

OFFICE DELIVERY 101

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AGENDA

- Introduction
- History
- Constituents
- Policies
- Workflow
- Iliad changes
- Assessment
- Questions and discussion

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INTRODUCTION

BACKGROUND/HISTORY

- Circulation Services Delivery Services
- Interlibrary Loan Delivery Services

HISTORY

- 2008: Access Services Delivery Advisory Panel
- 2013: Access Services Policy Committee
- 2014: Pilot
- 2015: Full implementation

CONSTITUENTS

- External
 - Users
 - Shipping (University)
 - Secretaries in departments

CONSTITUENTS

- Internal
 - Shipping
(Libraries)
 - Liaisons
 - Interlibrary
Loan
 - Technology
- Public
Relations
- Library Teams
- Administration

POLICIES

- Circulation Delivery Services: <http://www.lib.uiowa.edu/circ/deliveryservices/>
 - Exceptions
 - Expectations
- Other ILL specific Policies
 - Library Use Only
 - Lost materials
- Registration information
 - A Pick-Up Library will also need to be designated, which is where Interlibrary Loan materials will be available for check-out. If you have a campus office you may choose Office Delivery and your ILL loans will be sent to you through campus mail.

WORKFLOW

- User registration

Pick-up Library

Office Delivery ▼

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

- You are responsible for the item once it leaves the Interlibrary Loan Department at either the Main or Hardin Library.
- If choosing Office Delivery, items will be sent via campus mail to the office address you have listed in the ILL system and will take up to 1 week to arrive.

WORKFLOW

- Site and Loan Delivery Method

Details			
User Name	<input type="text" value="afuls@uiowa.edu"/>	Status	<input type="text" value="Staff"/>
Last Name	<input type="text" value="Paulus"/>	Department	<input type="text" value="University Libraries"/>
First Name	<input type="text" value="Amy"/>	Organization	<input type="text"/>
ID	<input type="text"/>	Site	<input type="text" value="Office Delivery"/>
Number	<input type="text"/>	Authorized Users	<input type="text"/>

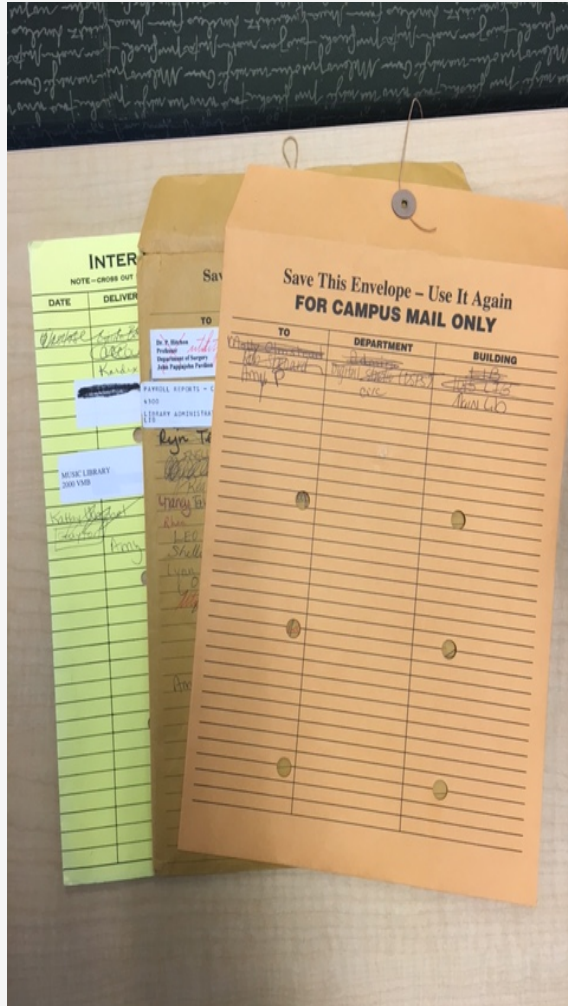
Delivery Methods	
Delivery Method	<input type="text" value="Mail to Address"/> <input type="text" value="Loan Delivery Method"/> <input type="text" value="Mail to Address"/>

<input type="text" value="Local/Mailing Address"/>	<input type="text" value="Other/Notification Address"/>
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WORKFLOW

- User places request for a loan.
- ILL processes and when arrives, user is notified that sending to their office.
- ILL item is checked out manually by staff and note included on the request about delivery location.
- Item is put into a campus envelope and addressed, sent down to shipping for central mail to pick up and distribute.
- Users can return materials in a campus envelope as well.

WORKFLOW



ILLIAD CHANGES

- Site: Office Delivery
- Loan Delivery Method: Mail to Address
- Email Notification
- Loan Slips

ILLIAD CHANGES

- Email Notification (customization manager)

Dear [REDACTED]

A loan that you had requested:

Title: Computation and Visualization for Understanding Dynamics in Geographic Domains
Author: Yuan, May Hornsby, Kathleen
TN: 1125337

has been received and processed by the Interlibrary Loan Staff.
As per your instructions regarding your preferred loan
delivery method, it is now in transit to you service to the following address:

[REDACTED]
316 Jessup Hall

Iowa City IA 52245

If you do not receive your loan within one week, please let us know.

This item is due back to the library by: 5/2/2016.

Interlibrary Loan office hours are Monday-Friday, 8:30am to 5pm.

Thank you for using Interlibrary Loan and University of Iowa Main Library Interlibrary Loan.
Questions and comments regarding Interlibrary Loan policies and procedures
may be directed to lib-ill@uiowa.edu
Our office phone number is 319-335-5917.
Your phone number is: 319-331-6487

ILLIAD CHANGES

- Email Notification (customization ma

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Our office phone number is 319-335-5917.
Your phone number is: 319-331-6487

Template Details

Name: NVTGC:
Description:

E-mail SMS

From Name: From Address:
To Name: To Address:
CC Address: BCC Address:
Subject:

Dear <#User.FirstName> <#User.LastName>

A loan that you had requested:

Title: <#Transaction.LoanTitle>
Author: <#Transaction.LoanAuthor>
TN: <#Transaction.TransactionNumber>

has been received and processed by the Interlibrary Loan Staff.
As per your instructions regarding your preferred loan delivery method, it is now in transit to you service to the following address:

<#User.FirstName> <#User.LastName>
<#User.Address>
<#User.Address2>
<#User.City> <#User.State> <#User.Zip>

If you do not receive your loan within one week, please let us know.


This item is due back to the library by: <#Transaction.DueDate>.

Interlibrary Loan office hours are <#LocalInfo.BorrowingHours>.

Thank you for using Interlibrary Loan and <#LocalInfo.SystemName>.
Questions and comments regarding Interlibrary Loan policies and procedures may be directed to <#LocalInfo.GeneralEmailAddress>
Our office phone number is <#LocalInfo.GeneralPhone>.
Your phone number is: <#User.Phone>

ILLIAD CHANGES

- Borrowing Loan Slips

«LocalInfo_InstitutionName» Interlibrary
«Users_LastName»,
«Users_FirstName»
Pick-up Library: «Users_Site»

Check Out Slip
TN: «Transactions_TransactionNumber»
Title: «Transactions_LoanTitle»
Author: «Transactions_LoanAuthor»
Customer: «Users_LastName»,
«Users_FirstName»
SSN: «Users_SSN»
Username: «Users_UserName»
Phone: «Users_Phone»
Authorized Users:
«Users_AuthorizedUsers»
Date Picked Up
Signature

ASSESSMENT

- 350 users
- Thought about creating a routing rule so they automatically go to “Checked out to Customer”.
- Studio Arts and College of Dentistry faculty appreciated the service.
- Loss.
- Campus mail is slower than users expect.

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QUESTIONS AND DISCUSSION