The University of Iowa Libraries

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

2007 ILLiad Users Meeting

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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.

Borrowing

When patrons first register, they must choose a Home Library (the location field—Main or Hardin Library) as well as a Pick-up Library (the site field). 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.

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 our customer service by speeding up the process and providing a more convenient service for patrons on a large campus.

Lending

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By creating an Email Routing Rule in the Customization Manager in ILLiad, 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.

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