for matching a record for supply is performed only at the level of bibliographic matching.

Circulation Server
Type in the circulation IP Address: ILL Web Port Number

Circulation Locate Base (for incoming requests)
Select the library base in which the system will attempt to find a matching record for supply.
**Circulation Sublibraries** (for incoming requests)

Set the sublibraries to which an item loaned by this ILL Unit must belong. An item cannot be loaned by this ILL Unit if it does not belong to one of these sublibraries.

**Automatic Process**

This tab defines parameters for the ILL Unit unmediated process. The first four fields are related to incoming requests; and the last two fields are related to outgoing requests.

**Item Locate Failed (Loan)** (for incoming requests)

Select the request status that will be set to an incoming request which fails to find a matching BIB record when the request is for a loan. Supported options are: Mediated and Unfilled. If Unfilled is selected, the failed BIB locate will also trigger an automatic dispatch of Answer-Unfilled to the requester.

**Item Locate Failed (Copy)** (for incoming requests)

Same as the previous field but for an incoming request for a copy.

**Item Availability Failed (Loan)** (for incoming requests)

Select the request status that will be set to an incoming request for which a BIB record was located, but no available item was located for loaning when the request is for a loan. There can be various reasons for this, such as the items do not belong to the permitted sublibraries, or because the items are already on loan. Supported options are: Mediated and Unfilled. If Unfilled is selected, the failed BIB locate will also trigger an automatic dispatch of Answer-Unfilled to the requester.

**Item Availability Failed (Copy)** (for incoming requests)

Same as previous field but for an incoming request that is for a copy.
**Self Ownership Found (Loan)** (for outgoing requests)

Select the request status that will be set to an outgoing request which is for a loan if the requested item was located as a self owned item. Note that the Self Ownership Check is performed only if the Check Local Ownership field of the ILL Unit (General tab) is set to one of the following options: **Check for items existence**, **Allow ILL if patron is locally blocked** or **Block ILL** if patron is locally blocked or items not available.

**Self Ownership Found (Copy)** (for outgoing requests)

Same as previous field but for an outgoing request that is for a copy.
3 Setting up ILL Suppliers

All ILL Units and libraries share the same supplier records.

Each ILL Unit must have a supplier record (an initial supplier record is created automatically by the system when a new ILL Unit is created).

**Note**
A supplier record must also exist for your own ILL Unit.

For each supplier record, set up a global and local patron record in your ALEPH system (see details in the Creating Patron Records for ILL Users chapter on page 26).

To set up an ILL Supplier

1. Log in as a master user, for example, USER01.
2. From the left-pane menu, select ILL Suppliers:

   ![ILL Suppliers Menu](image)

   The Suppliers List appears:

3. From the options bar at the top of the screen, click **New Supplier**. The New Supplier window, which has three tabs, is displayed. Each tab is described in the New ILL Supplier Window section below.

4. After filling in the fields, click **Submit**. The new ILL Supplier is saved in your system.
3.1.1 The New ILL Supplier Window

The New ILL supplier window is divided into three tabs.

- Address
- General
- Locate

These tabs are described below.

Address

<table>
<thead>
<tr>
<th>Internal Code</th>
<th>EXL-WID-41596</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institution Symbol</td>
<td>EXL-WID-41596</td>
</tr>
<tr>
<td>ILL Service Address</td>
<td>10.1.235.55.003</td>
</tr>
<tr>
<td>Unit Alias</td>
<td>EXX</td>
</tr>
<tr>
<td>Name</td>
<td>JAR-Main Library</td>
</tr>
<tr>
<td>P.O. Box</td>
<td>2116</td>
</tr>
<tr>
<td>Street Number</td>
<td>53</td>
</tr>
<tr>
<td>City</td>
<td>NJ</td>
</tr>
<tr>
<td>Region</td>
<td></td>
</tr>
<tr>
<td>Zip Code</td>
<td>25413</td>
</tr>
<tr>
<td>Country</td>
<td>USA</td>
</tr>
</tbody>
</table>

Internal Code

The supplier’s internal code.

Institution Symbol

The supplier’s institution ISO-compliant System ID (instructs the recipient of the APDU how to address the initiator of the APDU).

ILL Service Address

The supplier’s ILL service address to which all APDU messages for the supplier are sent. If the supplier is capable of receiving APDU messages using TCP/IP protocol, the format for this field will be: IP Address: ILL Server Port Number. For example: 125.78.23.100:9006.

If the supplier is able to receive messages only by using SMTP protocol, this field will contain the supplier’s server’s e-mail address. For example: oclc@14.4.254.25.

Unit Alias
This field is sensitive to the staff user’s unit so that when the supplier record is updated, the alias is valid only for the staff user’s ILL unit.

**Address Information Fields**
The rest of the fields of this tab contain free text address information of the supplier.

### General

<table>
<thead>
<tr>
<th>Address</th>
<th>General</th>
<th>Locate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default Order Delivery</td>
<td>ISO TCP/IP</td>
<td></td>
</tr>
<tr>
<td>Return Delivery Delay</td>
<td>003</td>
<td></td>
</tr>
<tr>
<td>Note</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td>Domestic</td>
<td></td>
</tr>
<tr>
<td>Currency</td>
<td>US Dollar</td>
<td></td>
</tr>
<tr>
<td>Tel. No.</td>
<td>1234567</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:ext@exl.co.il">ext@exl.co.il</a></td>
<td></td>
</tr>
<tr>
<td>Contact 1</td>
<td>Smith, John</td>
<td></td>
</tr>
<tr>
<td>Contact 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact 3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Default Order Delivery**

Select the protocol in which the APDU messages are sent to the supplier.

- If the supplier is capable of receiving APDU via TCP/IP, select ISO TCP/IP.
- If the supplier is able to receive messages only via SMTP, select ISO SMTP.

The Server address (for TCP/IP) or the server’s mail address (for SMTP) is defined in the ILL Service Address field of the supplier record-tab1.

**Return Delivery Delay**

In the borrowing library, this field defines the expected delay in the delivery of an item when the loaned item is returned to the supplier. Type up to three digits (for the number of days).

When an item is received for loan, the supplier specifies a date by which it must be returned (the Expected Return Date). You may require the patron to return the item to the library a few days before this date, to allow time for dispatch to the supplier. The number of days you wish to allow for processing can be entered here. The value entered here acts as a default for the ‘Return Delivery Delay’ field in the Potential Supplier record.
Note
This field allows you to enter a free text note related to the supplier.

Status
Type the supplier’s status, for example, Domestic, Foreign, Distributor, and so on.

Note
If NA is entered in this field, the supplier will be considered a non-active supplier and will not be used by the system when locating potential suppliers for an outgoing request.

Language
Select the supplier’s language.

Currency
Select the supplier's currency.

Tel. No.
Enter the supplier’s phone number.

Email
Enter the supplier’s e-mail address.

Contact Person 1-3
Up to three supplier contact persons can be entered in these three fields.

Locate
The Locate tab form stores information used by the system when the supplier is involved with the Locate process for potential suppliers for an outgoing request. It indicates the method by which the locate is performed.

<table>
<thead>
<tr>
<th>Address</th>
<th>General</th>
<th>Locate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Code: U6DWP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Locate Type</td>
<td>ALEPH/ILS Handling</td>
<td></td>
</tr>
<tr>
<td>Locate Library</td>
<td>USM60</td>
<td></td>
</tr>
<tr>
<td>Locate Server</td>
<td>10.1.365.13/0891</td>
<td></td>
</tr>
<tr>
<td>Locate Base</td>
<td>YMD</td>
<td></td>
</tr>
</tbody>
</table>

Locate Type
Select the Locate Type for this supplier. The Locate Type is consulted by the system when there is an attempt to locate the supplier for an outgoing request. Possible Locate Types are:

- **ALEPH ILS Handling** – The supplier uses ALEPH as its library system and the Circulation Administrative data is held in ALEPH format. For this locate type, when the locate of a potential supplier is performed, the system attempts to locate a matching BIB record in the supplier library which has items. The locate will end successfully only if the item which is found for supply is located in the supplier’s library.

- **ALEPH UC (Union Catalog) Handling** - The supplier uses ALEPH as its library system but the Circulation Administrative data is not in ALEPH format. For this locate type, when the Locate of a potential supplier is performed, the system attempts to locate a matching BIB record in the supplier library. There is no item availability check. The locate will end successfully as soon as a matching BIB record is found.

- **Unit Management** – The supplier is one specified in your ILL Unit. In this case, the locate procedure is the same as that used for the ALEPH ILS Handling type.

- **External System** – The supplier uses an external system and the search is done using the z39 gate. You must have z39 gate configuration for the supplier’s base. For this Locate Type, when the Locate of a potential supplier is performed, the system attempts to locate a matching BIB record in the supplier library. There is no item availability check. The locate concludes successfully as soon as a matching BIB record is found.

For each Locate Type there are the additional three fields of this tab: Locate Library, Locate Server and Locate Base, which all respond in a different way.

**For ALEPH ILS and ALEPH UC Locate Types:**

5. Select Locate Library.

6. Type the Locate Server - IP Address and Web Port Number (for example 10.1.237.17:5558).

   Upon submitting the supplier record, the system will add a Locate Base field. This field is the base in which the system will try to locate a matching record when attempting to locate the supplier for an outgoing request. This field cannot be filled while editing a new supplier record. After submitting a new record, fill in the relevant Locate Base by updating the existing supplier record.

**For Unit Management Locate Type:**

All three fields—Locate Library, Locate Server and Locate Base—are taken from the corresponding ILL Unit, which has the same code as the supplier code. When a new ILL Unit is added, the system automatically creates a corresponding supplier record with a Locate Type of Unit Management.

**For External System Locate Type:**

When creating a new supplier with a Locate Type of External, none of the three fields—Locate Library, Locate Server and Locate Base—should be filled. After submitting a new
record, fill in the relevant locate external base by updating the existing supplier record. The selected base must have z39_gate configuration where the locate server and locate library are defined.

3.2 APDU Exceptions

The APDU Exceptions list displays all APDU messages that have been received by the ILL server but for various reasons could not be processed by the ILL server daemon and therefore are not represented in the Web ILL staff user interface.

To access the APDU Exceptions, log in into the ILL Web maintenance interface and from the left-pane menu select the 'APDU Exceptions' option.

The APDU Exceptions allow a permitted user to manipulate the ILLSV records and to resend them. The related staff user permission is set via the Staff node of the ILL Web Maintenance module. The full record of an APDU Exception record allows viewing and updating a record.

For detailed instructions, see the System Librarian’s Guide – Web ILL.
4 Creating Patron Records for ILL Users

Use the ALEPH GUI system to set ILL environment components: Patrons and Users record. This chapter outlines setup information for different types of ILL users. For more detailed information about creating patron records, refer to the ALEPH User Guide, Circulation module.

4.1 Setting Up Patron Records for ILL Staff Users

In the ALEPH system, in order to enable ILL staff users to register ILL requests on behalf of library patrons, you must create patron records for the ILL staff users.

To do this, use the Circulation GUI to create a patron record. Make sure that the Patron ID is the same as the Staff User name, and that the Patron PIN code is the same as the Staff Password.

Special fields for ILL setup:

**ILL Library / Unit**

Type in the code of the staff user’s ILL Unit.

In addition, create an ALEPH Local patron record. The values are irrelevant.

**ILL Total/Active Limit**
Define unlimited values (9999). ILL Total Limit specifies the maximum number of ILL requests that a borrower can place in a library-defined period. The ILL Active Limit field specifies the maximum number of ILL requests that a borrower can have active at any one time.

**Global Note 1**

Type the value ILL-TYPE=01.

### 4.2 Setting Up Patron Records for ILL Suppliers

In order to allow circulation transactions for the ILL suppliers (loan, return, recall and renew), each ILL supplier must have a global and a local patron record in the ALEPH system.

To set up a patron record for an ILL supplier, use the Circulation GUI interface. Create a global patron record for the ILL supplier, entering at least the following:

**Global Patron Information**

Patron ID: ILL Supplier Code  
Name: ILL Supplier Name  
Pin Code, Barcode, Barcode Verification and Language (can be system-generated)

**ALEPH Local Patron Information**

Status: ILL Borrower Status  
Expiry Date: Dec.31, 2099  
Photo Charge: F  
Privileges: irrelevant, but must be set

### 4.3 Setting Up ILL Permissions for Patrons (End users)

In order to enable a patron to submit ILL outgoing requests, you must set up the patron’s ILL rights:

**Global Patron Information**

ILL Library / Unit  
Type the ILL Unit to handle the patron’s outgoing ILL requests. A patron who does not have an ILL library does not have ILL privileges.

**ILL Total/Active Limit**

You must enter values
4.4 Creating Patron Records for the WWW-X And Z39 Users

You must set up staff user patron records for the system’s ADMIN users: WWW-X and Z39.

WWW-X must have permissions for the BIB, ADM, and user libraries. For Z39 – no specific permissions are required.
5 Managing Potential Suppliers

The Potential Suppliers List sets the roster of ILL partners to which an outgoing (borrowing) request is directed. It defines the ILL supplier profiles for the ILL Unit to which the user is logged in. The potential suppliers list is consulted by the system when the Locate function is performed in the borrowing library (also known as the Borrowing Locate). The Locate procedure attempts to locate potential suppliers for an outgoing request according to the profile defined in the potential supplier roster. The Locate function can be triggered manually by the ILL staff user or by a batch service that locates potential suppliers to new outgoing ILL requests (Borrowing Library - Automatic Processing (ill-13)).

For each potential supplier, the media type, locate base, level, randomize flag, average supply days, expiry days and return delivery delay are defined.

When the system deals with a new ILL request to determine potential suppliers, the Locate function is performed on each supplier one at a time.

You manage the Potential Suppliers List via the ILL Staff (L) interface.

To access the ILL staff interface

1. In the address bar of your Web browser, type in the following URL syntax:
   http://<your Web ILL server><your Web ILL port>/L

   For example
   http://goldline.exlibris-usa.com:12001/L

2. Log in as a registered ILL user (for example, U60WD). The following screen appears:

3. Click the ADMIN tab. The following screen displays:
4. Click the Potential Suppliers option in the left pane:

The Potential Suppliers node displays, enabling you to manage the list of potential suppliers for your ILL Unit.
**Potential Suppliers List**

**Upper Pane**
The upper pane for Potential Suppliers option contains the list of potential suppliers defined by your ILL Unit and grouped by Request Media, Level and Sequence within the level.

To filter the Potential Suppliers List, click **Filter**. This enables you to display only suppliers matching the selected filter categories - Request Media and Level:

![Filter by Requested Media and Level](image)

After the filtering has been applied, you can change the order of suppliers within the suppliers group by clicking **Rearrange** (appears after filtering has been carried out).

**Lower Pane**
The Lower pane of the Potential Suppliers List presents the full record of the supplier selected in the upper pane list. It contains the relevant supplier information regarding supplier name, base, average supply days, expiry days, and delivery delay.

To edit this information, change the details of the Supplier record and click **Submit**.

---

**5.1 Adding a New Potential Supplier**

**To add a new supplier to the Potential Suppliers list**

1. From the option bar at the top of the screen, click **New potential supplier**. The New Potential Supplier Form appears (shown below).

2. Fill in the relevant information in the blank form and click **Submit**. The new potential supplier is now saved in the ILL system.

When editing a new potential supplier profile, set the following:
Requested Media

Select the requested media and the format in which you want to create the profile entry. The media codes must be one of the following: PRINTED, COPY, MICROFORM, VIDEO, AUDIO, MR, OTHER. Use these only with a prefix of L-, E- or C-. L for loan request, C for photocopy request and E for electronic copy. For example: L-PRINTED, C-COPY, E-OTHER.

In order to add new suppliers manually to a request's potential suppliers list, regardless of the request’s media, use ANYMEDIA in the Requested Media field. ANYMEDIA must not have a prefix.

Randomize

The Randomize selection is valid for the whole group level. Therefore, this field is valid only for the first entry (first sequence) of each level. If you want the order of the search for potential suppliers to be randomized within the level, select Yes. If you want the search to be performed within the group according to the order listed, select No.

Responder Name

Select the supplier’s name. The system automatically lists all suppliers that are registered in your system.

Responder Base

Select the supplier base in which the system attempts to locate a matching BIB record. If the supplier’s Locate Type is Unit Management or ALEPH ILS, the locate will end successfully (that is, the supplier will be assigned to the request) only if an item available for supply has been found in the supplier’s base. If the Responder Base field is left empty, this field will be filled with the base defined in the Locate Base field of the supplier record.

Level

Select the group level for the supplier profile entry. For each request’s media type, the system starts the locate with group level 01 through 98. Each media type can have a “Last Resort” supplier, defined by group level 99. The Locate check is not performed for the 99 supplier, and consequently, the Responder Base field should be left empty for level 99. The order of the search within a single level may or may not be randomized (as defined in the Randomize field).
**Average Supply Days**

This option defines the average number of days needed for the supplier to supply the requested item (per specific media). This parameter is consulted by the system when the borrowing locate is performed: if the request Need Before Date parameter is earlier than the current date (the Locate Date) plus the average number of supply days, the supplier will not be included in the potential supplier list of the request. The second time this parameter is consulted is when the Send is performed (Send Request to Supplier). If the request Need Before Date parameter is earlier than the current date (Send Date) plus an average number of supply days, the supplier’s request is not sent out and its status changes to No Time to Supply (NTS).

**Expiry Days**

Defines the number of days after which the request expires. Each request that was sent to a supplier but no response was received within the number of days defined in this field can be declared as expired (and an EXPIRED message can be sent by running the Lending Library - Expired Messages - ill-15 service).

**Return Delivery Delay**

Defines the expected delay in the delivery of an item when the loaned item is returned to the supplier. Type up to three digits (for the number of days). When an item is received for a loan, the supplier specifies a date by which it must be returned (the Expected Return Date). You may wish to ensure that the patron returns the item to the library a few days before this date, to allow time for dispatch to the supplier. The number of days you wish to allow for processing may be entered here.

If you leave this value set to zero, the system will use the Return Delivery Delay parameter which is set in the supplier record; if this is also left empty, a system-wide default value will be used.
6 Managing Outgoing (Borrowing) ILL Requests

You can carry out the following ILL borrowing workflows via the ILL staff interface:

- Creating New Requests
- Locating Suppliers
- Sending Requests (LENDER works on request)
- Receiving Material
- Returning Material (in the case of a ‘loaned’ item)

In addition to the above basic ILL activities, you can also carry out additional transactions such as:

- Borrowing library requests for renewal
- Borrowing library declaration of loaned item as Lost/Damaged
- Borrowing library sending of free-text message

To access the ILL staff interface

1. In the address bar of your Web browser, type in the following URL syntax:
   
   http://<your Web ILL server><your Web ILL port>/L

   For example:
   
   http://goldline.exlibris-usa.com:12001/L

2. Log in as a registered ILL user (for example, U60WD). The following screen appears:

   ![ILL staff interface screenshot]

   This screen is open at the Borrowing tab. This is the interface for carrying out borrowing-related activities.
6.1 Looking at the Borrowing Tab

The Borrowing tab of Web ILL lets you manage outgoing ILL requests initiated by a patron or an ILL staff user. It enables you to create new outgoing requests (using the New Request node), locate potential suppliers and send requests using automatic processes for ISO ILL message exchange. Functions for further processing of outgoing requests, such as Receive, Return, and Search are also available under the Borrowing tab as separate nodes.

Let us look at the Borrowing tab in more detail.

Message bar

Located below the top bar, the Message bar displays online information, error and confirmation messages that inform the user of conditions that may require special consideration.

You can also change the display of the main window by using the arrow buttons on the Message bar. The main window of the Borrowing tab is divided into three panes, left, upper right and lower right.

- To hide the left pane and expand the right pane, click 🔄.
- To display the full view of the right lower pane, that is, the full record and its four tabs, click 🔄.
- To display the full view of the right upper pane, that is, the list of outgoing requests, click 🔄.

Status/Message Tree

The left pane presents the Status/Message Tree for outgoing ILL requests, which can be viewed as a List (by clicking 🔄) or a Tree (by clicking 🔄):
The number to the left of each status represents the number of existing requests for that status. Clicking the link under the number allows you to see the list of requests in the upper right pane.

To refresh the display of the **Status Tree**, click

The left pane also includes the option to retrieve a request directly by entering the request number in the **Request #** field and pressing Enter or clicking

**List of Outgoing Requests**

The upper right pane of the Borrowing tab contains the full list of outgoing requests for each selected status:

Various sorting and navigation options can be used for efficiently retrieving specific requests from the list.
You can sort the list by **Title, Request Number, Status, Last Activity** and so on, in ascending/descending order; define the maximum number of records for display per page; or use the option **Jump to** to jump to designated records (according to the search parameter). The records in the upper pane list can be handled separately or as a group (by choosing several/all records) using the buttons on the Menu line of the upper pane. The handling options available for the upper pane list are: **Send, Delete, Select All, Deselect** for outgoing requests; and **Dismiss, Select All, Deselect** for messages.

Next to every record in the list, there are Full View and Locate Preview buttons (depending on the request status). These enable you to select a record for full view display on the lower pane or to open the record for a preview of located potential suppliers.

**Full View of Record**

The lower pane of the Borrowing tab presents the full view of a record selected in the upper pane list (you can select a record for a full display by clicking the Full View button). Full view of a record is divided into four tabs: **Request Details, Requester Information, Requests to Supplier, and Transactions**.

In the **Request Details** tab you can see the bibliographic and other information related to the request:

<table>
<thead>
<tr>
<th>Request Details</th>
<th>Requester Information</th>
<th>Requests to Supplier</th>
<th>Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Number: 2215</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You can edit this information by clicking the link under the field names (if the field is editable) or add information to the request by clicking the **New Line** link.

The **Requester Information** tab includes information about the requester, such as the requester ID, barcode, name, and address.

<table>
<thead>
<tr>
<th>Request Details</th>
<th>Requester Information</th>
<th>Requests to Supplier</th>
<th>Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Number: 2215</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The **Requests to Supplier** tab displays the list of suppliers located for the request (providing that the **Locate** operation was successfully performed):
You can edit the list by rearranging the order of the located suppliers (click **Rearrange List**) or by adding a new supplier to the list (click **Add New Supplier**). The suppliers that can be added are restricted by your definitions in the **Potential Suppliers List** for the specific request media.

Each Request to a Supplier has its own status. Only one request in the list can have an active status, which shows that this request is currently in process.

Active statuses can be: New, Sent to Supplier, Shipped, Loaned, Returned, Overdue, Recalled, Waiting Cancel Reply, Will-Supply, Conditional Reply, Hold Placed, Retry, Estimated, Location, Waiting Renewal Reply, Renewal-Accepted, Renewal-Rejected, Damaged, Lost, Closed and ENN.

Non-active statuses are: Pending, Unfilled, Canceled, No time to Supply.

The list also shows the Average Supply Days of each supplier (according to parameter set in the potential supplier record).

The editing options that allow you to add and rearrange the Supplier List are status-sensitive and are available only for requests that have the status New, Waiting for Process, Unfilled, Error, Locate Failed, or Canceled. The **Requests to Suppliers** tab also enables you to perform various functions related to further handling of outgoing requests. These include **Information, Delete Supplier, Send, Message, Cancel, Status Query Message, Receive, Renew, Return, Lost** and **Damaged**. The availability of these functions for the specific request depends on the request status.

In the **Transaction** tab, you can see all registered activity related to the specific request, including received and sent APDU messages.

Another way of handling outgoing requests is by using the buttons on the Menu line of the lower pane.

These buttons are status-sensitive (available according to the request status) and partially duplicate the functions of the buttons on the upper pane and the Requests to Suppliers tab.
buttons on the lower pane, except for the Letter to Patron and Print options, which are available only from the Menu line of the lower pane.

6.2 Submitting a New ILL Request

An ILL request can be initiated by the patron in the ALEPH Web OPAC or by the ILL staff on behalf of the patron.

To initiate a request as a staff user (on behalf of a patron)

1. From the staff ILL interface, click New Request in the options bar at the top of the screen. A list of libraries displays.
2. Select a library base to search by clicking it:

   ![Image of a Web OPAC search screen]

   This opens the appropriate Web OPAC search screen:

   ![Image of a search screen]

   **Basic Search**

   Type word or phrase: searching records for ILL requests
   Field to search: All Fields
   Words adjacent? □ No □ Yes
   Base to search: Ex Libris University

   Limit search to:
   Language: English
   Year from: 2003
   Year to: □
   Format: Books
   Location: Main Library

   You can now find a record on which to base the creation of a new Borrowing (Outgoing) request.
You can also place a request via the Web OPAC by searching remote ALEPH or Z39.50-compliant databases and by filling in a blank form.

To find a record for an outgoing request

1. Use the Browse or Search functions of the Web OPAC.

2. Display a record in full, and then click **ILL Request** from the options bar to order the item (do not choose the **ILL Request** option from the menu bar at the top of the screen):

   ![Web OPAC interface with ILL Request highlighted]

   **Full View of Record**

   **Choose format:** Standard format, Catalog card, Citation Name tags, MARC tags

   **Record 38 out of 47**

   **Book Number:** 000028888

   **Record Format:** Monograph

   **Main Entry:** Jacobus, ca. 1270-1358.

   **Title:** *Leaves from the Golden legend/* chosen by H.D. Madge; with illustrations by C.M. Watts.

   **Imprint:** New York : E.F. Dutton, 1899.

   **Language:** Eng lat

   **Subject - Lib.Con.:** Christian saints — Biography — Early works to 1800.

   **Add. Entry:** Madge, H.D.

   **Watts, C.M.**

   The ILL form with completed bibliographic information is displayed for you to fill in the details of your request:
3. After completing the form, click [Go]. The system responds with an ILL Request confirmation screen which contains the patron and bibliographic information of the request and options to print or locate suppliers for the request:

![ILL Request Confirmation Screen](image1)

4. Click [OK] to place the request. The main ILL window appears with the newly-created outgoing request displayed. If you want to cancel the request, click [Cancel].
Another way to create a new outgoing request is to fill in the blank form.

**Steps**

1. Click the Local Placement (Blank Form) link.

   ![ILL Request Form](image.png)

The ILL Request form displays:

![ILL Request Form](image.png)

2. Choose the appropriate format (Book/Journal) in the displayed ILL form, fill in the details of your outgoing request and submit the form.

A patron (who is not an ILL staff user) who is registered to use the Web OPAC can also submit an ILL request based on an existing document or submit a blank ILL request form using the upper bar ILL Request button. The ILL ALEPH Web OPAC request form is different from the form that is used by an ILL staff user and the option to Locate request
(after submitting the request) is not available. A Patron who makes a request for non-returnable items must sign a copyright agreement.

**Note**
If a patron submitting a request types a free-text note, the request receives the status NEM – New Staff review and not NEW.

---

**Note**
The self-ownership check is performed when a new borrowing request is placed from the Web OPAC. The procedure for 'self-own' check is controlled by the definition in the ILL unit record (field: Check Local Ownership Procedure). If the initiator of the request is a patron and the title has been recognized as 'self-owned' then the request is blocked and the patron is prompted with a block message.

If the initiator is a staff user, a 'self-owned' notification message is displayed at the request’s confirmation page. The staff user can cancel the request (by clicking Cancel) or approve it (by clicking OK). In the event that the request is approved, it is assigned with the status Locally Owned. The next time that the 'locate potential supplier' option is used (either from the ILL request confirmation page for staff OR manually from the Borrowing ILL interface) the system will access the list of potential suppliers without performing another check for local ownership.

---

### 6.3 Creating a List of Suppliers for an Outgoing Request

To find potential suppliers for a record, from the Full Record, click **Locate:**

Locate and send actions can be performed simultaneously by clicking **Locate and Send.** The list of potential suppliers is built according to the Potential Suppliers List defined by your ILL Unit. It is managed under the Web ILL Admin tab and arranged by outgoing request media, level, and sequence within the level.

**Supplier List**

When building the supplier list for an outgoing request, only potential suppliers that are defined for a media type that matches the media type of the request are taken into consideration (that is, if the request media type is L-Printed, only potential suppliers that are defined for the L-Printed media type will be included in the list). If a "last resort" supplier is defined in the Potential Suppliers List of your ILL Unit, it will always be listed in the last position in the outgoing request's list of suppliers.
Locate Query
The Locate Query for an outgoing request is built using parameters and locate strings defined in the library's configuration table.

Outgoing Locate Types
The outcome of Outgoing Locate varies according to the Locate Type defined in each ILL Supplier record, and the method that was used for the Locate function. If the Locate Type for a supplier is set as ALEPH ILS Handling or Unit Management, the Locate will be performed at the level of available items using x-service. For a supplier of the type External the Locate will be handled at the level of matching bibliographic records using the regular Z39.50 search. There is no check at this point for any existing/available items.

Request Status
The status of an outgoing request for which the Locate action has succeeded changes to Waiting for Process. In the case of a Locate failure - the Locate was performed and no potential suppliers were found, the status of the request changes to Locate Failed.

Local Ownership
If the parameter Check Local Ownership for your ILL Unit is set to Yes, the check for available items is performed in the ILL Unit's own database. If successful, no outgoing Locate is performed, a relevant message to staff users is triggered and the request status changes to Locally Owned. Note that the self ownership check is performed only for the first Locate attempt. When additional locate attempts (by clicking the Locate button) are carried out for a request which has already been designated as Locally Owned, the self ownership check is not performed again and the locate of a potential supplier is not blocked.

Locate Preview
The Locate Preview button allows you to preview results of a Locate before it is actually performed. The results can be viewed using the Locate Preview window. To see the list of suppliers that would be retrieved if the Locate is actually performed, click the button next to the outgoing requests. The possible Locate results will be displayed. To proceed to Locate from the Locate Preview window, click Locate. If you choose to close the window, the Locate will not be performed and the status of the request will not change.
If the request is found to be self-owned, the following screen is displayed:

### Locate Preview - Self-owned

Existing 1 docs, items located 1, items available 1

**Note:** In case of more than a single record is found, bibliographic and item information is not displayed!

<table>
<thead>
<tr>
<th>Code</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISBN</td>
<td>1585442712</td>
</tr>
<tr>
<td>Main Author</td>
<td>FREED, PAUL, 1955-</td>
</tr>
<tr>
<td>Title</td>
<td>OF GOLDEN TOADS AND SERPENTS' ROADS.</td>
</tr>
<tr>
<td>Imprint</td>
<td>COLLEGE STATION : TEXAS A &amp; M UNIV PRESS 2003</td>
</tr>
<tr>
<td>Series</td>
<td>(LOUISE LINDSEY MERRICK NATURAL ENVIRONMENT SERIES.34)</td>
</tr>
<tr>
<td>System ID</td>
<td>USMCI1000004422</td>
</tr>
</tbody>
</table>

### Located Record

When a potential supplier has been located successfully, the associated record is considered as located and its status changed to Waiting for Process.
6.4 Sending Requests to a Supplier

You can use one of the following options to send a request to a supplier:

- From the full record (lower pane) – Requests to Supplier tab, click Send. Send is available only for requests with the status New in Requests to supplier.

- Select requests and click Send from the options menu of the upper pane. This action is status-sensitive and can be performed only for requests with the status Waiting for Process.

The outgoing request for this record is sent to the first active request to supplier.

As a result of the Send action, an Ill Request message to the lender is sent and the status of the outgoing request becomes Sent to Supplier.
If your request that has been sent receives the Request to Supplier status “Error - no dispatch”, that means, the ILL server was down.

In this event, activate an ILL server and resend your request.

**Note**

If “note to supplier” was added before sending request to supplier, the lending request receives the status “NEM” – New staff review. Otherwise, it receives “NEW” status.
6.5 Deleting Outgoing Requests

To delete outgoing requests from the list, choose one or more records and click **Delete**. This action is status-sensitive and is performed only for those requests which have the following statuses: New, WAP, Locate Failed, Unfilled, Closed, Canceled.

6.6 Selecting All/Deselecting

To choose all records in the list for further handling, click **Select All**. To remove all selected records in the list, click **Deselect**.

6.7 Checking in an item

To register the arrival of supplied material from a lender, you can use one of the following two options:

- From the full record (lower pane) – Requests to Supplier tab, click **Receive**.
- From the options menu of the Borrowing tab, click **Receive**.

6.7.1 Receiving items via the Requests to Suppliers Tab

When you click **Receive**, an appropriate form is opened for you: either for Loaned material or for Copied material according to the information sent by the supplier in the preceding Shipped message.
For Copied Material
After you click on the button, the following form is displayed:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media Arrived</td>
<td>Choose the media format type for the checked-in item.</td>
</tr>
<tr>
<td>Date Received</td>
<td>The Date Received field reflects the date the item was checked in from the supplier. By default this will be the current date.</td>
</tr>
<tr>
<td>Page Size</td>
<td>Optional. Choose the page size of the photocopy. (Used for billing purposes).</td>
</tr>
<tr>
<td>Number of Pages</td>
<td>Optional. Enter the number of checked-in photocopied pages. (Used for billing purposes).</td>
</tr>
</tbody>
</table>

The fields contained in this form are explained below:

**Media Arrived**
Choose the media format type for the checked-in item.

**Date Received**
The Date Received field reflects the date the item was checked in from the supplier. By default this will be the current date.

**Page Size**
Optional. Choose the page size of the photocopy. (Used for billing purposes).

**Number of Pages**
Optional. Enter the number of checked-in photocopied pages. (Used for billing purposes).
Item Barcode
Optional for copy arrival. If you wish to create an item record for the checked-in copied material, enter item barcode. This is required if you are working with an ALEPH circulation system and you want to register loan of the material to your patron. This field is usually not used for checked-in copied material.

Item Status
If you selected the option to create an item record for the checked-in copied material, choose an item status that will be assigned to this ILL material. This field is usually not used for checked-in copied material.

Supplier Currency
Optional. The Supplier Currency field reflects the currency in which the supplier charges the library for providing the material.

Supplier Cost
Optional. The Supplier Cost field reflects the amount charged by the supplier for providing the material.

Supplier Local Cost
Optional. The Supplier Cost - Local field reflects the local cost charged by the supplier for the material (after exchange rates have been applied to the cost).

Patron Cost - Local
Optional. The Patron Cost - Local reflects the amount the patron will be charged (in local currency) for this request.

Circulation Note
The Circulation Note field is optional. It is used when an item is created for the checked-in copy. If required, a circulation note (which records that a map or a chart, for example, is included with the item) may be attached to the material. When the item is checked out or checked in (issued or discharged) through the Circulation GUI, this note will be displayed. This field is usually not used for checked-in copied material.

Note
Any text entered in this field will be included in the Received message that is automatically sent to the supplier.

Patron Agreement
The Patron Agreement field indicates whether the patron is required to sign a copyright declaration form.
Copyright Signed
The Copyright Signed field indicates whether the patron signed a copyright declaration form.

When you have finished filling out the form, click [Submit] to register an arrival. The following occurs:

The status of the request is changed to Closed.

A Received message is automatically sent to the supplier.

For Loaned Material
Media Arrived
Choose the media format type for the checked-in item.

Date Received
The Date Received field reflects the date the item was checked in from the supplier. By default this will be the current date.

Exp. Return Date
This is the date by which the supplier requires that the material be returned. This field is automatically filled based on information supplied by the Shipped message received from the supplier. The due date for this item (the date by which the patron must return the material to the library) is calculated based on the Expected Return Date.

Item Barcode
Enter the record's barcode to be used during circulation. If the field is left empty, the barcode will be automatically generated for you based on the system and sequence number of the request (for example, 3697-10).

Item Status
Choose an item status that will be assigned to this ILL material. The item status determines the loan procedure for the checked-in item (depending on the relevant ALEPH table setup): whether the loan is performed upon submitting this form, or whether it is performed later on, when the patron arrives to pick up his ILL material.

Supplier Currency
Optional. The Supplier Currency field reflects the currency in which the supplier charges the library for providing the material.

Supplier Cost
Optional. The Supplier Cost field reflects the amount charged by the supplier for providing the material.

Supplier Local Cost
Optional. The Supplier Cost - Local field reflects the local cost charged by the supplier for the material (after exchange rates have been applied to the cost).
**Patron Cost - Local**
Optional. The Patron Cost - Local reflects the amount the patron will be charged (in local currency) for this request.

**Circulation Note**
The Circulation Note field is optional. If required, a circulation note (which records that a map or a chart, for example, is included with the item) may be attached to the material. When the item is checked out or checked in (issued or discharged) through the Circulation Client, this note will be displayed.

**Note**
Any text entered in this field will be included in the Received message which is automatically sent to the supplier.

**Patron Agreement**
The Patron Agreement field indicates whether or not the patron is required to sign a copyright declaration form.

**Copyright Signed**
The Copyright Signed field indicates whether the patron signed a copyright declaration form.

When you have finished filling out the form, click to register a arrival. The following occurs:

- The status of the request is changed to Loaned.
- A Received message is automatically sent to the supplier.

If your ILL Unit is working in an ALEPH environment and depending on the relevant table setup, the material that has been checked in can be either:

- Automatically loaned to the patron or to the pickup sublibrary or to the ILL Unit, or
- Not loaned until the patron applies to the circulation desk and a loan is made.

**6.7.2 Receiving From the Upper Borrowing Tab**
To register the arrival of the requested material from a supplier, you can also click from the options bar in the upper pane. This lets you display two forms: one for copied material and another for loaned material. Choose the relevant form according to the media of the checked-in item.
To register received material via the Borrowing tab, you must specify the request number. Fill in the request number for which the action is preformed in the Request Number field. Details as for other fields and actions of this form can be found in the Receive from the Requests to Suppliers tab section on page 48.

6.8 Returning Items to a Lender

To register the return of the supplied loaned material to the lender, you can use one of the following two options:

- From the full record (lower pane) – Requests to Supplier tab, click (Return).
- From the options menu of the Borrowing tab, click Return.

6.8.1 Returning Items via the Requests to Supplier Tab

When you click (Return), a form with a Note field is opened:

You can type in text to be included in the Returned message that is automatically sent to the supplier upon submission of the form.

Click to register a return. The following happens:

- The status of the request is changed to Returned.
- A Returned message to the supplier is automatically sent.
If your ILL Unit is working in an ALEPH environment, the loaned material being returned is checked in/discharged (returned in circulation) and deleted from the data.

6.8.2 Returning Items from the Upper Borrowing Tab

To return loaned material to the lender, you can also click from the options menu of the Borrowing tab. This opens the following form:

You can either enter the barcode that was assigned when the material was received or (optionally) the request number of the returned item.

**Item Barcode**
Enter the barcode of the item being returned or the Request Number.

**Request Number**
Enter the Request Number for which the material is being returned.

**Note**
Any text entered in this field will be attached to the Returned message that is automatically sent to the lender.

Click to register a return. The following happens:

- The status of the request is changed to Returned.
- A Returned message to the supplier is automatically sent.
- If your ILL Unit is working in an ALEPH environment, the loaned material being returned is checked in/discharged (returned in circulation) and deleted from the data.

6.9 Retrying a Request

When the supplier answers your request as follows: Retry at a later date, you can resend the request to the supplier. This activates the Retry function.
To resend a request to a supplier

Click Add New Supplier from the Request to Supplier tab in the full record (lower pane). This allows you to re-register the same supplier to the suppliers list.

After adding the supplier again to the list, you will have a New request to supplier at the top of the list with the status New.

To send the request again

- From the full record (lower pane) – Requests to Supplier tab, click (Send).
- From the upper pane, click Send.

6.10 Renewing a Request

If a request has already been received from the supplier for loan (status Loaned), you can ask the supplier to renew the loan period.

To renew a request to supplier

From the full record (lower pane) – Requests to Supplier tab, click (Renew).

This action sends a request for renewal to the supplier and changes the request’s status to: Waiting Renewal Reply. As soon as the renewal reply is received from the supplier, the request status changes according to the renew answer: Renew Rejected or Renew Accepted.

If your ILL Unit is working in an ALEPH environment, a Renew Accepted answer from the supplier updates the loan due-date in the ALEPH Circulation system.

6.11 Deleting a Request to a Supplier

This applies to requests that have not yet been sent to a supplier.

To delete a located supplier from the Requests to Supplier list

From the full record (lower pane) – Requests to Supplier tab, click (Delete Supplier).

6.12 Notifying a Supplier about Damaged and Lost Items

This applies to requests that have already been received from the lender for a loan.

To notify the supplier that the supplied item is lost or damaged

From the full record (lower pane) – Requests to Supplier tab, either click (Damaged) or (Lost).

Note

The same button is used for both Delete Supplier and Damaged. To avoid confusion, check the ToolTip to verify the purpose of the button.
6.13 Answering a Recall Request from a Lender

To send an answer to the recall request of the lender

1. From the full record (lower pane), click Recall Answer.

   The following screen appears:

   ![Send APDU Recall Answer Form]

   2. Select Yes (if you approve the recall request) or No (if you want to reject it).

      If you select Yes, type in the recall date. Upon submitting the form, a general message
      is sent to the lender informing them of your answer. The loan’s due date is updated
      according to the recall date entered.

6.14 Answering a Conditional Reply

When the supplier answers your request with a conditional request, the request status
becomes Conditional Reply.

To answer a Conditional Reply

From the full record (lower pane) – Requests to Supplier tab, click Cr.

The following screen appears:

![Send APDU Conditional Reply Form]

The Conditional Reply form enables you to accept or reject the supplier’s conditional reply.
6.15 Changing Statuses

The Change Status action allows you to change the request status. The statuses from which this action can be performed and the statuses to which the change can be done are set in a configuration table.

To change a request’s status

From the full record (lower pane) – Requests to Supplier tab, click [Change Status]. This invokes the Change Status APDU form.

6.16 Sending a Status Query to a Supplier

To send a query to the supplier as to the status of your request in his system

From the full record (lower pane) – Requests to Supplier tab, click [Status Query].

The Status Query Report reply is automatically triggered by the peer system and sent back to you with the status of your request.

6.17 Changing Status to Expired

This applies to requests with a status of Sent to Supplier but without a response having been received within the number of days defined in the request's Expiry Days parameter.

Submitting the Expired message from the supplier changes the request to supplier status to Expired. There is a batch service that handles all expired requests: Lending Library - Expired Messages (ill-15). Expired requests can then be resent to the same supplier by reregistering the supplier as a new supplier (see Retrying a Request on page 54).

6.18 Canceling Requests

To send a cancellation message to a supplier

From the full record (lower pane) – Requests to Supplier tab, click [Cancel] (Cancel) for the request status WSP (Will be Supplied) and for SV (Sent to Supplier) status

The status of the request becomes Waiting Cancel Reply. Whenever a request for cancellation (APDU of type CANCEL) is received at the lending side, the system checks that the request has not yet been shipped. If this is the case, a CANCEL-REPLY:TRUE response is automatically sent to the borrowing library. If the request has already been shipped, then CANCEL-REPLY:FALSE is automatically sent to the borrowing library. As soon as a Cancel Reply-Accepted message is received from the supplier, it changes to Canceled. If a Cancel Reply-Rejected reply is received, the status of the request reverts to the previous status.
Other statuses that allow cancellation of request are "LOF" (Locate Failed), "ERR" (Error), "LOW" (Locally Owned) and “UNF” Unfilled. For these statuses, from the lower pane, click **Cancel**.

### 6.19 Viewing Information

**To view information regarding a request to a supplier**

From the full record (lower pane) – Requests to Supplier tab, click **I** (Info).

Information includes: send date, expected arrival date, arrival date, due date, average supply interval, and so on.

### 6.20 Sending Messages

This applies to requests already sent to a supplier (with a status of Sent to Supplier and onward).

**To send a free-text message to a supplier**

From the full record (lower pane) – Requests to Supplier tab, click **M** (Message).

### 6.21 Sending Letters to Patrons

You can send a letter/e-mail message to a patron for various reasons: More information needed, Cancellation of a request, Requirement for copyright signature, and so on. Your system librarian can add additional types of letters. Note that when letters/e-mail messages are sent to a patron, the request status does not change.

**To send a letter / e-mail message to a patron**

From the full record (lower pane), click **Letter to Patron**. The following form appears:
6.22 Printing
This applies to requests with a status of Sent to Supplier.

To print an information slip for an outgoing request
From the full record (lower pane), click **Print**.

6.23 Searching for Outgoing Requests in the Borrowing Tab
The Search function lets you search / retrieve outgoing (borrowing) requests. The Search can be performed using Word Indexes such as Title Words, Subject and so on or by using Direct Indexes identifiers such as System Number, Patron ID, and so on.

Additional search indexes can be defined. The search indexes supplied in the standard setup are: Title Words, Actual Title, Author, Subject, ISSN, ISBN, System Number, Barcode, Patron ID, All Fields.

To start a search
1. From the options bar of the upper pane in the Borrowing tab, click **Search**.
   The following search pane appears:
2. Choose the index to be searched and type in the relevant keywords.

3. Click Submit. This sends your search query to the system.

**Search Hints**

Lowercase letters will also find matches of capitalized words.

Boolean operators AND, OR, and NOT can be used in a search string. AND between words is implied.

If you choose Yes for "Words adjacent", the system recognizes that only records that contain query terms one next to another will be selected.

Truncation can be used when searching. Type a portion of a word and add the ? character or the * character at the beginning (or end) to indicate that you want all words that begin (or end) with that portion of the word. The ? character can also be used to find variant spellings. For example, alumi?m finds both the American spelling, aluminum, and the British spelling, aluminium.

**Type word or phrase**
Enter the search word or phrase.

**Field to Search**
Select the index in which you want to perform the search.

**Words adjacent?**
Select Yes if you want to limit the search to adjacent words.

### 6.24 Using the Status/Message Tree in the Borrowing Tab

The **Status/Message Tree** for Borrowing requests is comprised of two modes: List and Tree. The **List** mode displays statuses that are currently present or are being processed. The **Tree** mode presents the status groups that can be expanded to display the statuses of the List mode, and available message types. The numbers associated with each status represent the number of existing requests for that status. Clicking the link under the number displays the list of requests for the selected status in the upper right pane (the link is present only when the number is not zero).
To retrieve a specific request, enter the request number in the **Request #** field and press Enter or click **Go**.

To refresh the display of the **Status Tree**, click **Refresh**. The grouping of the Status Tree is configured in the ILL Unit’s configuration tables.

**Status/Message Tree for Borrowing Tab (Outgoing Requests)**

The following is the default setup for the groups of statuses/messages that are available for the requests being processed in the Borrowing tab and the specific statuses/messages into which those groups can be expanded:

**New**
- New
- New – Staff Review

**Waiting for Process**
- Waiting for Process
- Locate Failed
- Error
- Locally Owned

**Pending**
- Will be Supplied
- Sent to Supplier
- Hold Placed

**Shipped**

**Unfilled**
- Unfilled
- Retry
- Estimate Reply
- Locations

**Conditional**

**Received**
- Loaned
- Damaged

**Returned**

**Renewed**
- Renew Rejected
- Renew Accepted
- Waiting Renew Reply

**Recall**

**Overdue**

**Lost**

**Cancel**

- Waiting Cancel Reply
- Canceled

**Closed**

**Expired**

**Messages**

- Cancel Reply
- General Message
- Answer (Conditional)
- Recall
- Overdue
- Renew Answer
- Answer (Retry)
- Answer (Unfilled)
- Answer (Hold-Placed)
- Answer (Estimated)
- Status or Error Report
7 Managing Incoming (Lending) ILL Requests

You can carry out the following ILL lending workflows via the ILL staff interface:

Lending (incoming)

- Receiving a new request
- Locating/Printing the Local record
- Answering the requester (optional)
- Shipping (borrower works on request)
- Checking in returned material (in the case of a ‘loaned’ item)

In addition to the above basic ILL activities, you can also carry out additional transactions such as:

- Lending library accept/reject request for renewal
- Lending library recall the loaned item
- Sending free-text messages

To access the ILL staff interface

1. In the address bar of your Web browser, type in the following URL syntax:
   
   http://<your Web ILL server><your Web ILL port>/L
   
   For example
   
   http://goldline.exlibris-usa.com:12001/L

2. Log in as a registered ILL user (for example, U60WD). The following screen appears:
3. Click “Lending”. The screen opens at the Lending tab. This is the interface for carrying out lending-related activities.

### 7.1 Looking at the Lending Tab

The Lending tab of Web ILL is intended for the management of incoming ILL requests initiated by an outside institution and received by your ILL Unit. It enables you to register the incoming requests, locate items to be supplied, and to ship and receive them back using automatic processes for ISO ILL message exchange. Functions for further processing of incoming requests, such as **Check-In**, **Ship**, **Search** are also available under the Lending tab as separate nodes.

Let us look at the Lending tab in more detail.

**Message bar**

In the upper pane is the **Message bar**, which displays online information, error and confirmation messages that inform the user of conditions that may require special consideration:

You can also change the display of the main window by using the arrow buttons on the Message bar. The main window of the Lending tab is divided into three panes, left, upper right and lower right.

- To hide the left pane and expand the right pane, click ↓.
- To display the full view of the right lower pane, that is, the full record and its four tabs, click →.
- To display the full view of the right upper pane, that is, the list of outgoing requests, click →.
Left Pane of Lending Tab
The left pane presents the Status/Message Tree for incoming ILL requests, which can be viewed as a List or a Tree:

The numbers that display for each status represent the number of existing requests for that status. Clicking the link under the number allows you to see the full list of requests in the upper right pane (if the number is greater than zero).

To refresh the display of the Status Tree, click . The left pane also includes the option to retrieve a request directly by entering the request number in the Request # field and pressing Enter or clicking .

Upper Pane of Lending Tab
The upper pane of the Lending tab contains the full list of requests for each selected status. Various sorting and navigation options can be used for efficiently retrieving specific requests from the list.

You can sort the list by Title, Request Number, Status, Last Activity and so on, in ascending/descending order; define the maximum number of records for display per page; or use the option Jump to for jumping to designated records (according to the search parameter). The records in the upper pane list can be handled separately or as a group (by
choosing several/all records) using the buttons on the Menu line of the upper pane. The handling options available for the upper pane list are: Print, Locate, Select All, Deselect, Receive for incoming requests; and Dismiss, Select All, Deselect for incoming messages.

Next to each record in the list there are Full View and Locate Preview buttons (depending on the request status), which enable you to select a record for full view display on the lower pane or to open the record for a preview of located available items.

Lower Pane of Lending Tab
The lower pane of the Lending tab presents the full view of a record selected in the upper pane list (you can select a record for a full display by clicking the Full View button). The record displayed in the lower pane is always identified by a unique reference; for example, Transaction Group Qualifier, which consists of a system ID (the institution symbol of the borrower), a request number and sequence (as registered by the borrower), and a request number assigned by the system when a request is received, for example: Ref. #: EXL:V16:UARCV:2011-1 (Req. #: 2013).

The full view of a record is divided into four tabs: Request Details, Located Record, Requester, and Transactions.

<table>
<thead>
<tr>
<th>Request Details</th>
<th>Located Record</th>
<th>Requester</th>
<th>Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ref. #: U15AR-VER15.5-SYMBOL:6543-1 (Req. #: 6551)</td>
<td>Code</td>
<td>Data</td>
<td></td>
</tr>
<tr>
<td>Title</td>
<td>the gold &amp; silver gala</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main Author</td>
<td>domingo placido</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main Author</td>
<td>alagna roberto</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In the Request Details tab you can see the Bibliographic and other information related to the request, such as Open Date, Need Before Date and so on. You can edit this information by clicking the link under the name of the field (if the field is editable) or add information to the request by clicking the New Line link. After an item which is available for supply has been located, its details are displayed under the Request Details tab.

The Located Record tab presents the bibliographic details of the record as it is cataloged in the supplier’s catalog (if the Locate operation was successfully performed).

The Requester tab displays information about the requester, such as ID, name, address, and so on.

In the Transaction tab, you can see all activity related to the specific request, including received and sent APDU messages.

The buttons on the Menu line of the lower pane can be used to handle an incoming request: Message, Print, Locate, Answer, Ship, Return, Renew-Answer, Recall, Overdue, and Status Query. These buttons are status-sensitive (that is, they depend on the request status).
7.2 Printing Details of Incoming Requests from the List

To print details of an incoming request

Choose one or several (all) records from the list, and from the menu bar, click **Print**. For previously located requests, the details of the located record are printed as well.

7.3 Locating Incoming Requests

The Incoming Locate function enables you to locate a matching bibliographic record for items available for supply in the unit's circulation locate base. The outcome of the Locate action varies depends on the Circulation Handling type of the Lending ILL Unit. If the Circulation Handling type for the ILL Unit is defined as "Itemless", the incoming locate will proceed only to the level of matching a BIB record, otherwise the locate will proceed to the level of retrieving items which are available for supply. Circulation checks are performed in order to determine whether or not the available items can be loaned / copied to the requester.

Locate Query

The locate query for an incoming request is built using parameters and locate strings defined in the tab_locate table of the $data_tab directory of the ALEPH ILL library.

Request Status

If the attempt to find matching BIB records and an available item concludes successfully, the status of the request is updated to Located. In case of a Locate failure, that is, if the Locate was performed and no matching documents were found, the status of the request will be changed as defined in the ILL Unit Form (Fourth Tab) Auto Process (Mediated or Answer-Unfilled).

Multiple Locate

When, as the result of a performed Locate, multiple matching BIB records are located, the message for a staff user appears and the screen for selecting and further processing one of the located records is displayed. If no selection is made, the request receives the status Multiple Located, and is moved to the relevant folder. If specific selection is made, the request status is changed to Located.
Locate Preview

The possible results of a Locate before it is actually performed can be viewed using the Locate Preview window which pops up when the button is clicked. The locate preview includes a display of the locate query, and can be used to check the tab_locate setup.

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<tr>
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<td>2751</td>
<td>USM01</td>
<td>6120</td>
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</tbody>
</table>

7.4 Selecting All / Deselecting Records

To choose all records in the list for further handling, click **Select All**.

To remove the selection, click **Deselect**.

7.5 Shipping

When the requested item is supplied, there are two options for submitting the Ship message:

- From the menu bar of the lower pane, click **Ship**.
- From the menu bar of the upper pane, click **Ship**.

When shipping material via the menu bar of the upper pane, specify the request number. Fill in the request number for which the action is preformed in the Request Number field. All other fields are common for the ship action.
The following form appears:

Select the relevant form: Loan, Copy or Electronic delivery, according to the format you are sending to the requester.

### 7.5.1 For Loaned Material

#### Send Date
The date the item is shipped to a requester. The current date is automatically filled by the system. You can change it.

#### Send Method
Choose the method for sending supplied material.
Supplied Media
Choose the media format type for the supplied item.

Item Barcode
Mandatory. Enter the barcode of the supplied item. If your ILL Unit is working in an ALEPH environment, a loan is registered for the ILL borrowing unit.

Expected Return Date
This is the Date by which you expect the material to be returned. Select the relevant loan period from the drop-down list. If your ILL Unit is working in an ALEPH environment, you may leave this field blank and the date is calculated based on a pre-defined circulation table (tab16). The expected return date is set as the loan due date.

Note:
Text entered into this field will be attached to a shipped message, which is automatically sent to the requester.

Price
Sets the price to be charged for a lending request. The price can be derived automatically from the configuration table.

7.5.2 For Copied Material
Send Date
The date the item is shipped to a requester. Current date is automatically filled by the system. You can change it.

Send Method
Choose the method for sending supplied material.

Supplied Media
Choose the media format type for the supplied item.

Number of Pages
Optional. Enter the number of supplied photocopied pages.

Page Size
Optional. Choose page size of the photocopy.

Note
Any text entered in this field will be attached to a shipped message, which is automatically sent to a borrower.
**Price**
Sets the price to be charged for a lending request. The price can be derived automatically from the configuration table.

### 7.5.3 For Electronic Material

**Send Date**
The date the item is shipped to a requester. The current date is automatically filled by the system. You can change it.

**Send Method**
Choose the send method for the supplied material.

**Supplied Media**
Choose the media format for the supplied material.

**Note**
Any text entered in this field will be attached to the Shipped message that is automatically sent to a borrower and to the borrower's e-mail address (if the Send E-mail check box is selected). You can use this field to specify the rules and limitations regarding access to the supplied URL.

**Price**
Sets the price to be charged for a lending request. The price can be derived automatically from the configuration table.

**URL**
Enter the URL of the supplied material.

**Send E-mail**
Select the Send E-mail check box if you want e-mail to be sent to the patron who asked for the material. The e-mail will include URL information and any text entered in the Note field.

### 7.6 Checking in Returned Material
When a loaned item is received back from the requester, there are two options for performing the item check-in and sending the Checked In message to the requester:

- From the main menu in the upper pane, click **Check-In**.
From the menu line of the lower pane, click **Check-In**, to check in the displayed record.

The Check-In action is status-sensitive and is performed for requests with the following statuses: Sent on Loan, Return, Overdue, Recall and Received by Borrower

When registering material check-in via the main menu bar, the following form is used:

![Check-In Form](image)

**Item Barcode OR Request Number**

Enter the barcode of the returned item or the Request Number.

**Note**

Any text entered into this field will be attached to a **Checked In** message, which is automatically sent to the borrower.

When check-in action is done via the Check-In button on the menu line of the lower pane, there is no need to specify Request Number or Item Barcode. The Note field is available for usage.

After the Check-In form is submitted, a **CheckedIn** message is sent to the requester and the status of the incoming request is **Closed**.

### 7.7 Sending an Answer to Requester

The Answer option is available from the lower pane menu:

![Answer Form](image)

There are various types of answers, covering the types included in the ILL-Answer message protocol: Retry, Unfilled, Locations, Will Supply, Conditional, Hold Placed and Estimate.

Clicking an answer type opens the relevant form for the APDU message (for example, Will Supply) including the reasons and additional information required by the protocol:
Submitting an answer changes the request status according to the answer type:

- Retry – changes status to Answer-Retry
- Unfilled - changes status to Unfilled
- Locations – changes status to Answer Locations
- Will Supply – changes status to Answer Will Supply
- Conditional – changes status to Answer Conditional
- Hold Placed – changes status to Answer Hold Placed
- Estimate – changes status to Answer Estimate

## 7.8 Recalling Requests

This option only applies to requests whose status is Received by Requester.

**To send a Recall message to the requester**

From the menu bar in the lower pane, click **Recall**.

## 7.9 Updating the Due Date of a Recall

When the requester accepts your request for recall, you can update the item's loan due date by setting the new due date in the Update Recall window. The date you type is set as the new due date of the loaned item.

**To send a Recall message to the requester**

From the menu bar in the lower pane, click **Recall Update**. The following form appears:
7.10 Sending Overdue Messages to Requesters
This applies to requests with a status of Received by Requester.

**To send an Overdue message to the requester**

From the menu bar in the lower pane, click **Overdue**.

Overdue messages can also be sent by submitting the batch service: Lending Library Overdue Handling (ill-30).

7.11 Answering Requests for Renewal
This applies to requests which have been loaned to the requester.

**To accept or reject the requester’s request for renewal**

From the menu bar in the lower pane, click **Renew Answer**. The Renew Answer APDU form appears for you to fill in.

7.12 Changing Status
The Change Status action allows you to change a request’s status. The statuses from which this action can be performed and the statuses to which the change can be done are set in a configuration table.

7.13 Sending a Status Query to the Requester
The Status Query option is available on the lower pane menu of each request. It is used to send a query to the requester as to the status of your request in his system. The Status Query Report reply is automatically triggered by the peer system and sent back to you with the status of your request.

**To send a status query to a requester**

From the menu bar in the lower pane, click **Status Query**. The Status Query APDU form appears for you to fill in.
7.14 Sending Messages to Requesters
The Message option is available on the lower pane menu of each request. It allows you to send a free-text message to the requester.

7.15 Referred requests
A Lending (incoming) request for an item which is not located by the Lender and which receives Mediated status as a result, can be ‘referred’ (by clicking Refer). It is then redirected to the Lender's Borrowing requests directory with the status NEW. The former Lending request receives an additional number as a Borrowing request, for example, 2401 (2411), and the status REF (Referred). The request is now processed as a Borrowing (outgoing) request, which can be managed via the Borrowing tab.

7.16 Searching for Incoming Requests in the Lending Tab
The Search function is used to search for and retrieve incoming (lending) requests. The Search can be performed using Word Indexes such as Title Words, Subject, and so on or using Direct Indexes identifiers such as System Number, Patron ID, and so on. Additional search indexes can be defined. The search indexes supplied in the standard setup are: Title Words, Actual Title, Author, Subject, ISSN, ISBN, System Number, Barcode, Borrowing Library, Requester Request Number, All Fields.

To start a search
1. From the options bar of the upper pane in the Borrowing tab, click Search. The following search pane appears:

2. Choose the index to be searched and type in the relevant keywords.
3. Click Submit. This sends your search query to the system.

As for search hints, see the Searching For Outgoing Requests In The Borrowing Tab section.

Type word or phrase
Enter the search word or phrase.
Field to Search
Select the index in which you want to perform the search.

Words adjacent?
Select Yes if you want to limit the search to adjacent words.

7.17 Viewing the Status/Message Tree (Lending)
The Status/Message Tree for Lending requests is comprised of two modes: List and Tree. The List mode displays statuses that are currently present or are being processed. The Tree mode presents the status groups that can be expanded to display the statuses of the List mode, and available message types. The number associated with each status represents the number of existing requests for that status. Clicking the link under the number displays the list of requests for the selected status in the upper right pane (the link is present only when the number is not zero).

- To retrieve a specific request, enter the request number in the Request # field and press Enter or Go.
- To refresh the display of the Status Tree, click . The grouping of the Status Tree is configured in the ILL Unit’s configuration tables.

Status/Message Tree for Lending Tab (Incoming Requests)
Following is the default setup for the groups of statuses/messages that are available for the requests being processed in the Lending tab, and the specific statuses/messages into which those groups can be expanded:

**Review**
- New
- New-Staff Review
- Located
- Located and Printed
- Mediated
- Multiple Located
- Referred

**In Process**
- Answer Will-Supply
- Answer Hold-Placed

**Shipped**
- Sent on Loan
- Sent as Copy
Requester Received

Return

Conditional

- Condition Accepted
- Answer Conditional

Cancel

Overdue

Recall

Lost

Damage

Not Supplied

- Answer Retry
- Answer Unfilled
- Answer Locations
- Answer Estimate
- Expired

Closed

Messages

- General Message
- Cancel
- Lost
- Damaged
- Status Or Error Report

Request for Renewal
8 Using Services

You can access services from the Admin tab of the Staff ILL interface.

The Services window is divided into three panes: left, upper right and lower right:

You can change the display of the main window by using the left arrow, down arrow, and up arrow buttons.

Left Pane for Services
To access ILL Services, click the underlined Services option on the left pane:

Upper Pane for Services
The upper pane for Services contains the list of ILL Services. Click the link under the name of the service for a full display of the service interface in the lower pane. Help for each service is available from the lower pane.

- Load ILL Suppliers Profiles (ill-52)
- Lending Library - Incoming ILL Requests Report (ill-50)
- Lending Library Statistic Report (ill-17)
- Borrowing Library Statistic Report (ill-18)
- Lending Library - Expired Messages (ill-15)
- Borrowing Library - Automatic Processing (ill-13)
- Archive ILL Requests (ill-56)
- Archive ILLSV Documents (ill-60)
- Lending Library - Unmediated Handling (ill-23)
• Lending Library Overdue Handling (ill-30)
• Patron Link Removal (ill-32)
• Copyright Payment Report (ill-10)
• Copyright Statistics Report (ill-11)

Lower Pane for Services
In the lower pane, there is a full display of the service with all its parameters. Fill in the relevant information for each service and submit.

8.1 Available Services
The following batch services and reports are available in the Services link of the ILL Web Staff Interface:

8.1.1 Load ILL Suppliers Profiles (ill-52)
This service rebuilds the ILL suppliers profile from a flat file (Z701) and should be run after initial conversion for data load.

8.1.2 Lending Library – Incoming ILL Requests Report (ill-50)
This service enables you to retrieve ILL incoming requests, produce a report, and print a separate slip for each request. The service also enables you to update the status of all located requests from “Located” to “Located and Printed”.

8.1.3 Lending Library Statistic Report (ill-17)
This service produces a statistical report for the lending library. The report lists separately returnable and non-returnable items. The statistical report includes the following information:
• Requester ID
• Total number of requests
• Number of pending requests - Requests that have not been shipped.
• Number of canceled requests - Requests that have been canceled.
• Number of unsupplied requests - Requests that have been answered with “Unfilled”.
• Number of filled requests - Requests that were shipped.
• Percentage of filled requests
• Average number of days for filling the requests - Number of days from the time the incoming request was received until it was answered with a Ship message.
• Average number of days for shipping the request - Number of days from the time the request was shipped until the requester sent a Received message.
• Average number of days for returning the request - Number of days from the time the request was returned from the requester until it was checked in by the lending library.
8.1.4 Borrowing Library – Statistics Report  (ill-18)
This service produces a statistical report for the borrowing library. The report lists separately returnable and non-returnable items. The statistic report includes the following information:

- Supplier code
- Total number of requests - Requests that were sent to a supplier
- Number of pending requests - Requests that were sent to a supplier or shipped but have not yet been checked in.
- Number of canceled requests - Requests that were sent to a supplier and canceled.
- Number of unsupplied requests - Requests that were sent to a supplier, who replied with “Unfilled”
- Number of filled requests
- Percentage of filled requests
- Average number of days for filling the requests - Number of days from the time the request was made until it was shipped
- Average number of days for shipping the request - Number of days from the time the requested material was shipped until the requester received it.
- Average number of days for returning the request - Number of days from the time the material was returned from the requester until it was checked in by the lending library.

8.1.5 Lending Library - Expired Messages (ill-15)
This service tracks Incoming Requests which have not been handled within the number of days defined in the request's Expiry Days parameter.

The ill-15 service sends expired APDU messages for these requests and changes the supplier's status of the request from Sent to Supplier to Expired. If there are no other potential suppliers to whom the request can be sent, the Patron Request Status is also changed to Expired. If there are additional potential suppliers that can be activated, the next Request to Supplier becomes active and its status is changed from Pending to New. The Patron Request status becomes Waiting for Processing.

Only requests managed by the ILL Unit to which you are logged in are handled by this service.

8.1.6 Borrowing Library - Automatic Processing (ill-13)
This service works in conjunction with the ILL library table tab50, which is used for determining automatic processing for outgoing ILL requests.

When ill-13 is submitted, the system attempts to locate the list of potential suppliers for each patron request (Z410) by invoking Z701 - supplier profile. Only requests managed by the ILL Unit to which you are logged in are handled by this service.
If the Locate operation fails, the Patron Request Status is changed to LOF (locate failed). If the locate operation is successful, a list of requests to suppliers (Z411) is created for the patron request. Each request to supplier has a sequential number (Z411-SEQUENCE) representing its position in the list. The first priority request to a supplier is assigned New as its status (Z411-STATUS). All other requests are assigned Pending status. At this stage, ill-13 invokes tab50 to determine the next automatic action for each request to supplier according to the filters defined in tab50.

The possible automatic actions are SEND and CANCEL.

- **SEND** – An attempt is made to send the request to the supplier. If the Send operation is successful, the Request to Supplier status is changed to SV. In the event of a failure, the status is changed to ENN (where NN represents the number of failures).

- **CANCEL** - Cancels the request to the supplier before it has been sent out. The configuration of tab50 determines how many times the Send action will be attempted before moving on to the next supplier in the list. If a technical problem in dispatching the APDU ILL Request to the target server has occurred (due to a problem in the target server), the request is automatically canceled (Z411-STATUS changed to Canceled. This triggers the next request to the supplier to become active (that is, its Z411-STATUS changes from Pending to New).

### 8.1.7 Archive ILL Requests – (ill-56)

This service enables archiving of incoming (lending) and outgoing (borrowing) requests. The archive records are written in the `data_scratch` directory of the ILL library.

### 8.1.8 Archive ILLSV Documents (ill-60)

This service enables archiving of ILLSV documents. The archived records are written into the archive directory at the ILLSV library's root. A new directory is created in the archive directory with a name that is made up of the “From” and the “To” dates in the following manner: `{From Date}-{To Date}-{PID}`. All archived records are written into this directory.

### 8.1.9 Lending Library - Unmediated Handling – (ill-23)

This service locates new incoming requests and attempts to locate a matching BIB record with items that are available for supply. Circulation checks are performed to determine if the available items can be loaned / copied to the requester. The service also includes the option to update the status of located requests according to the result of the checks that were performed (optional).

If the attempt to find matching BIB records and an available item concludes successfully, the status of located requests is updated to Located. However, if the attempt to find matching BIB records and an available item fails, the request status is changed according to a predefined setup of the ILL Unit. Possible statuses are: Mediated handling or Answer-unfilled. If the status is Answer-unfilled, an APDU Answer-Unfilled message is automatically sent to the requester.

This service produces two types of printouts:
• Located Incoming ILL Requests Report - which lists all handled incoming requests, including request number, bibliographic information, available items, if located (YES/NO) and current or updated status of the request (the report form is ill-unmediated-incoming-report).

• Incoming ILL Request – Information slip for each request that has an available item for supply (optional). The slip includes full incoming request information, bibliographic information, and the details of available items, including barcode and location information (the report form is ill-slip-incoming-report).

8.1.10 Lending Library Overdue Handling – (ill-30)
This service retrieves all incoming loan requests which were already supplied and whose status is 'Sent on Loan' or 'Received by Requester'. The ill-30 service checks the expected return date of the retrieved requests. If the expected return date is earlier than the current date the system attempts to send an overdue message to the requester (borrowing library).
When the system succeeds in sending the overdue message, the request status is changed to Overdue and it is reported as Overdue Message Successfully Sent.
When the system fails to send the overdue message, the request status is not changed and it is reported as “Overdue Message Failed”. The service produces two types of reports:
• Overdue Summary (the report form is overdue-apdu-report-total) - This report lists the total number of overdue messages successfully sent to requesters and the total number of overdue messages that failed. In addition, the Overdue Summary report lists the number of successful and failed overdue messages for each lending library (responder unit).
• Overdue Statistics Report (the report form is overdue-apdu-report-body) - This report produces a slip for each combination of responder unit and requester unit.
The report shows the number of successful and failed overdue messages. It also shows details for each request for which the overdue message failed.

8.1.11 Patron Link Removal – (ill-32)
This service erases patron details (for example, ID, name, address, e-mail, and so on.) from ILL incoming and outgoing request records to ensure patron confidentiality. The patron information is replaced with SCBYYYYMMDD, where the last 8 characters represent the service execution date. The service handles requests with the status of Expired, Canceled, Closed or Deleted. The ill-32 service produces a report (patron-removal-ids), which lists all requests in which patron details were erased.

8.1.12 Copyright Payment Report (ill-10)
This service performs two actions:
• Assigns a common approval number to all borrowing requests which are filled and have the copyright status 'Above the maximum number of free copies' (status code 20). An output report is produced, showing the details of all retrieved requests.
• Changes the copyright payment status of requests that have been assigned to a common approval number. A report is produced, showing the details of all retrieved requests.
8.1.13 Copyright Statistics Report (ill-11)

The Copyright Statistics Report detects titles which are frequently requested and therefore should be candidates for acquisition.

It runs over all filled requests that their copyright status is either '10 - Under the maximum number of free copies' or '20 - Above the maximum number of free copies' and produces a report that shows the number of requests per title and the number of different requesters (patrons) that requested each title (template file name: copyright-statistic-report.xsl).
9 Printing

The Printing node of the Staff ILL interface, Admin Tab, enables you to see the list of existing printouts and reports produced by ILL services.

The Admin tab - Printing window is divided into three panes: left, upper right, and lower right. You can change the display of the main window by using the left arrow, down arrow, and up arrow buttons.

Left Pane for Printing

To access the Printing window, click the underlined Printing option on the left pane:

Upper Pane for Printing

The Upper Pane for Printing contains the list of printouts produced by the ILL services. Various sorting and navigation options can be applied for efficient retrieval of the specific file from the list. You can sort the list by Name, Size, or Date in ascending/descending order; define the maximum number of records for display per page; or use the Jump to option to jump to a designated file (according to the search parameter). The records in the upper pane list can be handled separately or as a group (by choosing several/all records) using the buttons on the Menu line of the upper pane. The handling options available for the upper pane list are: Select All, Deselect, Delete.

Next to each line in the list there is a Full View and a Print button, which enable you to select a file for full display on the lower pane or to print it.
**Lower Pane for Printing**

The Lower pane of the Lending tab presents the full display of the file selected in the upper pane list (you can select a file for a full display by clicking the Full View button). It can be used for viewing the contents of the file before, or instead of, printing.
10 Copyright

This chapter deals with copyright handling for US market.

Each borrowing request for a non-returnable item has a copyright record containing its title, ISSN/ISBN, copyright status, payment information, and so on. The copyright status indicates if this request is a subject to a copyright fee or not. The check is performed within one calendar year span. The copyright status is represented in the Request details (Copyright Compliant) as US:CCG or US:CCL. The system automatically performs a check/update of the copyright status in the following cases:

- When a request is created
- When a request is filled / registered as unfilled

Staff manual intervention is supported in the following events:

- Manual change on staff user’s decision
- Recalculate action – staff user manually activates the system's copyright calculation.

During the life cycle of a request, its copyright status can be updated (automatically or manually) several times with one of the following statuses.

**Intermediate (Initial) Statuses:**

00 – Free of copyright royalty fee (US:CCL)

11 – Less than the maximum number of filled and outstanding requests – probably free

21 – More than the maximum number of filled and outstanding requests – probably not free

**Final statuses:**

00 – Free of copyright royalty fee (US:CCL)

10 – Subject to copyright fee but under the maximum number of filled and outstanding requests, therefore free (US:CCG)

20 – Subject to copyrights fee and above the maximum number of filled and outstanding requests, therefore not free (US:CCG)

50 – Canceled

51 – Unfilled

10.1 Initial Copyright Check

The exact copyright status of a request is determined only once a request has been filled or registered as unfilled, but the system must set an initial intermediate status once the request has been created. The intermediate status allows you to manage the requests and supervise or block requests that are potentially subject to payment, depending on the probability that such a payment will be needed after all. This is dependent on tables’ configuration (see the System Librarian’s Guide – Web ILL). The copyright check procedure can be performed for a number of units belonging to the same ILL Library.
When a new request for a non-returnable item is created, one of the following copyright statuses is assigned to the request:

- **00** - Free of copyright royalty fee (the publication date is older than the pre-defined number of years for the copyright check).
- **11** – Less than the maximum number of filled and outstanding requests – Probably free
- **21** – More than the maximum number of filled and outstanding requests – Probably not free

### 10.2 Additional Copyright Checks

After the initial copyright check, the system re-evaluates the copyrights when the request is filled / registered as outstanding.

#### 10.2.1 Filled Request

Upon check-in of material from the supplier, the system determines the copyright status for each request that is subjected to a copyright check.

The status can be set to one of the following:

- **00** - Free of copyright royalty fee
- **10** - Under the maximum number of free copies
- **20** - Above the maximum number of free copies

#### 10.2.2 Outstanding Request

In the event that a request is registered as outstanding, one of the following copyright statuses is assigned:

- **50** – Canceled / Expired / Deleted
- **51** – Unfilled

### 10.3 Copyright Management Interface

The ILL Staff Borrowing interface enables you to view the copyright status and the overall copyright summary of the title within the pre-defined number of years. In addition, you can update / recalculate the copyright status.

To access the copyright management window, click the 'Copyright' link from the middle menu bar of each request for a copy or electronic format.

The 'Copyright Management' window is displayed:
**Request information:** title, ISSN and year

**Request latest copyright status.**

**Copyright Summary** of the title within the pre-defined range of years. The summary shows the current number of outstanding and filled requests for the title within the pre-defined range of years. The counters include the current request. All related request numbers are listed. Note that this summary is updated each time the Copyright Management window is opened. This might lead to a situation where, for example, the copyright status shows "11-Might be under the max of free copies" but the counter of 'Outstanding Request' is already above the maximum number of free copies.

The Copyright Management interface lets you update the copyright status by staff in one of the following ways:

- **Change copyright status** – the staff user can update the copyright status to one of the following final statuses:
  - 00 – Free of copyrights fee
  - 10 – Under max of free copies
  - 20 – Above max of free copies

  A request which has one of the final copyright statuses is not checked again by the system when the request is fulfilled. Accordingly, manual changes are not overridden by the automatic system calculations.

**To change the copyright status**

1. Select the required status from the list. You can add a free-text note.
2. Click Submit. The manual update and the note (if it exists) are written to the request log transaction.

- **Recalculate** – This activates the system’s re-evaluation of the copyright status. You might want to use this option to reflect the most updated copyright status in an intermediate stages (the system automatically calculates the copyright status only at two stages (request's creation and fulfillment / non-fulfillment)).

**To re-evaluate the copyright status**

Click Recalculate. The updated status will appear in the 'Change Copyright Status to' field. You may add a free-text note. If you want to proceed with the action, click Submit. The manual update and the note (if it exists) are written to the request log transaction.

**Change status/ Recalculate Note**

The Note field is used in the event that the staff user changes the copyright status or clicks the Recalculate button. The note and the action are recorded in the log transaction tab. The 'Note' text is not supposed to appear when the copyright link is activated.

**10.4 Transaction Log**

Each update action of the copyrights status is written into the transaction log file and can be viewed via the ILL staff interface. This is especially important for manual copyright changes but it also applies to changes made automatically by the system.

In case of a manual update / recalculation, the free text note (if it exists) also appears in the log.

To view all related request actions, including copyright updates, click the Full View – tab 4: Transactions.

<table>
<thead>
<tr>
<th>Option</th>
<th>Date</th>
<th>Description</th>
<th>Dismiss/Activate Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>06/19/05 12:05 PM</td>
<td>Copyright status was manually set to 00-Free of fee</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Note: We have a paid subs. for this title. This is a non-arrived issue.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Copyright status was manually set to 00-Free of fee</td>
<td></td>
</tr>
</tbody>
</table>

**10.5 Processing the Copyright Payment Report**

The 'Copyright Payment' section is displayed in the Copyright Management window of each filled request with a copyright status of '20 - Above the maximum number of free copies'.

The 'Copyright Payment' section includes the following fields:
• **Approval Number** – displays the approval number that is assigned to the copyright file of the request.

• **Payment Status** – shows the payment status of the request.

Upon fulfillment of a request, the initially assigned values for those fields are:

• **Approval Number** – left empty

• **Payment Status** - 'Not handled' (copyright payment procedure has not yet been concluded).

Both fields can be processed by the 'Copyright Payment Report service' (ill-10). There is also an option to manually update these fields.

### 10.5.1 The Copyright Payment Report (ill-10)

The copyright payment report is activated by the ill-10 service that is accessed via the Web ILL staff interface, Admin tab, Services.

![Copyright Payment Report (ill-10)](image)

This service performs the following two actions and produces an output report.

• **Action 1**: Assign a common approval number to all borrowing requests which are filled and have a copyright status of 'Above the maximum number of free copies' (status code 20). An output report is produced showing the details of all retrieved requests.

• **Action 2**: Change copyright payment status of requests that are assigned to a common approval number. An output report is produced showing the details of all retrieved requests.

Following is an explanation for each action:

**Action 1**

This is the first phase of handling the copyright payments. It can be run in two modes: 'update mode' and 'preview mode'.

**Update Mode**

Enables you to assign an approval number to all filled requests that have a copyright status of 'Above the maximum number of free copies' and a copyright payment status of 'Not Handled'.

When the batch is submitted, the copyright payment status of all retrieved requests is changed from 'Not Handled' to 'Reported'. The approval number is derived from the last-z418-app-number system counter in the UTIL G/2 counter of the ILL library.
The 'Copyright Payment Report' printout (template file name: copyright-payment-report.xsl) lists all retrieved requests that are assigned to the 'Approval Number'.

In order to run action 1 in an 'update mode', select the following batch parameters:

- **Report Name** - Type in a file name for the printout file.
- **Update Database field** - select Yes
- **Retrieve by Approval Number field** - select No
- **Approval Number field** - leave empty
- **Change Copyright Payment Status to field** - leave empty

**Preview Mode**

This mode enables you to produce a 'Copyright Payment Report' of all filled requests that meet the following criteria:

- Copyright status is 'Above the maximum number of free copies'
- Copyright payments have not been yet handled
- Approval number has not been assigned
- Payment copyright status has not been updated to 'Reported'.

You may want to run action 1 in Preview mode in order to have a general overview of all predicted payments for copyright before actually starting handle the copyright payments.

In order to run Action 1 in Preview mode, select No in the Update Database field (all other fields must be set as in 'update mode').

**Action 2**

This is the second phase of handling the copyright payments report. It allows you to change the copyright payment status of requests that are assigned to a common approval number (using Action 1 – update mode). You can use this action in order to indicate that copyright fees for requests that belong to the same approval number group are paid (change to status: Paid) or authorized for payment (change to status: Payment Authorization Given). The report produced shows the details of all retrieved requests (template file name: copyright-payment-report.xsl).

In order to run Action 2, select the following batch parameters:

- **Report Name** - Type in a file name for the printout file.
- **Update Database field** - select Yes
- **Retrieve by Approval Number field** - select Yes
- **Approval Number field** - type in the approval number of the group of requests that you want to update their copyright payment status.
- **Change Copyright Payment Status to field** - Select the copyright payment status that you want to assign to the requests that belong to the approval number group.

The copyright payment status can be one of the following:

- Payment Authorization Given - This status indicates that the copyrights fees for the approval number group are already approved.
• Paid - This status indicates that the copyrights fee has already been paid.
• Dismissed - This status indicates that requests are dismissed from copyright payment handling. It also removes the approval number from all the retrieved requests.
• Not handled - This status indicates that the staff user currently does not want to handle the copyright payment of the retrieved requests and they will be picked again when Action 1 of ill-10 is run. It also removes the approval number from all the retrieved requests.
Note
Additional copyright payment statuses can be added upon setting the following files:
/alephe/pc_b_eng/p-ill-10.xml (the interface of the ill-10 service) AND the
/alephe/www_l_eng/out-copyright (the Copyright Management window at the ILL staff
borrowing interface).

Following are examples of outputs of 'Copyright Payment Report service' (ill-10).

Sample 1: Action 1 – Update mode

<table>
<thead>
<tr>
<th>Action 1 – Update mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>The above sample report was run in 'Action 1 - update mode'.</td>
</tr>
<tr>
<td>The batch parameters were:</td>
</tr>
<tr>
<td>• Update Database field – Yes</td>
</tr>
<tr>
<td>• Retrieve by Approval Number – No</td>
</tr>
<tr>
<td>• Approval Number - left blank</td>
</tr>
<tr>
<td>• Change Copyright Payment Status to – left blank</td>
</tr>
<tr>
<td>Results of the batch job: Approval number 118 has been assigned to all retrieved requests and their 'copyright payment status' has been updated to 'Reported'.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ISSN/ISBN</th>
<th>Title</th>
<th>Request Number</th>
<th>Fulfillment Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0263-0115</td>
<td>Journal of the Australian Mathematical Society</td>
<td>1492</td>
<td>09/29/2005</td>
</tr>
<tr>
<td>0263-0115</td>
<td>Journal of the Australian Mathematical Society</td>
<td>1516</td>
<td>09/30/2005</td>
</tr>
<tr>
<td>0263-0115</td>
<td>Journal of the Australian Mathematical Society</td>
<td>1622</td>
<td>09/30/2005</td>
</tr>
<tr>
<td>1522-8918</td>
<td>Journal of African business</td>
<td>1638</td>
<td>09/30/2005</td>
</tr>
<tr>
<td>0263-0115</td>
<td>Journal of the Australian Mathematical Society</td>
<td>1539</td>
<td>07/03/2005</td>
</tr>
<tr>
<td>0037-5700</td>
<td>Journal of the Societyfor Army Historical Research</td>
<td>1547</td>
<td>07/03/2005</td>
</tr>
</tbody>
</table>

Manual Control of Payment Status
After the report has been run, based on the results, you can change (update the approval number and/or the 'copyright payment status') the reported requests manually.

For example: The above report includes request number 1538. To update the 'Copyright Payment' information of the request, access the 'Copyright Management' window of request 1538 (from the middle menu bar of the request, click the Copyright link):
The Copyright Payment section shows the approval number and the payment status that were assigned as a result of ill-10 running.

If you want to exclude this request from the copyright payment procedure, you can change the payment status to 'Dismissed' or 'Not handled'.

- Dismissed - This status dismisses the request from copyright payment handling. It also removes the approval number from the request.

- Not handled - This status indicates that the staff user currently does not want to handle the copyright payment of the retrieved requests and they will be picked again when action 1 of ill-10 is run. It also removes the approval number from the request.

Sample 2: Action 2

<table>
<thead>
<tr>
<th>ISSN/ISBN</th>
<th>Title</th>
<th>Request Number</th>
<th>Fulfillment Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0298-9115</td>
<td>Journal of the Australian Mathematical Society</td>
<td>1452</td>
<td>08/26/2005</td>
</tr>
<tr>
<td>0298-9115</td>
<td>Journal of the Australian Mathematical Society</td>
<td>1518</td>
<td>08/30/2005</td>
</tr>
<tr>
<td>0298-9115</td>
<td>Journal of the Australian Mathematical Society</td>
<td>1539</td>
<td>07/03/2005</td>
</tr>
<tr>
<td>0037-9700</td>
<td>Journal of the Society for Army Historical Research</td>
<td>1547</td>
<td>07/03/2005</td>
</tr>
</tbody>
</table>
The above example report ran on Action 2 (change payment status for approval number group).

The batch parameters were:

- Update Database field – Yes
- Retrieve by Approval Number - Yes
- Approval Number – 118
- Change Copyright Payment Status to – Payment Authorization Given

As a result of the execution: All the requests assigned to approval number 118 (not including request number 1538 that was dismissed) were assigned as 'Payment Authorization Given'.

Later on, if you want to declare all group 118 as 'Paid', you can run ill-10 with the same batch parameters except that the 'Change Copyright Payment Status to' should be 'Paid'.

10.6 Staff User's Permission for ILL Copyright

The related ILL copyright staff user permissions are set via the staff node of the ILL Web Maintenance module / Staff / Full record / tab 2: Privileges.

There are three related staff privileges for copyright activities:

- Permission to update the copyright information of a request via the Copyright Management window. Relevant entry in the list of permissions: Web ILL – Borrowing / Out Copyright.
- Permission to run the Copyright Payment Report (ill-10). Relevant entry in the list of permissions: Web ILL – Services / p-ill-10.
- Permission to run the Copyright Statistics Report (ill-11). Relevant entry in the list of permissions: Web ILL – Services / p-ill-11.

10.7 ILL Copyright Mechanism for Australia

To direct the system to work according to the Australian copyright law, set the value '02' in the tab100 flag: COPYRIGHT-MODE=02

When set to 02, this flag ensures that each request that is sent out to the suppliers will have the relevant Australian Copyright Statement in the CopyrightCompliance tag of the IllRequest APDU. The statement text is displayed in the Request Details tab of both interfaces, borrowing and lending.

The text for the statement is derived from a new field that is set in the partner (supplier) record of the ILL unit of the borrowing library (Z700 of the requesting ILL unit which can be set via the Web ILL maintenance interface/suppliers/tab2: General). The field name is: Aus. Copyright Statement.

In addition, the Z418 mechanism that is valid for the US market is not relevant when COPYRIGHT-MODE is set to 02.