

#### 5.4.4 Interlibrary Loan and Document Delivery Functionality

Describe the level of interoperability available in your system, particularly regarding interface and communication with OPAC and circulation functions of library management systems.

The System:

- \_\_\_\_\_5.4.4.1 supports current ILL standards and protocols such as Z39.63 NISO and ISO 10160/10161. List by function how your system fulfills this requirement.
- \_\_\_\_\_5.4.4.2 is compatible with and provides a seamless interface with existing ILL utilities including but not limited to OCLC, RLIN, and DOCLINE. Describe how.
- \_\_\_\_\_5.4.4.3 supports mediated and unmediated patron initiated requests.
- \_\_\_\_\_5.4.4.4 prompts the user to sign out when all requests are placed.
- \_\_\_\_\_5.4.4.5 times out after a locally specified time if the user does not sign out.
- \_\_\_\_\_5.4.4.6 has the capability to facilitate ILL transactions with libraries not on an automated system or with systems that are not compliant with ISO ILL protocols. If yes, specify how.
- \_\_\_\_\_5.4.4.7 supports patron initiated ILL requests from the local OPAC using bibliographic data electronically derived from Z39.50 compliant databases and particularly journal citation databases.
- \_\_\_\_\_5.4.4.8 has the capability to interact with the library's circulation system to charge and discharge materials, block requests from patrons who have exceeded certain limits, such as number of items charged out, amount of money owed, or number of items overdue, or have other restrictions on their record
- \_\_\_\_\_5.4.4.9 has the capability to accept staff-initiated interlibrary loan or document delivery requests on behalf of a user.
- \_\_\_\_\_5.4.4.10 assigns a unique tracking number and date and time to each ILL and document delivery request when entered.
- \_\_\_\_\_5.4.4.11 maintains an online archive of completed ILL requests.
- \_\_\_\_\_5.4.4.12 permits patrons to search, view, print and export the status of their current and archived requests under user security restrictions, with the option to view the full record.
- \_\_\_\_\_5.4.4.13 provides query access by authorized staff to search, view, print and export current and archived requests by all fields in the database of requests including the ability to limit searches by 2 or 3 fields.
- \_\_\_\_\_5.4.4.14 has the capability to export accounting data to an external system.
- \_\_\_\_\_5.4.4.15 has the capability to export locally specified data, such as overdue data or billings for replacement costs to a relational database.

- \_\_\_\_\_5.4.4.16 informs the patron when he or she has requested an item that is not available because of restrictions, copyright or otherwise. If yes, describe.
- \_\_\_\_\_5.4.4.17 provides institution specific notes and options to the staff for handling the following:
  - \_\_\_\_\_ a. requests exceeding copyright limits
  - \_\_\_\_\_ b. blocked requests
  - \_\_\_\_\_ c. refers the requestor to a specific library office
  - \_\_\_\_\_ d. refers the request to a staff person for handling
  - \_\_\_\_\_ e. routes the request to an approved document supplier
- \_\_\_\_\_5.4.4.16 provides a default copyright compliance notice with a local option to create an institution specific notice and is it displayed before allowing the request for a copy to be made.
- \_\_\_\_\_5.4.4.17 at the initiation of the local library, blocks requests to and from libraries that are no currently able to fill requests.
- \_\_\_\_\_5.4.4.18 has the ability to profile the routing of messages and requests in such a way that each may have a different profile if needed. For example, requests to a lending library for returnable materials may be routed differently than requests for non-returnable materials.
- \_\_\_\_\_5.4.4.19 provides the library with the option of creating profiles of potential lending libraries and document suppliers, or groups of lending libraries, in priority order, to which request records are routed automatically.
- \_\_\_\_\_5.4.4.20 provides the library the option to automatically reject requests under conditions specified by the local library.
- \_\_\_\_\_5.4.4.21 when groups of lending libraries are defined as equivalent in priority, rotates requests among the group in order to simulate load leveling or accommodate existing policies regarding filling.
- \_\_\_\_\_5.4.4.22 automatically creates a hierarchical list of suppliers for automatic request routing according to other criteria selected by the local library such as past performance.
- \_\_\_\_\_5.4.4.23 supports requests for materials in electronic format.
- \_\_\_\_\_5.4.4.24 allows each library the option to customize the format, content, and presentation of the request form.
- \_\_\_\_\_5.4.4.25 allows for multiple locally defined delivery options of the requested materials including but not limited to:
  - \_\_\_\_\_ a. e-mail
  - \_\_\_\_\_ b. Ariel
  - \_\_\_\_\_ c. Fax
  - \_\_\_\_\_ d. FTP
  - \_\_\_\_\_ e. Private delivery services
  - \_\_\_\_\_ f. Standard mail
  - \_\_\_\_\_ g. Pickup location
  - \_\_\_\_\_ h. Local ILL office
  - \_\_\_\_\_ i. Web delivery
- \_\_\_\_\_5.4.4.26 provides the local library the option of specifying which delivery options will be supported, based on local availability and policy.

- \_\_\_\_\_5.4.4.27 is able to collect the bibliographic information for the request from a variety of internal and external databases.
- \_\_\_\_\_5.4.4.28 provides the option for blank borrowing and lending request templates when needed.
- \_\_\_\_\_5.4.4.29 checks the lending requests against the local OPAC and captures location, call number and shelf status for requested items and produces a printout (with/without barcodes).
- \_\_\_\_\_5.4.4.30 allows staff to edit data and add note information to a request record.
- \_\_\_\_\_5.4.4.31 provides an option for the local library to specify how many requests can be placed and how much time is allowed in the same session before a user is required to re-authenticate.
- \_\_\_\_\_5.4.4.32 allows the user to issue multiple requests without having to re-authenticate for each request.
- \_\_\_\_\_5.4.4.33 provides the user with the option to cancel a request prior to sending it.
- \_\_\_\_\_5.4.4.34 provides staff with the option to cancel and delete a request prior to sending it.
- \_\_\_\_\_5.4.4.35 includes a real time internal online messaging system.
- \_\_\_\_\_5.4.4.36 allows the local library the option of paying for all or part of any request, including photocopy charges; deliver charges; charges by fee-based document suppliers.
- \_\_\_\_\_5.4.4.37 allows the library to charge the user for any or all costs associated with a request.
- \_\_\_\_\_5.4.4.38 provides for multiple potential lenders on a request record and automatically forwards the request from one lender to the next and, based on the local library specified number of days.
- \_\_\_\_\_5.4.4.39 supports the ability to re-initiate requests that were not supplied.
- \_\_\_\_\_5.4.4.40 dynamically detects and rejects, within a locally defined period of time, duplicate-borrowing requests from the same user and includes an explanation message for the rejection.
- \_\_\_\_\_5.4.4.41 flags multiple requests for the same item intended for the same borrowing library even if the requests are new or in process at the lending library.
- \_\_\_\_\_5.4.4.42 provides the ILL staff person with the ability to download in batch, pending requests, and to sort the requests and print pull slips or lists that include bibliographic information, local call number, all lending library locations, unique system identification numbers, ship to address, and other locally specified information.
- \_\_\_\_\_5.4.4.43 allows for locally defined priorities for processing lending and borrowing requests.
- \_\_\_\_\_5.4.4.44 maintains dynamic status values on transactions and changes the values as the request progresses.
- \_\_\_\_\_5.4.4.45 generates a status change when the requester's item arrives and generates a notice that is sent to the requester indicating that the item has been received and where it can be picked up.
- \_\_\_\_\_5.4.4.46 supports paper, telephone and electronic request notification options.

- \_\_\_\_\_5.4.4.47 allows purging of archived transactions by a variety of criteria, including date and item type.
- \_\_\_\_\_5.4.4.48 allows automatic and manual purging of archived transactions based on locally specified criteria.
- \_\_\_\_\_5.4.4.49 records the date/time associated with each status change.
- \_\_\_\_\_5.4.4.50 maintains statistics on the time it takes for interlibrary loan work forms to move from any specified status to another, based on local library or consortium selection, e. g., from " pending " to " shipped, " from "pending " to "received" based on a library-specified period of time.
- \_\_\_\_\_5.4.4.51 provides a method for tracking ILL fill rates, including turnaround time, for each lending institution.
- \_\_\_\_\_5.4.4.52 maintains statistics on loans requested and loans filled sorted by institution.
- \_\_\_\_\_5.4.4.53 maintains statistics on the number of inter-campus and inter-library requests as well as the number of document delivery requests.
- \_\_\_\_\_5.4.4.54 produces reports concerning returnable loans sorted by user status, user affiliation, item classification number, subject if available, and year of publication.
- \_\_\_\_\_5.4.4.55 produces reports concerning non-returnable loans sorted by journal title, volume and year, subject if available, user status and user affiliation.
- \_\_\_\_\_5.4.4.56 produces reports concerning requests not filled, whether or not owned, so the library may make decisions about purchase of materials not currently available.
- \_\_\_\_\_5.4.4.57 exports the maintained statistics to a report generator.
- \_\_\_\_\_5.4.4.58 compiles statistics in any arbitrary date range requested by the library.
- \_\_\_\_\_5.4.4.59 supplies a copyright compliance report listing the journal title, article citation of all non-returnable items received from non-commercial suppliers on a library-by-library basis.
- \_\_\_\_\_5.4.4.60 provides online access to copyright compliance information and allows the ILL staff to browse, print and export the file for their library.
- \_\_\_\_\_5.4.4.61 maintains secure copyright compliance information so a library may only view its own copyright information.
- \_\_\_\_\_5.4.4.62 provides customized printing capability for labels, bands, and books.
- \_\_\_\_\_5.4.4.63 provides invoicing/billing capabilities to facilitate financial transactions between library and individual patrons, document suppliers, and institutions.
- \_\_\_\_\_5.4.4.64 provides pseudo patron numbers (for lending materials out to other libraries) that do not conflict with social security and/or university ID numbers.