

Inter Library Loans : the changing face of service delivery

Hello. I'm Lynette and this is my colleague Thanh and we're from Leichhardt Public Library in Sydney.

In April 2006, Leichhardt Library rocketed head first into the 21st century with the purchase of a new Library Management System, Aurora. It took about a year for us to learn the system's many applications and fine tune them to our needs. Acquisitions, cataloguing, circulation are all now faster and more efficient....but that is another story. We're here to talk to you about our paperless Document Delivery. We are aware that a lot of libraries today have systems that have this capability but today we will be sharing with you our experience and what it has meant to our workload and in particular our clients.

Thanh is our ILL Officer and she spent many a long hour with Doug Coulson, the system's developer, testing and improving the system's capabilities to our specific requirements. Prior to 2006, clients came to the information desk and asked if we held an item. If we did not and the client was happy for us to ILL, we placed all the information on a blue request card. These were gathered at the end of the day and passed onto ILL. Thanh then rechecked the information, checked Libraries Australia for locations then created a simple bib record on our library catalogue and sent an email or used Libraries Australia to request the item. The requests were filed in an "awaiting receipt" file until the item was received. Follow-ups were all manual, writing advice on the card, filing requests cards, writing out catalogue cards for incoming items so they could be borrowed. There was a lot of pen work and filing involved!

We no longer use requests forms, we no longer file, everything is done on-line at the time of request by Information desk staff. Thanh is now the overseer of ILLs, making sure everything runs smoothly. Thanh also deals with the incoming requests from other libraries, receipts, returns, hard to find items etc but the pressure has been relieved by information staff getting the ball rolling.

- ILL statistics for the last four years: 2003/4 1203 Lent 405 Borrowed 798; 2004/5 2063 Lent 674 Borrowed 1389; 2005/6 1740 Lent 774 Borrowed 996; 2006/7 1993 Lent 662 Borrowed 1331.

Thanh will now take you through a training session as she has done many times before for Leichhardt Library staff and show you how much simpler ILL has become for us.

Hi, I am Thanh

I am the ILL officer, and the following is how I train Information Staff on how to create ILLs on the Aurora Library Management System.

Step 1

Make Request: Entered through Aurora Explorer **Suggestion form** or **ILL Suggestion Form ILL** modules

The following 8 Steps are Essentials.

- 1) **Author:** Perry, Cheryl
- 2) **Title:** The Vegetarian Manifesto
- 3) **Format:** Inter Library Loan (You must select ILL from drop list)
- 4) **ISBN:** 0762418877
- 5) **Additional Details:** Botany, Sydney City, Canterbury, Not will to pay. Thank
- 6) **Collection Information:**
Barcode: **X077056**
- 7) I will collect from: **Leichhardt Central Library** (You must select Leichhardt or Balmain from drop list)
- 8) **Save Suggestion Form**

The screenshot shows the Aurora Explorer - [Requisition Form] window. The form is filled with the following data:

- Author:** Perry, Cheryl
- Title:** The Vegetarian Manifesto
- Format:** InterLibrary Loan
- ISBN:** 0762418877
- Where did you get these details?:** Reading Books, Magazines
- Additional details here:** NBNY, NSPL, NCML...not willing to pay. Thank
- Barcode:** x107752
- I will collect Item from:** Leichhardt Central Library

An information dialog box is displayed in the center of the screen with the message: "The information has been saved successfully".

Step 2

Go to Aurora Inter-Library Loans



Aurora Inter-Library Loans.lnk

Step 3

Log on

Inter-Library Loans - [Links from Works to Items, Reserves, Requests]

File Select GoTo Help

Save Print Suggest Request Links Z39.50 Search Help

Bibliographic Links

Control number Quick Catalogue

Title

Main Database

Titles

The vegetarian manifesto

Target Audience Control no.

C:\Documents and Settings\marif\Desktop\Aurora Series III

File Edit View Favorites Tools Help

Back Forward Stop Search Folders

Address C:\Documents and Settings\marif\Desktop\Aurora Series III

Go

Aurora Acquisitions Aurora Cataloguer Aurora Circulation Aurora Direct Aurora Explorer Aurora Helper Aurora Inter-Libr... Aurora Labels Aurora Loader Aurora Marc Parameters

Aurora Marc Viewer Aurora Reporter Aurora Search Aurora Thesaur

Inter-Library Loans

Elizabeth McKenzie
Farah Hanzehnia,an
Gary Cousins
Gilma Munoz
Gunhild Wichein
Hanna Willock
Hong Luu
Ian Drummond
Indra Gonsal-Korale
Janece Grace
Karen Johnson
Kathleen Arundell
Leichardt 3M SelfCheck
Leichardt Circulation 1
Leichardt Information
Leichardt Returns
Lynette Davison
Marilyn Taylor
Marion Saw
Nina Pickering
Richard Mills
Sarah Wild
Scott Poole
Stobhan Callinan
Steven Martin
Sue Goffredo
Thanh Luu

Personalised Toolbar

© 2003-2006 Aurora Information Technology Ver:6.9.4 12/10/2006 2:20 PM douloson J:\Aurora_Client\CLIENT\PROGRAMS_Series III\Aurora_LMC_LOCAL.dr2

start Microsoft... C:\Docu... @ Auror... Aurora - ... Aurora E... VDX Web... Documen... Inbox - ... Inter-Libr... 2:20 PM

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Step 4

Go to Suggest – View Requests submitted – and refresh “Show” ALL

Step 5

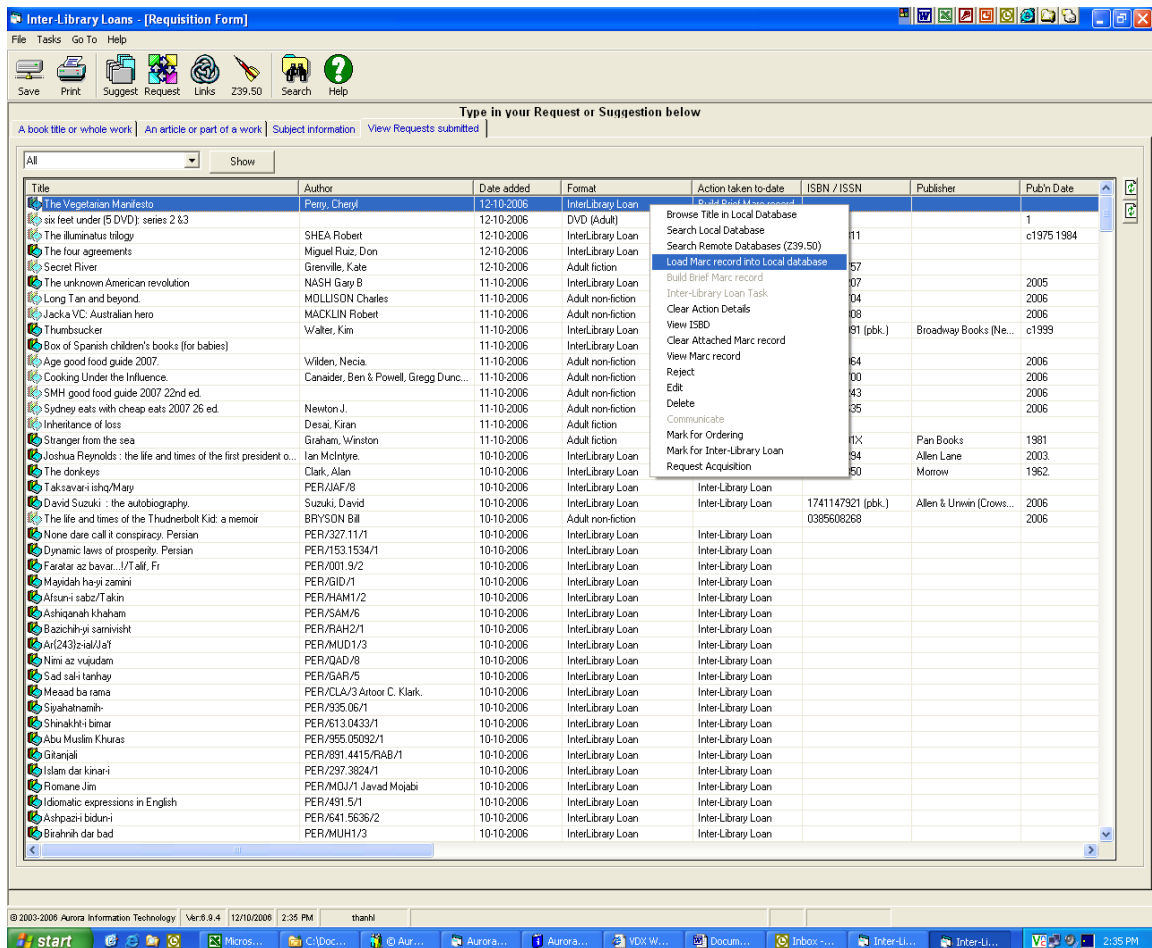
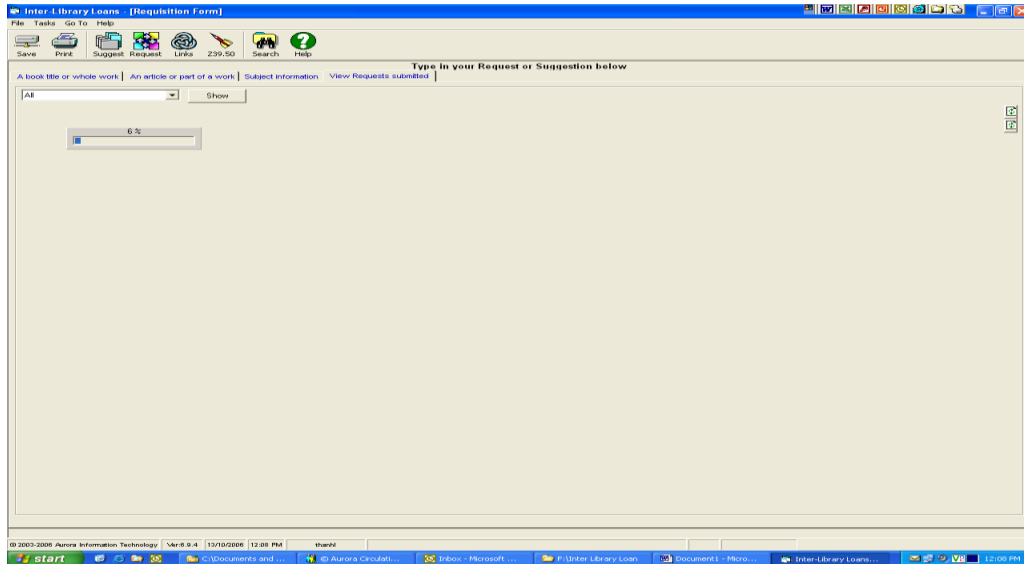
Click on "Date added" column to display most recent titles to the top of the list.

Find the suggestion in the list, right click and select “Build Brief Marc Record”
(Taking this action makes the icon go solid)

Title	Author	Date added	Format	Action taken to-date	ISBN / ISSN	Publisher	Pub'n Date
An inconvenient truth	Gore, Al	13-10-2006	Adult non-fiction		0747589062		
Treason Keep	Fallon, Jennifer	13-10-2006	InterLibrary Loan				
The Jane Austen Book Club	Fowler, Karen Joy	13-10-2006	InterLibrary Loan	InterLibrary Loan			
The Vegetarian Manifesto	Pery, Cheryl	13-10-2006	InterLibrary Loan	InterLibrary Loan	0762418877		
Married by Force by Leila with the collaboration of Marie...	Leila	12-10-2006	Adult non-fiction		2-915056-21-8		
The Vegetarian Manifesto	Pery, Cheryl	12-10-2006	InterLibrary Loan	InterLibrary Loan			
six feet under [5 DVD]: series 2 & 3		12-10-2006	DVD (Adult)				
The Illuminatus trilogy	SHEA Robert	12-10-2006	InterLibrary Loan	InterLibrary Loan	0440539811		
The four agreements	Miguel Ruiz, Don	12-10-2006	InterLibrary Loan	Build Brief Marc record			
Secret River	Grenville, Kate	12-10-2006	Adult fiction		1920895757		
The unknown American revolution	NASH Gay B	11-10-2006	InterLibrary Loan	InterLibrary Loan	0670034207		
Long Tan and beyond.	MOLLISON Charles	11-10-2006	Adult non-fiction		0975750704		
Jacka VC: Australian hero	MACKLIN Robert	11-10-2006	Adult non-fiction		1741148308		
Thumbsucker	Walter, Kim	11-10-2006	InterLibrary Loan	InterLibrary Loan	0385497091 (pbk.)		
Box of Spanish children's books [for babies]		11-10-2006	InterLibrary Loan	InterLibrary Loan			
Age good food guide 2007.	Wilden, Necia	11-10-2006	Adult non-fiction		0143004964		2006
Cooking Under the Influence.	Canaider, Ben & Powell, Gregg Dunc...	11-10-2006	Adult non-fiction		1740453700		2006
SMH good food guide 2007 22nd ed.		11-10-2006	Adult non-fiction		0143005243		2006
Sydney eats with cheap eats 2007 26 ed.	Newton J.	11-10-2006	Adult non-fiction		6000199635		2006
Inheritance of loss	Desai, Kiran	11-10-2006	Adult fiction				
Stranger from the sea	Graham, Winston	11-10-2006	Adult fiction		033034501X	Pan Books	1981
Joshua Reynolds : the life and times of the first president o...	Ian McIntyre.	10-10-2006	InterLibrary Loan	InterLibrary Loan	0713993294	Allen Lane	2003
The donkeys	Clark, Alan	10-10-2006	InterLibrary Loan	InterLibrary Loan	0712650350	Monrow	1962
Taksavari ishq/May	PER/JAF/8	10-10-2006	InterLibrary Loan	InterLibrary Loan			
David Suzuki : the autobiography.	Suzuki, David	10-10-2006	InterLibrary Loan	InterLibrary Loan	1741147921 (pbk.)	Allen & Unwin (Crows...	2006
The life and times of the Thudnetbolk Kid: a memoir	BRYSON Bill	10-10-2006	Adult non-fiction		0385608268		2006
None dare call it conspiracy. Persian	PER/327.11/1	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Dynamic laws of prosperity. Persian	PER/153.1534/1	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Faratar az bavari.../Tali, Fr	PER/001.9/2	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Mayidah hayi zamini	PER/GID/1	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Afsuni sabz/7 akin	PER/HAM/1/2	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Ashiqanah khaham	PER/SAM/6	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Bazichih-yi samivisht	PER/RAH/2/1	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Ar[243]z-ial/Ja'l	PER/MUD1/3	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Nimi az vujudam	PER/QAD/8	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Sad saki tanhay	PER/GAR/5	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Meadad ba rama	PER/CLA/3 Antoor C. Klark.	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Sijahatnamih-	PER/935.06/1	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Shinakht-i bimar	PER/613.0433/1	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Abu Muslim Khuras	PER/955.05092/1	10-10-2006	InterLibrary Loan	InterLibrary Loan			
Gitanjali	PER/891.4415/RAB/1	10-10-2006	InterLibrary Loan	InterLibrary Loan			

Step 6

Options change and now Right Click on “Load Marc record into Local database”
 (It then saves successfully and loads onto the local database)



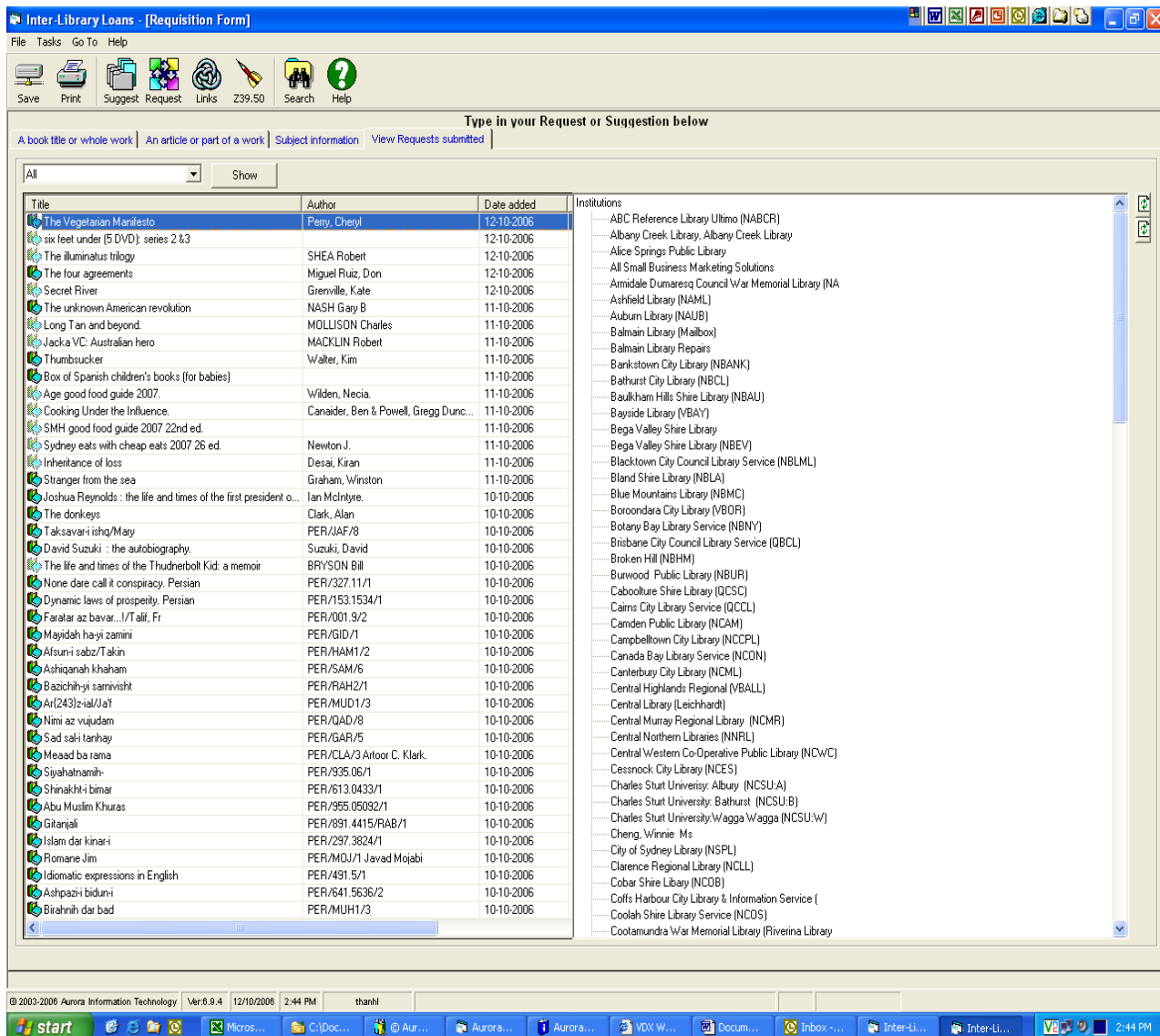
Make sure you click on **Yes** to accept the loading.

The screenshot shows the 'Inter-Library Loans - [Requisition Form]' application window. The interface includes a menu bar (File, Tasks, Go To, Help), a toolbar with icons for Save, Print, Suggest, Request, Links, Z39.50, Search, and Help, and a main area with tabs for 'A book title or whole work', 'An article or part of a work', 'Subject information', and 'View Requests submitted'. The main area displays a table of book requests with columns for Title, Author, Date added, Format, Action taken to-date, ISBN / ISSN, Publisher, and Pub'n Date. An 'Information' dialog box is overlaid on the table, displaying the message 'The information has been saved successfully' and an 'OK' button. The Windows taskbar at the bottom shows the system tray with the date 12/10/2006 and time 2:39 PM, and several open applications including Microsoft Office Word and Internet Explorer.

Title	Author	Date added	Format	Action taken to-date	ISBN / ISSN	Publisher	Pub'n Date
The Vegetarian Manifesto	Perry, Cheryl	12-10-2006	InterLibrary Loan				
six feet under (5 DVD) : series 2 & 3		12-10-2006	DVD (Adult)				1
The illuminatus trilogy	SHEA Robert	12-10-2006	InterLibrary Loan		0440539811		c1975 1984
The four agreements	Miguel Ruiz, Don	12-10-2006	InterLibrary Loan	Build Brief Marc record			
Secret River	Grenville, Kate	12-10-2006	Adult fiction		1920885757		
The unknown American revolution	NASH Gary B	11-10-2006	InterLibrary Loan	Inter-Library Loan	0670034207		2005
Long Tan and beyond.	MOLLISON Charles	11-10-2006	Adult non-fiction		0975750704		2006
Jacka VC: Australian hero	MACKLIN Robert	11-10-2006	Adult non-fiction		1741148308		2006
Thumbsucker	Walter, Kim	11-10-2006	InterLibrary Loan	Inter-Library Loan	0385497091 (pbk.)	Broadway Books (Ne...	c1999
Box of Spanish children's books (for babies)		11-10-2006	InterLibrary Loan	Inter-Library Loan			
Age good food guide 2007.	Wilden, Necia.	11-10-2006	Adult non-fiction		0143004364		2006
Cooking Under the Influence.	Canaider, Ben & Powell, Gregg Dunc...	11-10-2006	Adult non-fiction		1740453700		2006
SMH good food guide 2007 22nd ed.		11-10-2006	Adult non-fiction		0143005243		2006
Sydney eats with cheap eats 2007 26 ed.	Newton J.	11-10-2006	Adult non-fiction		6000199635		2006
Inheritance of loss	Desai, Kiran	11-10-2006	Adult fiction				
Stranger from the sea	Graham, Winston				033034501X	Pan Books	1981
Joshua Reynolds : the life and times of the first president o...	Ian McIntyre.			Inter-Library Loan	0713993294	Allen Lane	2003.
The donkeys	Clark, Alan			Inter-Library Loan	0712650350	Morrow	1962.
Taksavari ishq/Mary	PER/JAF/8			Inter-Library Loan			
David Suzuki : the autobiography.	Suzuki, David			Inter-Library Loan			
The life and times of the Thudnerbolt Kid: a memoir	BRYSON Bill			Inter-Library Loan	1741147921 (pbk.)	Allen & Unwin (Crows...	2006
None dare call it conspiracy. Persian	PER/327.11/1			Inter-Library Loan	0385608268		2006
Dynamic laws of prosperity. Persian	PER/153.1534/1			Inter-Library Loan			
Faratar az bav.../T alif, Fr	PER/001.9/2	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Mayidah ha-yi zamini	PER/GID/1	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Afsun-i sabz/Takin	PER/HAM1/2	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Ashiqanah khaham	PER/SAM/6	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Bazichih-yi sarivisht	PER/RAH2/1	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Ar(243)z:jal/Jaf	PER/MUD/1/3	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Nimi az vujudam	PER/QAD/8	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Sad sahi tanhay	PER/GAR/5	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Meaad ba rama	PER/CLA/3 Artoor C. Klark.	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Siyahatnamih-	PER/935.06/1	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Shinakht-i bimar	PER/613.0433/1	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Abu Muslim Khuras	PER/955.05092/1	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Gitanjali	PER/891.4415/RAB/1	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Islam dar kinar-i	PER/297.3824/1	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Romane Jim	PER/MQJ/1 Javad Mojabi	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Idiomatic expressions in English	PER/491.5/1	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Ashpazi bidun-i	PER/641.5636/2	10-10-2006	InterLibrary Loan	Inter-Library Loan			
Birahnih dar bad	PER/MUH1/3	10-10-2006	InterLibrary Loan	Inter-Library Loan			

Step 7

Right Click again: At this point the Inter Library Loan option is enabled. (See diagram below)



Taking the Inter Library Loan option invokes the list of target libraries

Select Library you want to email. (Eg the following libraries hold the book "The vegetarian manifesto".

In this case I have selected to email Botany. So I click on Botany (NBNY)

Step 8

You will get the screen below with the target library in the window. You must then push "SAVE" and the specific request form comes up.

Select: CORE
Answer: YES

Aurora Request ID: 0 Suggestion Title: The Vegetarian Manifesto

Specific Request | All Requests | Item Receipt | Maintain Sites

Library: Botany Bay Library Service (NBNY) Cost: 0.00
 Task: Request in Progress - Not Transmitted Project:
 Priority: Core

Service	Max Turnaround	Description	Price Desc	Est.Cost	Delivery
Default	None specified.	The default applies when the supplier cannot meet the core service turnaround time. A requesting library cannot ask for a Default Service. A supplying library must seek approval from the requesting library to deliver a Default Service. A supplying library may advertise that it only provides a Default Service if it generally is unable to meet core service turnaround.	\$9.90 plus plus delivery charges if applicable.	10.00	Any method not attracting an additional charge
Core	5 working days.	Working days are measure in whole days. Request received on Monday, item or a negative response sent by close of business Friday or, if the item is to be sent by mail, dispatched in time for last collection on Friday.	\$13.20 plus plus delivery charges if applicable.	15.00	Any method not attracting an additional charge
Priority	48 hours measured in elapsed time.	Request received 11:00am Monday, item or negative response sent by close of business Wednesday. Request received 3:00pm Friday or later, item or negative response sent by close of business Tuesday.	\$13.20 plus \$6.60 levy, plus delivery charges if applicable.	20.00	Copy: Fax or Ariel, Loan 'Express Post' or equivalent
Rush	AM/PM.	For a request received in the morning or a negative response sent same day. For a request in the afternoon, item or negative response sent in the morning of the next working day.	\$13.20 plus \$13.20 levy, plus delivery charges if applicable.	30.00	Copy: Fax or Ariel, Loan 'Express Post' or equivalent
Express	2 hours.	The item or negative response is sent within 2 hours of receiving the request.	\$13.20 plus \$26.40 levy, plus delivery charges if applicable.	40.00	Copy: Fax or Ariel, Loan Negotiated

Specific Request dialog box:
 Library: Botany Bay Library Service (NBNY)
 Task: Request in Progress - Not Transmitted
 Priority: Core
 Commit Cost: 0.00 ?
 Yes No

Commit Cancel

© 2003-2006 Aurora Information Technology Ver:6.0.4 12/10/2006 2:53 PM thank!

The information is then saved successfully

c:\documents and settings\marif\desktop\arif docs\updates\kamara schlegel\18-12-2007 (alia national library and information technicians conference 2007)\data\by names\inter.library.loans.doc

Step 9

The item will now appear in a specific request list.

The screenshot shows the 'Inter-Library Loans' application window. The title bar reads 'Inter-Library Loans - [Inter-Library Loans]'. The menu bar includes 'File', 'Tasks', 'Go To', and 'Help'. The toolbar contains icons for 'Save', 'Print', 'Suggest', 'Request', 'Links', 'Z39.50', 'Search', and 'Help'. Below the toolbar, there is a search area with 'Aurora Request ID' set to '0' and 'Suggestion Title' set to 'The Vegetarian Manifesto'. The main area has tabs for 'Specific Request', 'All Requests', 'Item Receipt', and 'Maintain Sites'. Under 'Specific Request', there are several radio button options: 'No restriction', 'Active Reserve for Requesting User', 'To Despatch to Users (Not yet Lent)', 'Due for Return to Libraries only', 'Pending (Requested not received)', and 'New and not yet Requested' (which is selected). There are also checkboxes for 'Show if Overdue By User', 'Show Returned Items', and 'Show Email Letter'. To the right, there are input fields for 'Email content:' and 'Email address:'. Below these are buttons for 'Refresh List', 'Send Email', and 'Select Unsent'. A table with the following columns is visible: 'Title of work, Journal or Subject Interest', 'Status', 'Library Requested', 'Cost', 'Due for User', 'Actioned to Owner', and 'Author of v'. The first row contains: 'The Vegetarian Manifesto', 'Request in Progress - Not Transmitted', 'Botany Bay Library Service (NBNY)', '.00', and 'Perry, Che'. An 'Information' dialog box is overlaid on the table, displaying an information icon and the text 'The information has been saved successfully' with an 'OK' button. The status bar at the bottom shows '© 2003-2006 Aurora Information Technology Ver:6.9.4 12/10/2008 2:54 PM thankl DDEL_Status = 0 AND (DDEL_Barcode = '' or DDEL_Barcode is null) AND DDEL_AuID > 0 01 1'. The Windows taskbar at the bottom shows the Start button and several open applications including 'Micros...', 'C:\Doc...', 'Aur...', 'Aurora...', 'Aurora...', 'VDX W...', 'Docum...', 'Inbox -...', 'Inter-Li...', and 'Inter-Li...'. The system clock shows '2:54 PM'.

You then click the item and select "Prepare Email" (as below)

All information then successfully gets transferred into an email that with the email address of the selected target library, in this case it is Botany Library.

The screenshot shows the 'Inter-Library Loans' application window. At the top, there is a menu bar (File, Tasks, Go To, Help) and a toolbar with icons for Save, Print, Suggest, Request, Links, Z39.50, Search, and Help. Below the toolbar, there are input fields for 'Aurora Request ID' (set to 0) and 'Suggestion Title' (set to 'The Vegetarian Manifesto').

The main area contains a tabbed interface with 'Specific Request' selected. On the left, there are radio buttons for request status: 'No restriction', 'Active Reserve for Requesting User', 'To Despatch to Users (Not yet Lent)', 'Due for Return to Libraries only', 'Pending (Requested not received)', and 'New and not yet Requested'. On the right, there are checkboxes for 'Show if Overdue By User', 'Show Returned Items', and 'Show Email Letter', along with 'Email content:' and 'Email address:' fields. Further right are buttons for 'Refresh List', 'Send Email', and 'Select Unsent'.

The central part of the window is a table with the following columns: 'Title of work, Journal or Subject Interest', 'Status', 'Library Requested', 'Cost', 'Due for User', 'Actioned to Owner', and 'Author of v'. The first row is highlighted and has a context menu open over it. The context menu options are: 'Specific Request', 'Item Receipt', 'Prepare Email', 'Email History', and 'Delete'. The 'Prepare Email' option is currently selected.

At the bottom, there is a status bar with system information: '© 2003-2006 Aurora Information Technology Ver:6.9.4 12/10/2006 2:56 PM thankl DDEL_Status = 0 AND (DDEL_Barcode = "" or DDEL_Barcode is null) AND DDEL_AuID > 0 0 | 1'. The Windows taskbar at the very bottom shows the Start button, several open applications, and the system clock at 2:56 PM.

Step 10

*Target library email will appear in Email Address field

The screenshot shows the 'Inter-Library Loans' software interface. At the top, the window title is 'Inter-Library Loans - [Inter-Library Loans]'. Below the title bar is a menu bar with 'File', 'Tasks', 'Go To', and 'Help'. A toolbar contains icons for Save, Print, Suggest, Request, Links, Z39.50, Search, and Help. The main area has a form for 'Aurora Request ID' (1044) and 'Suggestion Title' ('The Vegetarian Manifesto'). Below this are tabs for 'Specific Request', 'All Requests', 'Item Receipt', and 'Maintain Sites'. The 'Specific Request' tab is active, showing options for restrictions and display preferences. The 'Email content' field contains a file path, and the 'Email address' field contains 'lib@botanybay.nsw.gov.au'. On the right, there are buttons for 'Refresh List', 'Send Email', and 'Select Unsent'. The main text area displays a sample email message from Botany Bay Library Service (NBNY) to Leichhardt Library, requesting 'The Vegetarian Manifesto' by Cheryl Perry. The email includes details like the title, author, publisher, and a call number. The interface also shows a status bar at the bottom with system information and a taskbar with various open applications.

Note: Details of the book are automatically transferred to Target library. It also transmitted a message to borrower's record letting patron's know that item have been actioned.

At this point: click on **Send Email**

An email has now been sent to the responder and we eagerly await their reply. If the item is unavailable, return to step four and reallocate to the next library in the rota.

Conclusion

When the item is received, we use the owner library's barcode to add to the previously created bibliographic record onto our system. A reservation has already been placed for our client so we want the item return and a slip is produced with their details for filing with the reserved items to be collected at the circulation desk and an email or text message is automatically sent advising the patron of the arrival of their request

So, in summary, some of the key points we have achieved are:

- Information Staff able to Initiate ILL Requests
- Central & Interbranch libraries are able to place requests using an ILL online suggestion form.
- Send ILL request to other libraries electronically via Library Management System, records of email history is left within the system.
- ILL fees and charges as well as email notes will automatically be transmitted and transferred onto borrower's card when ILL is actioned.
- Able to collect statistics electronically for any time period.
- Able to choose date dues, renew, perform progress reports, change destinations for ILL etc online.
- Able to track requests over a one-month period at central and branch and external libraries.

It also means we are caring for the environment by using less paper, we are saving staff time, saving money. There is customer satisfaction guaranteed (mostly), and staff job satisfaction has increased. Statistics show that 85% of all reservations/ILLs are notified by email and that 82% of reservations/ILLs are satisfied within 30 days.

We hope we have given you something to think about and that you may be able to apply similar processes within your own organisation.

Thank You

Lynette & Thanh