

Mapping The University of Iowa Libraries: A Multi-Site and Multi-Library Environment

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Abstract

- The University of Iowa Libraries has a Main Library (NUI), Hardin Library for the Health Sciences (HL8), and 10 branch libraries. ILLiad has streamlined and simplified the process for how all of these libraries communicate with one another. The Email Routing function in lending and the Site field in borrowing are two simple features in ILLiad used to handle a complex environment.

Lending

- By creating an Email Routing Rule in the Customization Manager in ILLiad (see following screen shots), we can easily and quickly send lending requests to the branch libraries. Loan requests are routed to the Awaiting Stacks Searching queue so that a book strap will be generated. The photocopy requests are routed directly to the In Stacks Searching queue.

Search

Keys Descriptions Values

Selected Table

E-MailRouting

- [-] Borrowing
- [-] Lending
- [-] Doc Del
- [-] Odyssey
- [-] System
 - [-] Billing
 - [-] Custom Queues
 - [-] Database Manager
 - [-] EMail
 - [-] EMailAuthMechanism
 - [-] EMailFromAddress
 - [-] EMailFromName
 - [-] EMailLLiadCopiesAddress
 - [-] EMailLocation
 - [-] EMailNoAccountAddress
 - [-] EMailSMTPPort
 - [-] EMailSMTPServer
 - [-] OdysseyEMailFromAddress
 - [-] OdysseyEMailFromName
 - [-] OdysseyEMailSMTPPort
 - [-] OdysseyEMailSMTPServer
 - [-] OdysseySMTPPassword
 - [-] OdysseySMTPUserID
 - [-] SMTPPassword
 - [-] SMTPUserID
 - [-] EMailRouting
 - [-] EMailImport
 - [-] General
 - [-] ISOILLDefaults
 - [-] OCLC
 - [-] RLIN
 - [-] Routing
 - [-] Versions
- [-] System Billing
- [-] Web Interface
- [-] Contact Information
- [-] Search Results

ProcessType	Name	Default
Lending	Psych Book	lib-psy
Lending	HLHS Photo	lib-har
Lending	HLHS Book	lib-har
Lending	Art Photo	lib-artC
Lending	2nd Overdue	
Lending	3rd Overdue	
Borrowing	Referral to Acquisitions	lib-boc
Borrowing	Renewal Granted	
Borrowing	NTIS Publication	lib-boc
Borrowing	Courtesy Notice	

Field Name	Value
ProcessType	Lending
Name	Psych Book
DefaultToAddress	lib-psych@uiowa.edu
DefaultToName	Psychology Library
DefaultCCAddress	
DefaultSubject	Interlibrary Loan Request for Book Loan
DefaultFromAddress	lib-ill@uiowa.edu
DefaultFromName	Main Library Interlibrary Loan
DefaultStatus	Awaiting Stacks Searching
FileNameLoan	routeloan.txt
FileNameArticle	
NVTGC	NUI



Search

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Selected Table

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- [-] Borrowing
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- [-] Odyssey
- [-] System
 - [-] Billing
 - [-] Custom Queues
 - [-] Database Manager
 - [-] EMail
 - EMailAuthMechanism
 - EMailFromAddress
 - EMailFromName
 - EMailILLiadCopiesAddress
 - EMailLocation
 - EMailNoAccountAddress
 - EMailSMTPPort
 - EMailSMTPServer
 - OdysseyEMailFromAddress
 - OdysseyEMailFromName
 - OdysseyEMailSMTPPort
 - OdysseyEMailSMTPServer
 - OdysseySMTPPassword
 - OdysseySMTPUserID
 - SMTPPassword
 - SMTPUserID
 - EMailRouting
 - EMailImport
 - General
 - ISDILLDefaults
 - OCLC
 - RLIN
 - Routing
 - Versions
- System Billing
- Web Interface
- Contact Information
- Search Results

ProcessType	Name	DefaultToAddress
Lending	Psych Photo	lib-psych@uiowa.edu
Lending	Psych Book	lib-psych@uiowa.edu
Lending	HLHS Photo	lib-hardin-ill@uiowa.edu
Lending	HLHS Book	lib-hardin-ill@uiowa.edu
Lending	Art Photo	lib-art@uiowa.edu
Lending	2nd Overdue	
Lending	3rd Overdue	
Borrowing	Referral to Acquisitions	lib-book-order@uiowa.edu
Borrowing	Renewal Granted	
Borrowing	NTIS Publication	lib-book-order@uiowa.edu

Field Name	Value
ProcessType	Lending
Name	Psych Photo
DefaultToAddress	lib-psych@uiowa.edu
DefaultToName	Psychology Library
DefaultCCAddress	
DefaultSubject	Interlibrary Loan Request for Photocopy
DefaultFromAddress	lib-ill@uiowa.edu
DefaultFromName	Main Library Interlibrary Loan
DefaultStatus	In Stacks Searching
FileNameLoan	
FileNameArticle	routeart.txt
NVTGC	NUI



Lending

- Before ILLiad, we were printing each request, manually looking up and writing the call number and location on the request form, and scanning via Ariel each request to the branch library. This was a staff intensive process, usually taking several people several hours. With ILLiad, this same process is done in minutes due to the utilization of the Z39.50 search, auto-population of the location and call number fields, and the Email Routing rule.

Lending

- The following screen shot is the email generated that gets sent to the branch library for them to continue to process. If there is a problem with the request, the branch library can easily reply via email. Before, they would either call or rescan a message back to us using Ariel.

Lending Request Form

Save Changes Cancel Request Conditionalize Request EMail Route Leave Request in Queue Show Import Information Process Finished Searching

General Request Information

Transaction Number: 80409
 ILL Number: 28036358
 OCLC Number: 45040876
 Maxcost/Need Bef: \$20.00IFM
 Patron/In Process: McNelly, Kirs
 ISSN: 1000-6729
 Lending String: *NUI,DSU,0
 Service Level/Type: Regular
 Shipping Options: Ariel

Loan Information

Author: _____
 Title: _____
 Edition: _____
 Publisher: _____
 Place: _____
 Date: _____

Article Information

Journal Title: Zhongguo xin li wei she
 Volume: 8
 Issue: 6
 Month/Year: _____
 Pages: 261-262, 249
 Article Author: _____
 Article Title: Luo, Xuerong.; Preliminary investigation on risk factors related to conduct disorder.
 Imprint: 880-02 Beijing : Zhongguo xin li wei she

Route to EMail Form

Send Route Request to: In Stacks Searching

To: lib-psych@uiowa.edu
 CC: _____
 Subject: Interlibrary Loan Request for Photocopy

This request has been forwarded from Main Library ILL by afuls.
 Request Information for ILLiad Transaction Number: 80409

Transaction Date: 2/21/2007 1:12:34 PM

Location: Psychology
 Call Number: _____

Journal Title : Zhongguo xin li wei sheng za zhi = Chinese mental health journal.
 Journal Vol: 8
 Journal Issue: 6
 Journal Year: 1994
 Article Title: Luo, Xuerong.; Preliminary investigation on risk factors related to conduct disorder.
 Article Author:
 Article Pages: 261-262, 249

Borrower: LYC
 ILL Number: 28036358
 Lending String: *NUI,DSU,DSU

Shipping Address:
 Lycoming College, ILL, Snowden Library,
 700 College Pl, Williamsport, PA 17701

Ariel: 209.183.183.6
 Odyssey:
 Fax: 570-321-4090
 E-Mail Address: neece@lycoming.edu

Borrowing

- Patrons must first register and choose a Home Library (Main or Hardin Library) as well as a Pick-up Library. As materials arrive, the email notification reflects where their book can be picked up. The book slip helps staff identify where each book needs to be sent so the book can be sent to the branch library the same day the notification is sent to the patron.

Borrowing

- Before ILLiad, we were notifying the patron of the arrival of the book, they would have to contact us asking for the book to be sent to a branch library, and then we would send it. This process could take several days. With ILLiad, this is done in a matter of minutes. ILLiad has improved out customer service by speeding up the process and providing a more convenient service for patrons on a large campus.

Borrowing

- The following screen shot is the section where patrons register and select their Home and Pick-up Library. The site field is used to relay the Pick-up Library location and location field is used to relay the Home Library of either Main or Hardin Library.

Interlibrary Loan (ILLiad) - The University of Iowa Libraries - Windows Internet Explorer

https://illiad.lib.uiowa.edu/illiad.dll

Search Web

Go

Interlibrary Loan (ILLiad) - The University of Iowa Libr...

If you entered College of Liberal Arts and Sciences, Graduate College, Carver College of Medicine or UIHC above, please enter a department.

Authorized Users - List the full names of anyone you wish to be allowed to pick up your ILL items.

Home Library * (required) Main Library

* If Hardin Library for the Health Sciences provides you with most of your information needs and interlibrary loan/document delivery requests, please select Hardin Library (or HL8) as your Home Library. All other patrons please select Main Library (or NU) as your Home Library.

Pick-up Library Psychology Library

When choosing your Pick-Up Library Location, please keep in mind the following:

- Books will take an additional 1-3 days to arrive at the branch library.
- You are responsible for the item once it leaves the Interlibrary Loan Department at either the Main or Hardin Library and if the item were to be lost in transit you would be responsible for the replacement charges.

Press this button to submit and save changes. Submit Information

Press this button to exit this screen, discarding any changes. Cancel - Exit to Main Menu

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start Publication1 - Microso... ILLiad Customization ... Interlibrary Loan (ILLI... 8:57 AM

Borrowing

- The following screen shot is of the email notification a patron receives when their material is ready to be picked up. It specifies what their pick-up library is and when they can expect their book.

From: Main Library Interlibrary Loan [lib-ill@uiowa.edu]
To: Paulus, Amy R
Cc:
Subject: Requested loan has arrived

Sent: Wed 2/21/2007 3:24 PM

Dear Amy Paulus

A loan that you had requested via the Main Library Interlibrary Loan Department:

Title: Bowling for Columbine
Author:
TN: 79430
Due Date: 3/5/2007

is now available for checkout. Your Pick-up Library is: Psychology Library. If this location is not the Main Library, please allow 1-3 days to allow for the item to arrive at your pick-up library. If the item has not arrived within 1 week, please contact us immediately.

Lending libraries sometimes restrict the use of their loans.
Any restrictions on this loan are noted below:

- 1) Must this item remain in the library building? No
- 2) Is this loan renewable? Yes

Main Library Interlibrary Loan office hours are Monday-Friday, 9am to 5pm and materials may be picked up at our office during these times. After hours, books may be picked up at the Main Library North Circulation Desk.

Thank you for using the University of Iowa Main Library Interlibrary Loan.
Questions and comments may be directed to lib-ill@uiowa.edu or phone: 319-335-5917.

Borrowing

- The following screen shot is the check-out slip that is generated to help staff identify which branch library the book needs to be routed to.




Labels3 - Microsoft Word

File Edit View Insert Format Tools Table FlashPaper Window Help

Type a question for help

Normal + 22 pt Times New Roman 22 B I U 75% Read

1 2 3 4 5 6 7 8 9

<p>University of Iowa Main Library Interlibrary</p> <p>Paulus, Amy Pick-Up Library: Psychology Library</p>  <p>Check Out Slip TN: 79430 Title: Bowling for Columbine Author: Due Date: 3/5/2007 12:00:00 AM Customer: Paulus, Amy Username: afuls@ui Phone: 5-5916 Authorized Users: Date Picked Up Signature</p>	<p>Main Library Interlibrary Loan</p> <p>Pick-Up Library:</p>  <p>Check Out Slip TN: Title: Author: Due Date: Customer , Username: Phone: Authorized Users: Date Picked Up Signature</p>	<p>Main Library Interlibrary Loan</p> <p>Pick-Up Library:</p>  <p>Check Out Slip TN: Title: Author: Due Date: Customer , Username: Phone: Authorized Users: Date Picked Up Signature</p>
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Page 1 Sec 1 1/1 At 0.4" Ln 1 Col 1 REC TRK EXT OVR English (U.S)

start Outlook Today ... ILLiad Client Amy's Links - W... Microsoft Powe... 3 Microsoft O... 10:48 AM

Contact Information

- Amy Paulus
- Interlibrary Loan Librarian
- University of Iowa Main Library
- amy-fuls@uiowa.edu
- 319-335-5916