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**Is It Circulation
Or Interlibrary Loan?**

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A Riddle

What uses local holds, routing, patron notification and other circulation functions when obtaining materials from other libraries?




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Extended Circulation?
Direct Consortial Borrowing?
Self-service interlibrary loan?



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There is no commonly accepted term yet for the newest model of resource sharing.

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It's the new generation of ILL!!

- New services for borrowers
- New workflows for staff
- Stunning results for all

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D Y N I X

No matter what you call it, It's time for libraries to re-invent interlibrary loan and go beyond traditional interlibrary loan by using web services and new interoperability standards to share materials and speed up deliveries. stunning results obtained by pioneering groups who have brought their interlibrary loan into the 21st century.

Although I work for a library automation company, my session today is about a vision that is shared by many libraries, not about a specific product.

The new generation of interlibrary loan has two parts: user-initiated requesting and automated request management.

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New Services for Borrowers

- User initiated requests
 - Virtual catalog
 - Link resolvers
 - Fill in forms
- Pick up & delivery options
 - Home library
 - Lending library
 - Direct delivery
 - "Walk-in ILL"

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This approach provides unheard-of convenience for borrowers. They place their own requests through a variety of methods, including online searches of catalogs, OpenURL link resolvers that can capture article citation details, and fill in forms if titles can't be found online. Users also decide whether to pick up requested items at their home library, the lending library or to have them delivered directly to their home or office. Users can also visit other libraries and check out books found on the shelves as a "walk-in ILL" through automated reciprocal borrowing.

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New Services, Cont.

- Optional Levels of Service
 - Normal, Rush, Express, Priority & Low
- Added Services in “My Requests”
 - Current status
 - Cancel
 - Renew
 - Immediate feedback
- Converts requests to holds if owned

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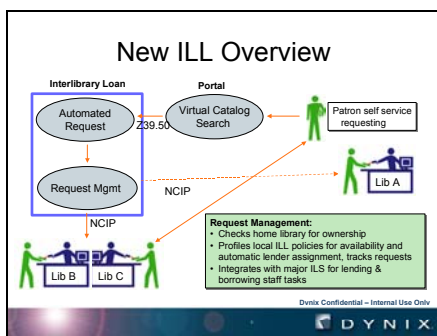
Borrowers who are familiar with online ordering from Amazon.com and other commercial vendors expect expedited delivery for a fee. Libraries can also offer optional levels of services with appropriate charges to cover extra delivery cost. Borrowers can track the status of their own requests by accessing the “My Requests” tab. Items that have been delivered are linked to circulation for accurate due date information. Requests that have not yet been Filled by lenders can be cancelled. Borrowers can also request renewal of borrowed items and get back immediate results.

Users don’t need to distinguish between local holds & ILL’s – the system does it for them, even if they don’t bother to search their local catalog first. A single button can be used for both types of requests and the software intelligently routes the request to the appropriate resource, depending on local policies.

In traditional ILL workflows, staff manually review and approve requests, search for lenders, send requests with no knowledge of availability, and confer about lending policies or conditions. The new ILL removes the need for this staff-intensive effort by the smart use of profiles and defaults.

Blue circles = ILL software; connects to borrowing library circ & lending library circ as indicated in this very simplified diagram. User can pick up requested item at own library, have sent to home or pick up at lender.

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New workflows for staff

- Staff Tasks
 - Fill (Lender)
 - Receive (Borrower)
 - Return (Borrower)
 - Complete (Lender)
- Optional Tasks
 - New Loan/Copy (Borrower)
 - Incoming Loan/Copy (Lender)

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A typical request for a returnable item only needs staff intervention at four steps in the ILL workflow. Lending library staff take the item that has been pulled by circ staff along with their holds and Fill (or decline) the request. Staff at the borrowing library receive items for pickup at the borrower’s home library and circulation takes over from there. When the item is returned and checked in, ILL staff Return it. Staff at the lending library then Complete the request, which makes it available for archiving. Conceptually, it would be possible to eliminate Complete, too, since checking a loaned item in on circ triggers routing or

handling information for staff.

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New Workflows, Cont.

- Request places hold at Lending Library
 - Integrates ILL with local holds
 - No need for separate picklists
 - Fill checks out item to borrower
- Receive creates bib/item & places holds at Borrowing Library
 - Integrates ILL with library's own items
 - Circ staff fill hold, route, check out, check in
 - Circulation handles notification, overdues, etc
 - Bib/item deleted on check in

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The placing of holds at the lending library allow libraries to print a single pull list for both local holds and ILL requests; filling the hold alerts circ staff that the item is held for ILL purposes and when the ILL staff do the Fill, the item is automatically checked out using the defaulted loan period for this type of loan. This saves considerable staff time. On the borrowing side, when staff Receive an ILL item, a temporary bibliographic and item record are created in the library's catalog (but are "hidden" from view in the OPAC to prevent confusion) and a hold is placed for the borrower. If the item needs to be routed to another location, that is handled by circulation. Staff then fill the hold and place the item on the shelf for the user who is notified by the circulation system or by email or print notices from the ILL system. The user checks the item out at the circ desk or even through a self-circulation machine, is notified of overdues by circulation, and staff check the item in when it's returned and the temporary bib and item are deleted. Not only does this streamline the workflow, it allows libraries that have

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How It Works

- Each library profiles its own policies
 - Lending policies
 - Availability rules
 - Borrowing policies
 - Lender sequences
- Local ILL experts input profiles
- Defaults allow immediate usage

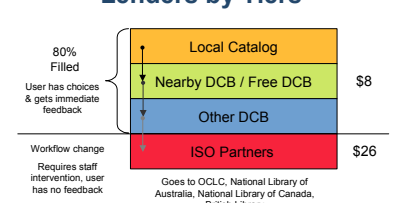
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One of the keys to automating ILL is that the policies that ILL staff have stored in their heads are entered in the software and are automatically applied. Not only are the lists of preferred lenders captured, lenders can say which sites they will loan to, how long their loan period is, how many days they need to process requests (no more “enter my name twice”), and what carrier(s) they use. Lenders also indicate which types of materials are loaned, what circulation statuses and collection codes mean that an item is considered available, and whether specific locations are non-loaning. Borrowing libraries can define the actions and service levels that are available to their borrowers, the layout of request placement screens, whether requests are mediated or sent automatically to lenders – all by user type. Through the use of defaults, most libraries can begin using an automated ILL system immediately and the policies can be refined as need arises.

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Borrowing Sequence Identifies Lenders by Tiers



80% Filled	Local Catalog	
User has choices & gets immediate feedback	Nearby DCB / Free DCB	\$8
	Other DCB	
Workflow change Requires staff intervention, user has no feedback	ISO Partners	\$26

Goes to OCLC, National Library of Australia, National Library of Canada, British Library

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A conceptual example of a Borrowing Sequence may help convey how the system can automate policy decisions and what the impact of the automation can be for libraries. As you can see, a library can define its own collection as the first preference and have holds placed whenever an item is owned locally. Any number of tiers can be identified to prioritize other partners, including groups of lenders with whom load balancing can be done. For requests that are sent to DCB lenders, the new workflow applies and the cost per request is dramatically reduced. Once a request goes to a traditional ILL resource, mediated workflows become necessary and that raises the cost to the average of \$26+.

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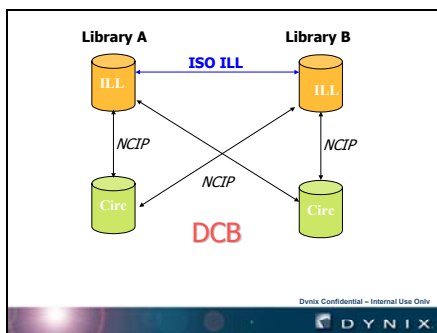
How It Works, Part 2

- Uses Z39.83/NCIP (NISO Circulation Interchange Protocol)
 - XML message pairs
- Direct Consortial Borrowing (DCB) model revolutionizes services
 - Centralized “Broker” links to local circulation
 - Optional “mapping” for non-NCIP systems

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The real “magic” however, is in the NCIP messaging. NCIP is a new standard for circulation interoperability, that uses 44 pairs of XML messages for things like looking up users, creating users, requesting materials, checking materials in and out, etc. The system I am most familiar with uses a centralized broker to manage the automation of the whole lifecycle of requests. By using NCIP and proprietary “mapping” via telnet, this broker can initiate a service with a variety of circulation systems, including CARL, DRA, Dynix, Endeavor, Ex Libris, Geac, Horizon, Innovative, Sirsi, and VTLS. Libraries no longer need to select the same ILS to be able to interoperate.

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To illustrate the difference NCIP makes, let’s look at a conceptual model. ISO ILL is totally isolated from circ. Initial link between ILL & Circ is one-way via 3M SIP; not written for this but repurposed to link to lender & place hold (no link with borrowing library). Adding NCIP makes it 2-way; connects to borrowing library; allows re-envisioning of DCB using the capabilities of the circ system directly.

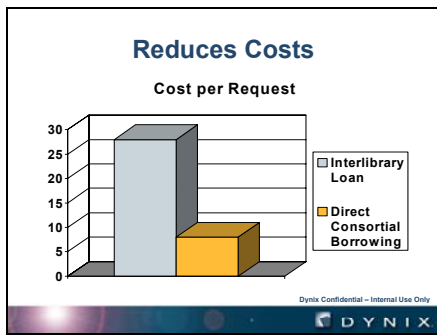
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Stunning Results For All

- The most automated interlibrary loan workflow
- Immediate feedback for borrowers throughout request’s lifecycle
- Borrowers overwhelmingly positive & will use service again (over 95% in survey results)
- Focuses ILL staff time and expertise on difficult-to-find requests
- Circulation staff or student workers perform day-to-day tasks
- Encourages cooperative collection development

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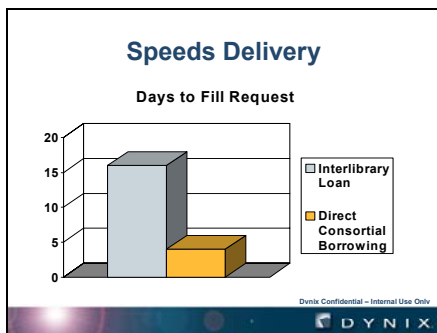
PALCI Requests up 200% yet filled twice as fast
TBLC Saved over \$200,000 in 2001 while increasing ILL's 148%; reduced average ILL cost from \$26 to \$8

NBCLS Reduced staff time per request from 25 min. to 5 min.

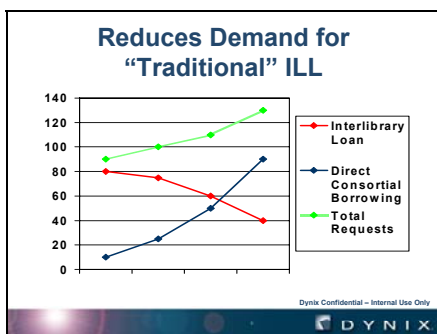
Borrow Direct Added 4 more Ivy League schools; students can do all the day-to-day request mgmt.

Marina Requests growing by 50% per year for past 4 years; no new staff needed

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PALCI reports a definite correlation between the growth of do-it-yourself DCB-style requests and the reduction in use of traditional staff-managed requests. Overall, requests increased by over 50% in 2002.

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Future Vision

- ILL Directory Project
 - LDAP upload & download
 - Policies entered once
 - Available to Borrowers & Lenders
- Circulation Initiated NCIP
 - New holds shorten ILL loan time
 - Lost & overdue materials reported to lenders
 - Lots of new services & communications
- Seamless NCIP & ISO ILL

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Live Demonstration

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Access at <http://demo.dynix.com/>

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Questions?

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