

ILLiad: can a single-stream request service work for ILL *and* purchase requests?

**Jan Jourdain,
Amherst College**

**2015 ILLiad International Conference
March 19, 2015**

About Amherst College

- Founded 1821
- 4 year liberal arts undergraduate
- ~1800 students, >200 FTE faculty, 800 staff
- 38 majors in arts, humanities, natural sciences & social sciences
- Member of Five Colleges, Inc.



MOUNT HOLYOKE



SMITH COLLEGE



UMASS
AMHERST

... and its library

- > 1.5 million titles, ~ 20% are e-books
- ~ 40 staff members – 1.5 in ILL, 3 in acquisitions
- Physical collections in 4 locations
- ILLiad implemented 1999, supported by Atlas
- Daily delivery of materials via Five College Delivery (FCD)

Borrowing requests

averages since 2010

- ILL borrowing requests
 - Article/chapter/book 2534
 - Books 1260 (33%)
- FCD requests – books ~5000

Purchase requests

averages since 2010

- Purchases*
 - Total items** 14,500
 - Patron requests 6525 (45%)

*Patron purchase requests > 30 years; via webform ~17 years

** Books, films, CDs, etc. (not e-books)

Things we'd wanted to do

overall evaluation of ILL

- Refresh our ILLiad's public interface
- Provide a mobile ILLiad interface
- Simplify the workflow for everyone – patrons, ILL staff, and Acquisitions staff

Single-stream request form

Main goal = streamline options for patrons

- Started work summer 2014
- Team:
 - Head of Technical Services
 - Head of Access Services
 - Interlibrary Loan Supervisor
 - Head of Library Information Technology

GIST – Get It System Toolkit

Item Information

* Title:

Author:

Publisher:

Pub. Date:

Edition:

* Format:

ISBN:

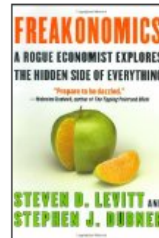
Amazon.com Description

Average Customer Review: ☆☆☆☆☆

[Go to Amazon](#)

Description:

Which is more dangerous, a gun or a swimming pool? What do schoolteachers and sumo wrestlers have in common? Why do drug dealers still live with their moms? How much do parents really matter? What kind (see more)



Amazon Review:

Economics is not widely considered to be one of the sexier sciences. The annual Nobel Prize winner in that field never receives as much publicity as his or her compatriots in peace, literature, or physics. (see more)

Get It

From Google Books



[Table of Contents](#)



[Book Preview](#)

From Milne Library

The item is :
Locally Held: Search Milne Library's catalog



SITE USES:

From Book Sellers

Amazon: \$25.95 (Lowest Affiliate Price: \$2.99)

Better World Books: \$3.98 (shipping included)

From IDS

* By when do you need this?

Should Milne purchase or borrow this?



How would you like this delivered?

Will you accept...

Non-English versions?

Alternate editions?

Alternate formats?

How essential is this to your studies?

Comments:

If on the shelf, we will place this on hold within 24 hours.

Amherst's "vanilla" GIST

Item Information

Title:

harry potter and the goblet of fire

Author:

rowling

Publisher:

Year:

Edition:

Format:

ISBN:

Request information

Find My Item 

Use this feature to determine the fastest way to get your item. Enter a Title and Author, or just an ISBN, and click the button below to start your search.

Search by Title & Author OR by ISBN

From ILL

* By when do you need this?

01/24/2015 Select Date

Should the library purchase or borrow this?

Borrow

How would you like this delivered?

Hold at Service Desk

Will you accept...

Non-English versions?

No

Alternate editions?

Yes

Alternate formats?

Yes

How essential is this to your studies?

Comments:

Cancel - Return to Main Menu

Clear Form

Submit Request

May be available from Five College Delivery (FCD). 

GIST ... hmm?

- Additional Amazon and WorldCat accounts? (WSkey, etc.)
- Visuals – layout & graphics
- Wanted to search local Aleph instead of WorldCat & Google, but 035 not in keyword index (as of 7/14)
- Biggest hurdle: significant change to Acquisitions workflow

Old purchase request

Request a purchase

Use this form to suggest additions to the Library collection, supplying as much information as is readily available. Please check the [online catalog](#) to see if the Amherst College Library already owns the item.

Fields marked * are required information.

If you wish to receive an email copy of your request, use the **Purchase Request with Confirmation Form** instead. Amherst login required.

 REQUESTOR'S NAME: *

 E-MAIL ADDRESS: *

 PATRON TYPE/DEPARTMENT: *

Item Information

Please include as much information as possible about the item you are requesting.

 TYPE OF ITEM: *

ISBN:

AUTHOR:

 TITLE: *

PUBLISHER:

Plus more

... and its output

From: webmaster@amherst.edu on behalf of [REDACTED]16@amherst.edu>
To: Library Acquisitions
Cc:
Subject: Form submission from: Request a purchase

Submitted on Saturday, 4/5/2014, at 7:34 PM Submitted by anonymous user: [148.85.45.207] Submitted values are:

REQUESTOR'S NAME: [REDACTED]

E-MAIL ADDRESS: [REDACTED]16@amherst.edu

PATRON TYPE/DEPARTMENT: Student

TYPE OF ITEM: DVD

ISBN:

AUTHOR:

TITLE: Hidden Kingdoms

PUBLISHER: BBC Natural History Unit

YEAR: 2014

EDITION:

PRICE:

COPIES:

VOLUMES:

DEADLINE:

FASTER SERVICE:

--REQUEST FOR RESERVES--

Semester / Year:

Dept. / Course Number:

Screening Date:

Faculty name if request made by Academic Coordinator:

ADDITIONAL INFORMATION:

<http://www.bbcshop.com/science+nature/hidden-kingdoms-2d-dvd/invt/bbcdvd3880>

NOTIFY ME: YES, and hold this item at the circulation desk.

Another option

University of Connecticut Libraries

Loan Request * Indicates required field

Enter information below and press the Submit Information button to send.

Describe the item you want

Is this a Purchase Request?
Choose "Yes" from the drop down box if you would like to see this title added to the Libraries collection.
[Read more about our Purchase Request program here](#)

* **Author/Editors**

* **Title**
Please do not abbreviate unless your citation is abbreviated

Publisher

Place of Publication

Date of Publication

Edition

ISBN (International Standard Book Number)
If given will speed request processing

Call Number

OCLC Accession Number

* **Not Wanted After Date**
(MM/DD/YYYY)

New ILLiad form

Book, Film, etc. request * Indicates required field

Enter information below and press the "Submit" button.

* Should the library borrow or purchase this?

Describe your request

* Title

Author/Creator

Publisher

Year

Edition

Format

ISBN
Must be numbers only, with no punctuation.

OCLC #

Borrowing not needed after date

Purchase delivery & notification preference

For reserves

Which semester

Course number

How many copies

Instructor

Film screening date

Additional information

Anything else you want to tell us

Citation source



Data dictionary

	A	B	C	D	E	F	G
1	ILLiad field name	Item request form use	Item request form label	Item request form values	Purchase request form label*	Purchase request form order*	Client label
2	CitedVolume	required: select	Should the library borrow or purchase this?	1. Borrow from another library 2. Purchase for Amherst College library			Purchase?
3	LoanTitle	required: info	Title	free-text	Title	5	Title
4	LoanAuthor	info	Author / Creator	free-text	Author	6	Author
5	LoanPublisher	info	Publisher	free-text	Publisher	7	Publisher
6	LoanDate	info	Year	free-text	Date	8	Date
7	LoanEdition	info	Edition	free-text	Edition	9	Edition
8	DocumentType	info	Format	1. Book (physical) 2. E-book 3. CD (music) 4. Blu-ray 5. Microform	Format	10	Doc Type
9	ISSN	info	ISBN	free-text	ISBN	11	ISxN
10	ESPNumber	info	OCLC #	free-text	n/a	n/a	OCLC Number
11	NotWantedAfter	info	Borrowing not needed after date	60 day auto fill with calendar picker to change	n/a	n/a	Not Wanted After
12	CallNumber	info	Purchase delivery & notification preference	1. RUSH & e-mail me to pick up at Frost 2. RUSH & put on course reserve (provide more info below) 3. RUSH for my thesis & e-mail me to pick up at Frost 4. E-mail me to pick up at Frost 5. Add to library collection	Delivery / notification preference	12	Delivery/Notify Pref
13	ItemInfo1	info	Which semester	free-text	Semester	13	Reserves Semester
14	ItemInfo2	info	Course number	free-text	Course	14	Course#
15	ItemInfo3	info	How many copies	1 2 3 4	Copies	15	Copies#
16	ItemInfo5	info	Instructor	free-text	Instructor	16	Instructor
17	ItemInfo4	info	Film screening date	free-text	Screening date	17	Date
18	Notes	info	Anything else you want to tell us	free-text	Notes	18	
19	CitedIn	info	Citation source	free-text/populated by SFX	n/a	n/a	Cited In
20							
21							
22	FirstName LastName			*First 4 fields of purchase request email are automatic from ILLiad patron record:	REQUESTED BY	1	
23	EEmailAddress				E-MAIL	2	
24	Department				DEPARTMENT	3	
25	Status				STATUS	4	
26	TransactionNumber				TRANSACTION	19	

Custom AddOn from Atlas – code

Name Amherst Acquisitions Addon

Code Configuration

```
local settings = {}
settings.EmailSubject = GetSetting("EmailSubject");
settings.EmailTemplateName = GetSetting("EmailTemplateName");
settings.PurchaseProcessingQueue = GetSetting("PurchaseProcessingQueue");
settings.PurchaseRequestSentQueue = GetSetting("PurchaseRequestSentQueue");
settings.PurchaseRequestErrorQueue = GetSetting("PurchaseRequestErrorQueue");
settings.PurchaseRequestEmailToAddress = GetSetting("PurchaseRequestEmailToAddress");

luanet.load_assembly("System");

local types = {};
types["System.Type"] = luanet.import_type("System.Type");
types["System.Net.Mail.MailMessage"] = luanet.import_type("System.Net.Mail.MailMessage");
types["System.Net.Mail.SmtpClient"] = luanet.import_type("System.Net.Mail.SmtpClient");

local isCurrentlyProcessing = false;

function OnError(exception)
    Utility.Log("Error in " .. exception.ScriptName .. " when calling " .. exception.ScriptMethod .. ": " .. exception.Message);
    Utility.Log(exception);
end

function Init()
    Utility.Log("Initializing Acquisitions Processing.");
    RegisterSystemEventHandler("SystemTimerElapsed", "TimerElapsed");
end

function TimerElapsed(eventArgs)
    Utility.Log("Acquisitions Processing Addon Timer Elapsed");

    if (not isCurrentlyProcessing) then
        isCurrentlyProcessing = true;

        local succeeded, err = pcall(TryProcessDataContext);
```


... and its configuration

```
Name Amherst Acquisitions Addon

Code Configuration

<?xml version="1.0" encoding="utf-8"?>
<Configuration xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <Name>Amherst Acquisitions Addon</Name>
  <Author>Atlas Systems, Inc.</Author>
  <Version>1.1</Version>
  <Active>True</Active>
  <Type>Server</Type>
  <Description>This addon streamlines the acquisitions process for Amherst College.</Description>
  <Forms />
  <Settings>
    <Setting name="PurchaseProcessingQueue" value="Sent to Acquisitions" type="StringValue">
      <Description>The Document Delivery queue that is monitored by the addon. E.g. Awaiting Purchase Processing</Description>
    </Setting>
    <Setting name="PurchaseRequestSentQueue" value="Request Finished" type="StringValue">
      <Description>The Document Delivery queue a request is routed to after the e-mail is generated for acquisitions staff. E.g. Sent to Acquisitions</Description>
    </Setting>
    <Setting name="PurchaseRequestErrorQueue" value="Send to Acquisitions Failed" type="StringValue">
      <Description>The Document Delivery queue to which requests will be routed if there is a blank email address for the user associated with the request.</Description>
    </Setting>
    <Setting name="PurchaseRequestEmailToAddress" value="libacq@amherst.edu" type="StringValue">
      <Description>The email address the request email will be sent to. E.g. acquisitions@amherst.edu</Description>
    </Setting>
    <Setting name="EmailSubject" value="Purchase Request" type="StringValue">
      <Description>The subject to be used for the email that will be sent to acquisitions.</Description>
    </Setting>
    <Setting name="EmailTemplateName" value="PurchaseRequest" type="StringValue">
      <Description>The template to be used for the email that will be sent to acquisitions.</Description>
    </Setting>
  </Settings>
  <Files />
</Configuration>
```

CustomQueues

QueueName	ProcessType	NVTGC
Awaiting Cancellation Review	Lending	Lending
Awaiting Conditional Processing	Borrowing	ILL
Awaiting Conditional Request Processing	Lending	ILL
Awaiting Direct Request Sending	Borrowing	ILL
Awaiting External Response	Borrowing	ILL
Awaiting FirstSearch User Verification	Borrowing	ILL
Awaiting ISO ILL Request Processing	Lending	Lending
Awaiting Lending Request Processing	Lending	ILL
Awaiting OCLC Sending	Borrowing	ILL
Awaiting RAPID Electronic Processing	Lending	ILL
Awaiting RAPID Local Request Processing	Borrowing	ILL
Awaiting RAPID Local Sending	Borrowing	ILL
Awaiting RAPID Request Sending	Borrowing	ILL
Awaiting RAPID Stacks Searching	Lending	ILL
Awaiting Renewal Request Processing	Lending	ILL
Awaiting RUSH Request Processing	Lending	ILL
Awaiting Sharon Domier Response	Borrowing	ILL
Awaiting Unfilled Processing	Borrowing	ILL
Billed	Lending	ILL
Lost and paid	Lending	ILL
Phone/Mail Notification	Borrowing	ILL
Request Finished	Doc Del	ILL
Send to Acquisitions Failed	Doc Del	ILL
Sent to Acquisitions	Doc Del	ILL

PurchaseRequest template

Template Details

Name: PurchaseRequest

Description: sends Aquisitions an email via Atlas addon

REQUESTED BY: <#FirstName> <#LastName>

E-MAIL: <#EMailAddress>

DEPARTMENT: <#Department>

STATUS: <#Status>

TITLE: <#LoanTitle>

AUTHOR: <#LoanAuthor>

PUBLISHER: <#LoanPublisher>

YEAR: <#LoanDate>

EDITION: <#LoanEdition>

FORMAT: <#DocumentType>

ISBN: <#ISSN>

DELIVERY / NOTIFICATION: <#CallNumber>

NOTES: <#Notes>

SEMESTER: <#ItemInfo1>

COURSE: <#ItemInfo2>

COPIES: <#ItemInfo3>

INSTRUCTOR: <#ItemInfo5>

SCREENING DATE: <#ItemInfo4>

TRANSACTION: <#TransactionNumber>

New request form

```
<!-- GenericRequestItem.html -->
<!-- last update 20150217, jmjournain -->

<html>
<head>
<title>AC Library Request Service - Request</title>
<#INCLUDE filename="include_head.html">
</head>
<body id="type-b">
<div id="wrap">
  <#INCLUDE filename="include_header_request.html">
  <div id="content-wrap">
    <#INCLUDE filename="include_menu.html">
    <div id="content">
      <form action="illiad.dll" method="post" name="GenericRequestItem" class="f-wrap-request">
        <input type="hidden" name="ILLiadForm" value="GenericRequestItem">
          <input name="RequestType" type="hidden" id="RequestType" value="Loan">
          <!-- <input type="hidden" name="DocumentType" value="Single"> -->
        <input type="hidden" name="Username" value="#PARAM name="Username">>
        <input type="hidden" name="SessionID" value="#PARAM name="SessionID">>
        <div class="req"><b>*</b> Indicates required field</div>
        <fieldset>
          <h3>Book, Film, etc. request</h3>
          <#STATUS>

          <label for="CitedVolume">
            <span class="field" style="color: #c00">
              <span class="req">*</span>
              <span class="#ERROR name="ERRORCitedVolume">><b>Should the library borrow or purchase this?</b><br></span>
            </span>
          </label>
        </fieldset>
      </div>
    </div>
  </div>
</body>
</html>
```

...

... and its sibling

```
<!-- EditGenericRequestItem.html -->
<!-- last update 20150218, jmjournain -->

<html>
<head>
<title>AC Library Request Service - Edit Request</title>
<#INCLUDE filename="include_head.html">
</head>
<body id="type-b">
<div id="wrap">
  <#INCLUDE filename="include_header_request.html">
  <div id="content-wrap">
    <#INCLUDE filename="include_menu.html">
    <div id="content">
      <form action="illiad.dll" method="post" name="EditGenericRequestItem" class="f-wrap-request">
        <input type="hidden" name="ILLiadForm" value="EditGenericRequestItem">
          <input type="hidden" name="RequestType" value="Loan">
          <!--
            <input type="hidden" name="DocumentType" value="Y"> -->
          <input type="hidden" name="Username" value="#PARAM name="Username">
          <input type="hidden" name="SessionID" value="#PARAM name="SessionID">
            <input type="hidden" name="TransactionNumber" value="#PARAM name="TransactionNumber">
          <div class="req"><b>*</b> Indicates required field</div>
          <fieldset>
            <h3>Edit your book, film, etc. request</h3>
            <#STATUS>
            <h2>Describe what you want</h2>
```

...

WebFormValues table

WebFormValues			
NVTGC	Formname	SubmitButtonValue	SubmitButtonText
ILL	EditGenericRequestGIST	Submit Request	Submit Request
ILL	EditGenericRequestItem	Cancel - Return to Main Menu	Cancel - Return to Main Menu
ILL	EditGenericRequestItem	Submit Request	Submit
ILL	EditLoanRequest	Cancel - Return to Main Menu	Cancel & Return to ILLiad Menu
ILL	EditLoanRequest	Exit to Main Menu	ILLiad Main Menu
ILL	EditLoanRequest	Submit Request	Submit
ILL	EditOtherRequest	Cancel - Return to Main Menu	Cancel & Return to ILLiad Menu
ILL	EditOtherRequest	Exit to Main Menu	ILLiad Main Menu
ILL	EditOtherRequest	Submit Request	Submit
ILL	EditPatentRequest	Cancel - Return to Main Menu	Cancel & Return to ILLiad Menu
ILL	EditPatentRequest	Exit to Main Menu	ILLiad Main Menu
ILL	EditPatentRequest	Submit Request	Submit
ILL	EditReportRequest	Cancel - Return to Main Menu	Cancel & Return to ILLiad Menu
ILL	EditReportRequest	Exit to Main Menu	ILLiad Main Menu
ILL	EditReportRequest	Submit Request	Submit
ILL	EditStandardsDocumentRequest	Cancel - Return to Main Menu	Cancel & Return to ILLiad Menu
ILL	EditStandardsDocumentRequest	Exit to Main Menu	ILLiad Main Menu
ILL	EditStandardsDocumentRequest	Submit Request	Submit
ILL	EditThesisRequest	Cancel - Return to Main Menu	Cancel & Return to ILLiad Menu
ILL	EditThesisRequest	Exit to Main Menu	ILLiad Main Menu
ILL	EditThesisRequest	Submit Request	Submit
ILL	ElectronicDelivery	Exit to Main Menu	ILLiad Main Menu
ILL	GenericRequestItem	Cancel - Return to Main Menu	Cancel - Return to Main Menu
ILL	GenericRequestItem	Submit Request	Submit
ILL	LendingMainMenu	LendingGenericRequestArticle	Request a Photocopy
ILL	LendingMainMenu	LendingGenericRequestLoan	Request a Book

WebValidation table

WebValidation

NVTGC	Formname	Fieldname	Validation	Error	ErrorTag
ILL	EditConferencePaperRequest	PhotoJournalTitle	.+	Conference Name is a required field.	ERRORPhotoJournalTitle
ILL	EditGenericRequestItem	LoanTitle	.+	Title is a required field.	ERRORLoanTitle
ILL	EditLoanRequest	LoanTitle	.+	Loan Title is a required field.	ERRORLoanTitle
ILL	EditLoanRequest	NotWantedAfter	[^\d\d\d\d\d]	Not Wanted After is a required field.	ERRORNotWantedAfter
ILL	EditOtherRequest	NotWantedAfter	[^\d\d\d\d\d]	Not Wanted After is a required field.	ERRORNotWantedAfter
ILL	EditOtherRequest	Other	.+	Citation is a required field.	ERROROther
ILL	EditPatentRequest	NotWantedAfter	[^\d\d\d\d\d]	Not Wanted After is a required field.	ERRORNotWantedAfter
ILL	EditPatentRequest	PhotoJournalTitle	.+	Patent Title is a required field.	ERRORPhotoJournalTitle
ILL	EditReportRequest	LoanAuthor	.+	Report Author is a required field.	ERRORLoanAuthor
ILL	EditReportRequest	LoanTitle	.+	Report Title is a required field.	ERRORLoanTitle
ILL	EditReportRequest	NotWantedAfter	[^\d\d\d\d\d]	Not Wanted After is a required field.	ERRORNotWantedAfter
ILL	EditStandardsDocumentRequest	NotWantedAfter	[^\d\d\d\d\d]	Not Wanted After is a required field.	ERRORNotWantedAfter
ILL	EditStandardsDocumentRequest	PhotoJournalTitle	.+	Standards Title is a required field.	ERRORPhotoJournalTitle
ILL	EditThesisRequest	NotWantedAfter	[^\d\d\d\d\d]	Not Wanted After is a required field.	ERRORNotWantedAfter
ILL	EditThesisRequest	PhotoJournalTitle	.+	Thesis Title is a required field.	ERRORPhotoJournalTitle
ILL	GenericRequestItem	CitedVolume	.+	Borrow or Purchase selection is a required field.	ERRORCitedVolume
ILL	GenericRequestItem	ISSN	(^\\$)((d+ s*d*)+)\$	ISBN: Leave empty or enter numbers only with no punctuation	ERRORISSN
ILL	GenericRequestItem	LoanTitle	.+	Title is a required field	ERRORLoanTitle
ILL	LendingGenericRequestArticle	PhotoArticleTitle	.+	Article Title is a required field.	ERRORPhotoArticleTitle
ILL	LendingGenericRequestArticle	PhotoJournalInclusivePages	.+	Pages is a required field.	ERRORPhotoJournalInclusivePages

Rebranding

AMHERST COLLEGE LIBRARY
ILLIAD INTERLIBRARY LOAN SERVICE



Amherst College Library Request Service



Updated language throughout library site

New link resolver cue – article

Source: Anglo-Saxon England [0263-6751]

Full Text:

 AC has this online from [Cambridge University Press](#) 


Available from 1999 volume: 28

 AC has this online from [ProQuest Arts & Humanities Full Text New Platform](#) 

Available from 2001

Most recent 1 year(s) not available

Print may be available from:

 AC has print; more details in the [Amherst College Catalog](#)

Location	Call number	Holdings
AC Frost Stacks	DA152.2.A75	v.1 (1972)-v.42 (2013)
Five College Depository		v.1-v.13

If unavailable locally:

 If not available at Amherst [use the Library Request Service \(typically 2-4 days\)](#)

New link resolver cue – book

Source: Spring Chicken [1-4555-2744-0; 1-4555-5244-5] Gifford, Bill
yr:2015

 Sorry, AC doesn't have this online

 If not available in the Five Colleges [use the Library Request Service](#)

An open-access version or more information may be available at [Google Scholar:](#)

Book Title ▼ for:

Spring Chicken

Search

OpenURLMapping table

OpenURLMapping

	NVTGC	URL_Ver	rfr_id	ILLiadAction	ILLiadFieldName	OpenURLFieldValues	ILLiadValue
17	ILL	Default	Default	Replace	PhotoJournalIssue	<#rft.issue> <#issue>	
18	ILL	Default	Default	Replace	PhotoJournalMonth	<#month>	
19	ILL	Default	Default	Replace	PhotoJournalTitle	<#rft.jtitle> <#rft.title> <#title> <#rft....	
20	ILL	Default	Default	Replace	PhotoJournalVolume	<#rft.volume> <#volume>	
21	ILL	Default	Default	Replace	PhotoJournalYear	<#rft.date> <#date> <#year>	Date yyyy
22	ILL	Default	Default	Substitute:genre	RequestType	article	Article:Article:ArticleRequest.html
23	ILL	Default	Default	Substitute:genre	RequestType	book	Loan:Book:GenericRequestItem.html
24	ILL	Default	Default	Substitute:genre	RequestType	bookitem	Article:Book Chapter:BookChapterRequest.htm
25	ILL	Default	Default	Substitute:genre	RequestType	conference	Article:Conference:ConferencePaperRequest.h
26	ILL	Default	Default	Substitute:genre	RequestType	default	Loan:Book:LoanRequest.html
27	ILL	Default	Default	Substitute:genre	RequestType	journal	Loan:Book:LoanRequest.html
28	ILL	Default	Default	Substitute:genre	RequestType	preprint	Article:Article:ArticleRequest.html
29	ILL	Default	Default	Substitute:genre	RequestType	proceeding	Article:Conference:ConferencePaperRequest.h
30	ILL	Default	Default	Substitute:genre	RequestType	unknown	Article:Article:ArticleRequest.html
31	ILL	Default	Default	Substitute:rft.genre	RequestType	article	Article:Article:ArticleRequest.html
32	ILL	Default	Default	Substitute:rft.genre	RequestType	book	Loan:Book:GenericRequestItem.html
33	ILL	Default	Default	Substitute:rft.genre	RequestType	bookitem	Article:Book Chapter:BookChapterRequest.htm
34	ILL	Default	Default	Substitute:rft.genre	RequestType	conference	Article:Conference:ConferencePaperRequest.h
35	ILL	Default	Default	Substitute:rft.genre	RequestType	default	Loan:Book:LoanRequest.html

Client view – borrowing

Borrowing Processing | Printing | Copyright | OCLC

Cancel Request | Renew Request | Send Delivery Notification | Route | Route To Document Delivery | Add Flag | Remove Flag | Clone to Current User | Clone to Another User | Policies Directory OCLC | Billing | View | Send E-Mail | Pending Updates | Import into Resubmission System

Detail | History | OCLC | Z39.50 | PubMed/Dodine | Google Search | Amazon | ALinks | ALEPH

General Request Information

Status: Request Sent
 Transaction Number: 287862
 Username: chjiang15
 Transaction Date: 2/18/2015 10:13 AM
 Delivery Method: []
 Service Level: Regular
 Billing Account: []

Article | Loan
 Wanted By: []
 Not Wanted After: 04/19/2015
 Site: []
 Shipping Options: []
 Doc Type: []

OCLC Information

ILL Number: 143232230
 OCLC Number: 56564535
 Lending String: NNM,*ILO,FNE,BRZ,JPG
 Lender: ILO
 System ID: OCLC
 OCLC Status: SHIPPED 20150218

Article Info | Loan Info | Collections | Local Holdings | Imported Request | User | Copyright | Invoice | Additional | Library

Title: Morimura self-portraits : an inner dialogue with Frida Kahlo : Hara Museum of Contemporary Art, July 20-September 30, 2001
 Author: Morimura, Yasumasa, 1951-
 Publisher: Fondation Arc-en-Ciel
 Place: []
 Date: 2001
 Edition: []
 Original Loan Author: Morimura, Yasumasa
 Original Loan Title: Morimura self-portraits : an inner dialogue with Frida Kahlo : Hara Museum of Contemporary Art, July

Accept Alternate Edition
 Accept Non English
 Allow Copies?
 Copyright Already Paid?
 Allow Renewals?
 Library Use Only?
 Replacement Pages?
 Priority Shipping
 Ariel

Item Information

Call Number: RUSH for my thesis & e-mail me to pick up at Frost
 Location: []
 Due Date: 3/20/2015
 Reason For Cancellation: []
 Item Num/Ref Num: [] []
 ISxN: []
 Special Instructions: []
 Max Cost/Pieces: [] []

Citation Information

Cited In: firstsearch.oclc.org:WorldCat(Via SFX)
 Title: []
 Reserves Semester: []
 Course #: []
 Copies #: []
 Delivery: []
 Date: []
 Purchase?: Borrow from another library []

Date: 2/18/2015 8:01 PM | Note: We prefer IFM for borrowing and lending. | Type: Lender | Added By: System

Request Sent



Client view – purchase

287777 - Doc Del Request

Document Delivery Processing Printing

Cancel Request Send Delivery Notification Mark Found Mark Found Scan Now Route Route to Borrowing Add Flag Remove Flag Clone to Current User Clone to Another User Policies Directory Billing View Send E-Mail

Process Routing Cloning OCLC Billing User

Detail History OCLC Z39.50 PubMed/Docline Amazon Google Search ALEPH ACLinks

Status: Request Finished

System Information Information

General Request Information

Transaction Number: 287777 Article Loan

Username: kcornett Service Type: Not Wanted After: 04/18/2015

Transaction Date: 2/17/2015 11:58 AM Site: Shipping Options: Doc Type: DVD

Delivery Method: Hold for Pickup Billing Account: OCLC Status: ⚡

Loan Info Collections Local Holdings Imported Request User Copyright Additional Library OCLC Item A

Accept Alternate Edition Accept Non English Allow Copies? Copyright Already Paid? Allow Renewals? Library Use Only? Replacement Pages? Priority Shipping Ariel

Item Information

Delivery/Notification Pref.: RUSH & put on course reserve (provide more ir

Location: Due Date: Reason For Cancellation: Item Num/Ref Num: ISxN: Special Instructions: Max Cost/Pieces:

Citation Information

Cited In: Title: Date: Reserves Semester: Spring Course #: ENGL 488 Instructor: Cornett Copies#: 1 Delivery: 4/27/2015 Purchase?: Purchase for the library

Date: 2/17/2015 11:54 AM Note: It's possible that this DVD is out of print. Please let me know ASAP if you are unable to get this! Type: User Added By: kcornett

Request Finished


Doc Del 29

Launch January 6, 2015

Request a book or film

If the title you need isn't available at Amherst, we can still get it for you via the services below (and if something's missing or misplaced from our stacks, we can do a search for it).

Five Colleges Direct borrowing (FCD)

Use the  [Request Item](#) option in the Five Colleges Library Catalog to borrow from Hampshire, Mount Holyoke, Smith, or UMass Amherst. If not available from Five Colleges, log in below.

Interlibrary Loan (ILL) or Purchase requests

AC username:	<input type="text"/>
AC password:	<input type="password"/>
	<input type="button" value="Log in"/>


Five Colleges Delivery (FCD)

Interlibrary Loan (ILL)

Purchase

* Also known as **Five Colleges Direct borrowing**

* For items in the [Five Colleges Libraries Catalog](#) at another campus or already checked out, use

 [Request Item](#) (log in with your AC username and password, 24/7)

Oops! NewAuthRegistration

New User Registration for ILLiad * Indicates required field

* First Name	">	<#PARAM name=
* Last Name	">	<#PARAM name=
* ID Number	">	<#PARAM name=
Preferred Notification Method	">	<#PARAM name="NotifyGroup" >
* E-Mail Address	">	<#PARAM name=
* Daytime Phone	">	<#PARAM name=
Preferred Loan Delivery Method	">	<#PARAM name="DeliveryGro
Preferred Electronic Delivery if Possible (PDF file via web)	">	<#PARAM name="WebDeliver
* Primary Address Line 1	">	<#PARAM name=
Primary Address Line 2	">	<#PARAM name=
* Primary Address City	">	<#PARAM name=
* Primary Address State	">	<#PARAM name=
* Primary Address Zip	">	<#PARAM name=
Secondary Address Line 1	">	<#PARAM name=
Secondary Address Line 2	">	<#PARAM name=
Secondary Address City	">	<#PARAM name=
Secondary Address State	">	<#PARAM name=
Secondary Address Zip	">	<#PARAM name=
Status	">	<#PARAM name="StatusGroup" >
Department	">	<#PARAM name="Department" >
Authorized Users <small>List the full names of anyone you wish to be allowed to pick up your ILL items. An ID will be REQUIRED to pick items up.</small>	">	<#PARAM name="AuthorizedUsers">
Delivery Location	">	<#PARAM name="NVTGC" >
* Choose a Username <small>Case sensitive</small>	">	<#PARAM name=
* Choose a Password <small>Case sensitive</small>	">
* Re-enter Password <small>Case sensitive</small>	">

NewAuthRegistration – new

Update Personal Information * Indicates required field

* First name

* Last name

* Amherst e-mail address
Only Amherst e-mail addresses, i.e., "name@amherst.edu", allowed.

* Daytime phone

```
<input type=hidden name="NotifyGroup" value="E-mail">
<input type=hidden name="DeliveryGroup" value="Hold for Pickup">
<input type=hidden name="LoanDeliveryGroup" value="Hold for Pickup">
<input type=hidden name="WebDeliveryGroup" value="Yes">
```

WebValidation				
NVTGC	Formname	Fieldname	Validation	Error
ILL	LoanRequest	NotWantedAfter	.+	Not Wanted After is a required field.
ILL	NewAuthRegistration	EEmailAddress	^[a-z0-9]+(\.[a-z0-9]+)*@amherst\.edu\$	Amherst e-mail address is a required field.
ILL	NewAuthRegistration	FirstName	.+	First Name is a required field.
ILL	NewAuthRegistration	LastName	.+	Last Name is a required field
ILL	NewAuthRegistration	Phone	.+	Daytime phone is a required field.
ILL	OtherRequest	NotWantedAfter	[^\d\d\d\d\d\d\d\d\d]	Not Wanted After is a required field.

Sample user workflow – step 1

LIBRARY

⇅ LIBRARY QUICK SEARCH

Discover Catalog Reserves Databases Journals Digital Collections

Start here for books, articles, & more What is Discover?

such good girls rosen Search Looking for the catalog?

For more options, use Advanced Search

Sample user workflow – step 2

. Discover: Start here for books, articles & more

such good girls rosen	Select a Field (optio... ▾	Search	Clear	?
AND ▾		Select a Field (optio... ▾		
AND ▾		Select a Field (optio... ▾	+	-

[Basic Search](#) [Advanced Search](#) [Search History](#) ▶

Refine Results

Current Search ▾

Find all my search terms:

[such good girls rosen](#)

Source Types

Books

Limit To ▾

Relevance ▾

Page Options ▾

Share ▾

Search Results: 1 - 3 of 3

1. [Such good girls: the hidden child survivors of the Holocaust](#)



By: Rosen, R. D.. HarperCollins", 20140101, 288 p., Database: Book Review Digest Plus (H.W. Wilson)

 AC Links

Book

Sample user workflow – step 3

AMHERST COLLEGE LIBRARY
AC LINKS

AC
Re

Source: Such good girls: the hidden child survivors of the Holocaust [0-06-229710-4] Rosen, R D
yr:2014

 Sorry, AC doesn't have this online

 If not available in the Five Colleges **use the Library Request Service**

An open-access version or more information may be available at [Google Scholar:](#)

Book Title ▼ for:

Such good girls: the hidden child survivors

Search

Sample user workflow – step 4

Amherst College Library Request Service

AC username

AC password

Log in

[About the AC Request Service](#) | [Ask Us](#) | [Library Home](#)

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Amherst College Library • PO Box 5000, 61 Quadrangle Dr., Amherst, MA 01002-5000 • (413) 542-5028

Sample user workflow – step 5

Amherst College Library Request Service Search

Active All

- Logoff jmjourdain
- Main Menu
- New Request
 - Article or Chapter
 - Book, Film, etc.
- View
 - Outstanding Requests
 - Received Articles or Chapters
 - Checked Out Loans
 - Cancelled Requests
 - All Requests
 - Completed Requests

Book, Film, etc. request * Indicates required field

Enter information below and press the "Submit" button.

* Should the library borrow or purchase this?

Describe your request

* Title

Author/Creator

Publisher

Year

Edition

Format

ISBN
Must be numbers only, with no punctuation.

OCLC #

Borrowing not needed after date

Purchase delivery & notification preference

For reserves

Which semester

Course number

How many copies

Instructor

Film screening date

Additional information

Anything else you want to tell us

Citation source

Cancel - Return to Main Menu Clear Form Submit

Sample user workflow – step 6

To see **Request Details**, click on a request number.

For status of **Purchase Requests**, check **the library catalog**.

Outstanding Requests				
Request #	Format	Title	Author	Status
287032		Such good girls: the hidden child survivors of the Holocaust	Rosen, D	Sent to Acquisitions

Click on the **PDF icon** below to download your Article or Book Chapter. Be sure to save your

Simplified main menu

To see **Request Details**, click on a request number.

For status of **Purchase Requests**, check [the library catalog](#).

Outstanding Requests				
Request #	Format	Title	Author	Status
289459		Dead wake: the last voyage of the Lusitania	Larson, Erik	Sent to Acquisitions

Click on the **PDF icon** below to download your Article or Book Chapter. Be sure to save your downloaded documents. **PDFs are deleted after 30 days.**

Received Articles or Chapters				
Request #	View	Size	Title	Status
288644	 View	730.71 KB	The Reference librarian: Emphasizing Library Design, Multi-Use Facility Services, and Security to Foster a Welcoming Night Library Environment	Delivered to Web
288643	 View	118.89 KB	Journal of Library Administration: More Than Bricks and Mortar: Building a Community of Users Through Library Design	Delivered to Web

Renewal Instructions: If renewals are allowed by the lender, click on the item's request number. A detailed record for the loan will open, then click on the "Renew Request" link at the top of the page. If renewals are not allowed by the lender and you need the material longer, **contact [Interlibrary Loan](#)** for options.

Checked Out Loans				
Request #	Title	Due Date	Renewal Allowed	Status
279118	A "book" record checked out to you for testing		Yes	Checked Out to Customer

Consistent terminology

Article or Chapter Request * Indicates required field

Enter information below and press the "Submit" button.

Describe your request

* **Journal / Book title (conference proceedings, anthology, etc.)**
Please do not abbreviate unless your citation is abbreviated.

* **Article title**

Article author

Volume

Issue # or name

Month

Year

Inclusive pages

ISSN/ISBN

OCLC #

* **Not wanted after date**
Must be in the form MM/DD/YYYY.

Will you accept the item in a language other than English?
If yes, specify acceptable language(s) in the notes field.

Notes
Include any information that may help us find the item.

Citation source

Inconsistent terminology

Detailed Information table

Now

Request Details
Title
Author
Publisher
Place
Date
Edition
ISSN/ISBN
Cited In
Cited Title
Cited Date
Cited Volume
Cited Pages
Not Wanted After
Accept Non English
Accept Alternate Edition
Due Date
Renewals Allowed?
Max Cost

Ideally

Request Details	
Title	
Author / Creator	Buy
Publisher	
Place	
Date Year	2014
Edition Format	
ISSN/ISBN	0-06-
Cited In OCLC #	firstse
Cited Title Borrowing not needed after date	
Cited Date Purchase delivery & notification preference	
Cited Volume For Reserves	Purch
Cited Pages Which semester	
Not Wanted After Course number	01/10
Accept Non English How many copies	
Accept Alternate Edition Instructor	
Due Date Film screening date	
Renewals Allowed? Additional information	
Max Cost Anything else you told us	
Citation source	

Bonuses

Verizon 14:13 100%
atlasilliad.amherst.edu

Book, Film, etc. request

Enter information below and press the "Submit" button.

*Should the library borrow or purchase this?

Describe your request

*Title

Author/Creator

Publisher

Year

Edition

Format


Plus ...

Potential for gathering
some purchase stats via
ILLiad database queries

User feedback

- “... the new form is a great improvement. I'm thrilled ... “
- Generally favorable, but ...
- Usability testing conducted early March 2015

Future enhancements

-  E-mail & name in PurchaseRequest – AddOn enhancement in the works
- Confirmation email to requester for purchases?
- Enhancement request: Change database field length for ISBNs (10-, 13-digit) -- June 2015 ILLiad release?
- Enhancement request: Allow customization of DetailedInformation table
- Context-sensitive logins in library site?

Changes summary

New:

Amherst Acquisitions AddOn
GenericRequestItem.html
EditGenericRequestItem.html

Edited:

CustomQueues
PurchaseRequest template
WebFormValues table
WebValidation table
OpenURLMapping table
*.css and *.html files

Non-ILLiad:

Link resolver cues
Library web pages

Thanks to ...

- Mark Sullivan @ IDS Project
- Joe Natale @ UConn
- William Gee @ East Carolina
- Angela Mott, Kerry Kegan,
& Jennifer Cella @ Atlas
- Steve Heim @ Amherst

Questions/Contact

- Steve Heim – sheim @ amherst.edu
- Jan Jourdain – jmjourdain @ amherst.edu