

Northwestern University went live with Alma on 21 July, 2015. We were the first multi-branch, multi-campus library to implement NCIP in Alma for ILLiad. We were also the first to turn on both borrowing and lending.

Word to the wise: Never go first!

**NCIP**, [NISO](#) Circulation Interchange Protocol Z 39.83, allows for the exchange of a limited number of messages between library systems. In other words, you can circulate your ILL borrowing loans in Alma instead of ILLiad and you don't have to check lending items out in your local ILS after updating ILLiad to shipped.

## ILLiad supports four NCIP messages.

- ✓ Creates a brief record for a borrowing loan and ties it to a specific patron (**Borrowing Accept Item**)
- ✓ Deletes the Alma record for that ILL item and disassociate it from the patron upon return (**Borrowing Check In Item**)
- ✓ Moves a lending request from its permanent location to the “Resource Sharing Library” (**Lending Check Out Item**)
- ✓ Moves the item out of the “Resource Sharing Library” upon return and even routes it back to the owning library. (**Lending Check In Item**)

A **system** Addon in ILLiad sends messages to Alma when requests are updated via **event handlers** in ILLiad. You must configure both the ILLiad Addon and Alma. The Addon is installed just like a Client Addon so it **MUST** be on every machine that will do any transaction updating via NCIP.

## HOW DOES IT WORK? THE SYSTEM ADDON IN ILLIAD

Configuring a **Resource Sharing Partner** allows Alma to hear NCIP messages, both borrowing and lending. Brief item records for borrowing items are created and “held” for patrons. Lending items are moved to and from the **Resource Sharing Library** associated with a **Organization Unit Name**.

- If there is an issue, Alma sends an error message back to ILLiad and we deal with that problem in ILLiad or by fixing things (patron identifier mismatches, barcodes, etc.) in Alma.

## **HOW DOES IT WORK? CONFIGURE THE ALMA**

# Configuration in ILLiad

Name	Author	Version	Active	Description
Alibris Book Searches	Atlas Systems, Inc.	1.1	<input type="checkbox"/>	Performs an Alibris 1
ALMA_NCIP_Client	Tom McNulty, VCU Libraries	2.0	<input checked="" type="checkbox"/>	This system level ad

  

Setting Name	Value	Type
NCIP_Responder_URL	http://na02.alma.exlibrisgroup.com/view/NCIPServlet	string
acceptItem_from_uniqueAg...	01NWU_INST	string
ApplicationProfileType	ILLiadINU	string
BorrowingAcceptItemFailQueue	NCIP Error: BorrowingAcceptItem Failed	string
BorrowingCheckInItemFailQu...	NCIP Error: BorrowingCheckInItem Failed	string
LendingCheckOutItemFailQu...	NCIP Error: LendingCheckOutItem Failed	string
LendingCheckInItemFailQueue	NCIP Error: LendingCheckInItem Failed	string
EnablePatronBorrowingReturns	<input checked="" type="checkbox"/>	boolean
Use_Prefixes	<b>Description</b> This setting value is the address for the NCIP Responder URL. For Alma this will always be https://alma.exlibrisgroup.com/view/NCIPServlet unless you are testing on a sandbox version of Alma.	
Prefix_for_LibraryUseOnly	This is your institutional Alma Code.	
Prefix_for_RenewablesAllowed	Input the Resource Sharing Partner code used in Alma.	
Prefix_for_LibraryUseOnly_...		string

The addon sends messages to Alma when a request is updated in ILLiad and an external system is updated too.

```
function Init()  
    RegisterSystemEventHandler("BorrowingRequestCheckedInFromLibrary", "BorrowingAcceptItem");  
    RegisterSystemEventHandler("BorrowingRequestCheckedInFromCustomer", "BorrowingCheckInItem");  
    RegisterSystemEventHandler("LendingRequestCheckOut", "LendingCheckOutItem");  
    RegisterSystemEventHandler("LendingRequestCheckIn", "LendingCheckInItem");  
end
```

# Alma Configuration

ExLibris **Alma** Tasks Analytics

Resource Sharing Partner List Currently at Main

Status All Profile Type All Find: Library Main Columns To

Add Partner 1 - 6 of 6 Records

Name	Code	Status	Profile Type	Actions
1 <a href="#">ILLiadINL</a>	ILLiadINL	Active	NCIP	
2 <a href="#">ILLiadINM</a>	ILLiadINM	Active	NCIP	
3 <a href="#">ILLiadINU</a>	ILLiadINU	Active	NCIP	
4 <a href="#">ILLiadIQT</a>	ILLiadIQT	Active	NCIP	
5 <a href="#">ILL TEST</a>	ILLTEST	Active	NCIP	
6 <a href="#">ILL TEST 2</a>	ILL_Test_2	Active	NCIP	

Partner ILLiadINL Partner ILLiadINL Library - Main Circ

Code: Name:

General Information Contact Information Parameters Notes

Partner Information

Code\* ILLiadINL Name\* ILLiadINL

Profile Type\* NCIP Status Active

System Type\* ILLiad

Average Supply Time 0 Delivery Delay (days) 0

Currency

Supports  Borrowing Workflow

Supports  Lending Workflow

Lending

Locate Profile

Partners are based on ILLiad NVTGCs and Alma Hold Shelf locations



Partner Code: ILLiadINU

General Information    Contact Information    **Parameters**    Notes

General Information

User identifier type \* Primary Identifier

Request pushing method \*  Open URL  Link

URL template

Enable service for guest user  Yes  No

Disable service when

- Never
- When resource is owned by the campus
- When resource is owned by the campus and available
- When resource is owned by the institution
- When resource is owned by the institution and available

Loan period

Default library owner \* Main Library

[Download Certificate](#)

Request Item

Bibliographic record ID type \* OCLC Number

Support Borrowing

Check-Out Item

Default location \* Lending Resource Sharing Re

Default item policy \* Normal (not listed)

Accept Item

Default location \* Borrowing Resource Sharing

Default pickup library Main Library

Automatic receive

Receive Desk \* Main Circulation Desk

The screenshot displays the Alma library system interface. At the top, the 'Alma' logo is on the left, followed by a search bar and navigation tabs for 'Tasks', 'Analytics', and 'C'. Below the header is a 'Home Page' section. The main content area is divided into three columns: 'SITATIONS', 'RESOURCE MANAGEMENT', and 'FULFILLMENT'. The 'RESOURCE MANAGEMENT' column contains several sub-sections: 'Search and Sets' (Repository Search, Manage Sets, Manage Exports, Manage Collections), 'Cataloging' (Search External Resources, Browse Shelf Listing, Open Metadata Editor), 'Create Inventory' (Add Local Electronic Collection, Add Local Portfolio, Add Physical Item), 'Manage Inventory' (Community Zone Updates Task List, Manage Electronic Resource Activation, Shelf Report), and 'Import' (Import, Upload single record from file, Monitor and View Imports). The 'FULFILLMENT' column includes 'Checkout/Checkin' (Manage Patron Services, Return Items), 'Resource Requests' (Pick From Shelf, Scan In Items, Expired Hold Shelf, Active Hold Shelf, Manage In Process Items, Approve Digitization Requests, Monitor Requests & Item Proces), 'Course Reserves' (Courses, Reading Lists), and 'Resource Sharing' (Lending Requests, Borrowing Requests, Receiving Items, Shipping Items, Partners, Rota Templates). The 'Resource Sharing' option is highlighted with a red rectangular box.

**Alma**

Home Page

**SITATIONS**

- Use Order Lines
  - for PO Line
  - Without Inventory
- Deferred
- Trials
- EDI Tasks
- Use Order
- e
- e
- PO

**ing and Invoicing**

- for Invoice
- Invoice
- e
- for Payment

**receiving Processing**

**RESOURCE MANAGEMENT**

**Search and Sets**

- Repository Search
- Manage Sets
- Manage Exports
- Manage Collections

**Cataloging**

- Search External Resources
- Browse Shelf Listing
- Open Metadata Editor

**Create Inventory**

- Add Local Electronic Collection
- Add Local Portfolio
- Add Physical Item

**Manage Inventory**

- Community Zone Updates Task List
- Manage Electronic Resource Activation
- Shelf Report

**Import**

- Import
- Upload single record from file
- Monitor and View Imports

**FULFILLMENT**

**Checkout/Checkin**

- Manage Patron Services
- Return Items

**Resource Requests**

- Pick From Shelf
- Scan In Items
- Expired Hold Shelf
- Active Hold Shelf
- Manage In Process Items
- Approve Digitization Requests
- Monitor Requests & Item Proces

**Course Reserves**

- Courses
- Reading Lists

**Resource Sharing**

- Lending Requests
- Borrowing Requests
- Receiving Items
- Shipping Items
- Partners
- Rota Templates

Lending is a comparative cakewalk

**but**

NCIP works by barcode, **only**.

so you have to get the barcode into

ILLiad

No Big Deal, right?

Yeah, if it works.....

# But it would not for us! Why? Well



As Anthony said to Cleopatra  
As he reviewed field character limits :  
Oh, I say :  
Some barcodes are bigger than others  
Some barcodes are bigger than others  
Most places barcodes are bigger than  
Harvard's barcodes

The field used to store the barcode in the first version of the addon was too short for our barcodes!

So:

- ✓ Change the field the barcode is stored in by editing the Addon's code,
- ✓ Customize the ILLiad client layout to expose that field –ItemInfo3,
- ✓ Found it magically works!

Everyone is happy, even Morrissey.

```
--CheckoutItem XML Builder for Lending
function buildCheckoutItem()
local dr = tostring(GetFieldValue("Transaction", "DueDate"));
local df = string.match(dr, "%d+V%d+V%d+");
local mn, dy, yr = string.match(df, "(%d+)/(%d+)/(%d+)");
local mnt = string.format("%02d",mn);
local dya = string.format("%02d",dy);
local pseudopatron = 'pseudopatron';
```

```
local refnumber = GetFieldValue("Transaction", "ItemInfo3");
```

```
local tn = Settings.checkoutItem_RequestIdentifierValue_Prefix .. GetFieldValue("Transaction", "TransactionNumber");
```

# How do you know it's working?

History OCLC Z39.50 PubMed/Docline NU Search GOBI Google Search

Request Information

Transaction Number: 818548     Article     Loan

Name: INU    Service Type:

Transaction Date: 2/24/2016 3:45 PM    Not Wanted After: 03/25/2016

Priority Method:     Site:

Priority Level: Regular    Shipping Options: Mail

Account:     Doc Type:

File Info    Loan Info    Collections    Local Holdings    Imported Request    Copyright    Invoice    Additional    Library    OCLC Item Availability

The common reader /  
Woolf, Virginia, 1882-1941, author.  
London : Published by Leonard & Virginia Woolf at

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

	Note	Type	Added By
016 12:53 PM	Borrowing Notes: CIC AND NNLM/GMR (maxCost: \$50.00)	System	System
016 3:45 PM	NCIP Response for LendingCheckOutItem received successfully	System	System

**Success!** The addon writes a note indicating success or the specific error into every transaction.

In the Alma



Resource Sharing Lending Requests Task List

Circula...

Help

M

Being Processed

Change Status

Print Slip Report

Print Slip

Remove Requests

Ren

Limit results to:

Status

[Shipped Physically \(4320\)](#)

Request Printed

[No \(4320\)](#)

Request Reported

[No \(4320\)](#)

Active Partner

[ILLiadINU \(4320\)](#)

Creation Date

[Older \(2147\)](#)

[Today \(24\)](#)

[Up to a month ago \(1686\)](#)

[Up to a week ago \(346\)](#)

[Yesterday \(117\)](#)

Update Date

[Older \(2146\)](#)

[Today \(24\)](#)

[Up to a month ago \(1687\)](#)

[Up to a week ago \(346\)](#)

[Yesterday \(117\)](#)

Requested Format

[Physical \(4320\)](#)

Assigned to Me Unassigned Assigned to Others

Activity Status **Active**

Find : in : Author

Add Refresh

1 2 3 Go 1 - 20 of 4,320 Records

Select All

- 1  ["... Zeugnis ablegen bis zum letzten" Tagebücher und persönliche Zeugnisse aus der Zeit des Nationalsozialismus und des Holocaust / herausgegeben von Frank Bajohr und Sybille Steinbach](#)  
**Book {Book - Physical} text; unmediated; volume** By Dachauer Symposium zur Zeitgeschichte 2014 : Germany (Göttingen : Wallstein Verlag, 2015)  
 ISBN: 9783835317420 (pbk.) and others  
 Series: Dachauer Symposien zur Zeitgeschichte ; Bd. 15.  
 Subject: Holocaust, Jewish (1939-1945) Personal narratives. -- National socialism Personal narrative -- Germany Diaries. History 1933-1945  
 External identifier: 799979  
**Availability:** Physical version at **MAIN: nstx; DD253 .D23 2014**  
 Physical version at **MAIN: IN\_RS\_REQ; DD253 .D23 2014** (1 copy, 0 available)  
 Barcode: 35556044547206 Due Date: 03/05/2016  
 Request Status: Shipped Physically Resource Locate Status: Resource Located  
 Request Printed: No Request Reported: No  
 Creation Date: 01/07/2016 Update Date: 01/07/2016  
[Edit](#) | [Manage Fulfillment Options](#) | [Duplicate](#) | [Reassign](#) | [Print Slip](#) | [Ship non-returnable](#) | [More details](#)
- 2  ["Beginning of the murmur" : archival pre-texts and other sources / edited by Conor Carville, Mar](#)  
**Book {Book - Physical} text; unmediated; volume** By Carville, Conor, (Leiden : Brill Rodopi, 2015)  
 ISBN: 9789004309913 and others  
 Series: Samuel Beckett today/aujourd'hui ; 27.  
 Subject: Beckett, Samuel, 1906-1989 Criticism and interpretation.  
 External identifier: 817228  
**Availability:** Physical version at **MAIN: nstx; 843.9 B396Zsb no.27**  
 Physical version at **MAIN: IN\_RS\_REQ; 843.9 B396Zsb no.27** (1 copy, 0 available)  
 Barcode: 35556045024668 Due Date: 04/19/2016  
 Request Status: Shipped Physically Resource Locate Status: Resource Located  
 Request Printed: No Request Reported: No  
 Creation Date: 02/23/2016 Update Date: 02/23/2016

1 Results

Sorted by



Book

☆ "... Zeugnis ablegen bis zum letzten" Tagebücher und persönliche Zeugnisse aus der Zeit des Holocaust / herausgegeben von Frank Bajohr und Sybille Steinbacher.

Dachauer Symposium zur Zeitgeschichte (15th : 2014 : Dachau, Germany)

Göttingen : Wallstein Verlag, 2015]

● **Checked out from** Main Library Lending Resource Sharing Requests (DD253 .D23 2014 )

An added bonus is that time seems to not exist in the Alma Resource Sharing Library so no bothersome overdues from Alma to lending. Plus, no need to update Alma when you say yes to a renewal request on OCLC and update ILLiad!



# Borrowing

# What we wanted

## Staff Side:

- ✓ Brief item records for all ILL loans created automatically in Alma
- ✓ The TN as the barcode number in Alma
- ✓ In Alma, a hold created automatically hold for that specific patron linking on University NetID
- ✓ **A single circulation system for all things**

## Patrons:

- ✓ One stop shopping for all their checked out or on hold items

# What we got

- ✓ Confirmation that our patron feed is riddled with errors. In other news, water is wet.
- ✓ Weird (but resolvable) barcode issues/conflicts. Oh Northwestern, why you want to be so complicated?
- ✓ A hold for that item for the requesting patron automatically created in Alma. YAY!
- ✓ The realization we have two systems that are designed to do the same thing but not collaboratively....

Who does what?  
Choose and configure  
Or Admit Failure



<http://flavorwire.files.wordpress.com/2012/05/cat.jpg?w=728>

*So you go and you stand on your own  
And you email on your own*

*And heaven knows  
our patrons are  
miserable now*

So please, please, please  
let me, let me, let me, let me  
get what I want, this time

**Problem:** Illiad and Alma are both designed to do the same things:

- 1) Send item availability notifications,
- 2) Send upcoming due date reminder notices,
- 3) Send overdues

But do we really want to bother our patrons twice with the same information (especially overdues)?  
And what about the timing of notices, staff workflows and shelving?



<http://cdn.meme.am/instances/51814023.jpg>

OK, Systems. **STOP!**

**Collaborate** and **listen** (to those of us who know when something should happen). Everybody gets a turn here: Alma you do “fulfillment” (circulation) and ILLiad will do the email to notify patrons part because **staff** can **control** the timing there of as part of our **existing** and **needed** ILLiad workflow.

TL:DL- You must disable, i.e., kludge, notifications in Alma if using NCIP so ILLiad can handle email unless your ILL volume is 2 items per day and your hold shelf is 1.5 micrometers away from where you receive items. Alma is very efficient, i.e., emails are sent **instantly** upon check in. Batch receiving of items and label printing in ILLiad doesn't go over well with Alma's one at a time approach. Try this with branches.



Alma

Tasks Analytics Currently at: Main Library - Main Circula...

Configuration File

Filename

File Key

Description

Updated by aet506

Update Date -

Content

```

<xsl:include href="header.xsl" />
<xsl:include href="senderReceiver.xsl" />
<xsl:include href="mailReason.xsl" />
<xsl:include href="footer.xsl" />
<xsl:include href="style.xsl" />
<xsl:include href="recordTitle.xsl" />

<xsl:template match="/">
  <html>
    <head>
      <xsl:call-template name="generalStyle" />
    </head>

    <body>

      <xsl:if test="notification_data/phys_item_display/location_name = 'Borrowing Resource Sharing Requests'">
        <xsl:message terminate="yes">this is an ill item!</xsl:message>
      </xsl:if>

      <xsl:attribute name="style">
        <xsl:call-template name="bodyStyleCss" /> <!-- style.xsl -->
      </xsl:attribute>
    </body>
  </html>
</xsl:template>

```

You must disable every potential notification in Alma: item available, overdues, etc. **All** of them this way.

Borrowing in Alma

Resource Sharing Borrowing Requests  Automatic renew Change Status Remove

Limit results to:

- Status
  - Cancelled by staff (863)
  - Created borrowing request (10)
  - Loaned item to patron (6916)
  - Physically received by library (557)
  - More (2) ▾
- Active Partner
  - ILLiadNU (7467)
- Creation Date
  - Older (4784)
  - Up to a month ago (2278)
  - Up to a week ago (324)
  - Yesterday (81)
- Update Date
  - Older (4159)
  - Today (15)
  - Up to a month ago (2629)
  - Up to a week ago (502)
  - Yesterday (157)
- Requested Format
  - Physical (7467)
- Supplied Format
  - Physical (7450)
  - Undefined (17)
- Due date
  - In the Future (5546)
  - Older (998)
  - Today (13)
  - Up to a month ago (690)
  - More (2) ▾
- Last Interest Date
  - Up to a month ago (7467)

Activity Status Active  Find:  in: Author

Add Refresh 1 2 3 ▶ ▶▶ Go 1 - 20 of 7,467 Records

Select All

- "A right to childhood" - the U.S. Children's Bureau and child welfare, 1912-46**  
 Book By Lindenmeyer, Kriste  
 External identifier: 815670 Internal Identifier: 8799147570002441  
 Request Status: Physically received by library Partner: ILLiadNU  
 Requested Media: Any Req  
 Barcode: 815670 Due date: 02/18/2016 Pickup At: Main Library  
 Creation Date: 02/18/2016 Update Date: 02/18/2016  
[Edit](#) | [Duplicate](#) | [Send](#) | [Send query to patron](#) | [Recall](#) | [Return](#) | [View Local Resources](#) | [More details](#)
- "Awesome families" - the promise of healing relationships in the International Churches of Christ**  
 Book By Jenkins  
 External identifier: 803706 Internal Identifier: 8050809400002441  
 Request Status: Created borrowing request Partner: ILLiadNU  
 Requested Media: Any Req  
 Due date: 04/10/2016 Pickup At: Main Library  
 Creation Date: 01/20/2016 Update Date: 01/20/2016  
[Edit](#) | [Duplicate](#) | [Send](#) | [Send query to patron](#) | [Receive](#) | [Reject](#) | [Locate Resource](#) | [View Local Resources](#) | [Recalculate Rota Assignment](#) | [More details](#)
- "Awesome families" - the promise of healing relationships in the International Churches of Christ**  
 Book By Jenkins  
 External identifier: 803706 Internal Identifier: 8092835410002441  
 Request Status: Loaned item to patron Partner: ILLiadNU  
 Requested Media: Any Reque  
 Barcode: 803706 Due date: 01/21/2016 Pickup At: Main Library  
 Creation Date: 01/21/2016 Update Date: 01/21/2016  
[Edit](#) | [Duplicate](#) | [Send](#) | [Send query to patron](#) | [Recall](#) | [Return](#) | [View Local Resources](#) | [More details](#)
- "Bad" Shakespeare: revaluations of the Shakespeare canon /**  
 Book By .  
 External identifier: 809047 Internal Identifier: 8620708620002441  
 Request Status: Loaned item to patron Partner: ILLiadNU  
 Requested Media: Any Reque  
 Barcode: 809047 Due date: 02/04/2016 Pickup At: Main Library  
 Creation Date: 02/03/2016 Update Date: 02/04/2016  
[Edit](#) | [Duplicate](#) | [Send](#) | [Send query to patron](#) | [Recall](#) | [Return](#) | [View Local Resources](#) | [More details](#)
- "Bunmeiron no gaiyaku" o yomu**  
 Book By Maruyama  
 External identifier: 760535 Internal Identifier: 6076851770002441  
 Request Status: Cancelled by staff Partner: ILLiadNU  
 Requested Media: Any  
 Due date: 12/05/2015 Pickup At: Main Library  
 Creation Date: 09/16/2015 Update Date: 12/07/2015  
[View](#) | [Remove](#) | [Duplicate](#) | [Return](#) | [View Local Resources](#) | [More details](#)

# Problems

Come on, you knew there were going to be a  
few

# The write or delete doesn't work for some reason occasionally, but mostly these can be fixed.

BorrowingAcceptItemFailQueue	NCIP Error: BorrowingAcceptItem Failed
BorrowingCheckInItemFailQueue	NCIP Error: BorrowingCheckInItem Failed
LendingCheckOutItemFailQueue	NCIP Error: LendingCheckOutItem Failed
LendingCheckInItemFailQueue	NCIP Error: LendingCheckInItem Failed

< If NCIP doesn't work, the Addon places the request in a special queue. Plus, nothing prints on update so you know there is a problem. Excellent design  
#thebilljones

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><ns1:NCIPMessage xmlns:ns1="http://www.niso.org/2008/ncip" ns1:version="http://www.niso.org/schemas/ncip/v2_0/imp1/xsd/ncip_v2_0.xsd"><ns1:AcceptItemResponse><ns1:ResponseHeader><ns1:FromAgencyId><ns1:AgencyId>01NWU_INST</ns1:AgencyId></ns1:FromAgencyId><ns1:ToAgencyId><ns1:AgencyId>01NWU_INST</ns1:AgencyId></ns1:ToAgencyId></ns1:ResponseHeader><ns1:Problem><ns1:ProblemType>Unknown User</ns1:ProblemType><ns1:ProblemDetail> failed to get user by identifier: KIM046 </ns1:ProblemDetail><ns1:ProblemElement>//AcceptItem/UserId/UserIdentifierValue</ns1:ProblemElement><ns1:ProblemValue>mbk0126</ns1:ProblemValue></ns1:Problem></ns1:AcceptItemResponse></ns1:NCIPMessage>
```

```
xmlns:ns1="http://www.niso.org/2008/ncip" ns1:version="http://www.niso.org/schemas/ncip/v2_0/imp1/xsd/ncip_v2_0.xsd"><ns1:CheckOutItemResponse><ns1:ResponseHeader><ns1:FromAgencyId><ns1:AgencyId>01NWU_INST</ns1:AgencyId></ns1:FromAgencyId><ns1:ToAgencyId><ns1:AgencyId>01NWU_INST</ns1:AgencyId></ns1:ToAgencyId></ns1:ResponseHeader><ns1:Problem><ns1:ProblemType>Item Not Checked Out</ns1:ProblemType><ns1:ProblemDetail> Failed to get item by barcode </ns1:ProblemDetail></ns1:Problem></ns1:CheckOutItemResponse>
```

```
</ns1:NCIPMessage>
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><ns1:NCIPMessage xmlns:ns1="http://www.niso.org/2008/ncip" ns1:version="http://www.niso.org/schemas/ncip/v2_0/imp1/xsd/ncip_v2_0.xsd"><ns1:CheckInItemResponse><ns1:ResponseHeader><ns1:FromAgencyId><ns1:AgencyId>01NWU_INST</ns1:AgencyId></ns1:FromAgencyId><ns1:ToAgencyId><ns1:AgencyId>01NWU_INST</ns1:AgencyId></ns1:ToAgencyId></ns1:ResponseHeader><ns1:Problem><ns1:ProblemType>Unknown Item</ns1:ProblemType><ns1:ProblemDetail> Failed to find incoming or outgoing by external item barcode </ns1:ProblemDetail></ns1:Problem></ns1:CheckInItemResponse></ns1:NCIPMessage>
```

# Borrowing Renewals

The December 2015 Alma release supports NCIP renewal requests, but...

Because the addon sends NCIP messages based upon event handlers and there is no event handler in ILLiad for renewals, ILLiad has no mechanism to update the due date in Alma.

Alma cannot send renewal request to ILLiad because ILLiad has no way to hear those requests.



In ILLiad, we needed to make some changes to what patrons see:

Checked Out Items					
Transaction	Title	Author	Date Due	Renewable?	Status
627059	US vs Richard Butler CR 87-2008 - On demand purchaser for 3 people at Northwestern	Purchase on demand	3/14/2016	No	Check your NUsearch account for status

DisplayStatuses	
TransactionStatus	WebDisplayStatus
Request Sent	Waiting for a Lender
Customer Notified via E-Mail	Item ready for Pick-up
Checked Out to Customer	Check your NUsearch account for status
Awaiting Pickup at Mudd Library	Check your Nusearch Account for status
Awaiting Pickup at Schaffner Library	Check your Nusearch Account

We need to assign the status of “Checked out to Customer” to transactions in ILLiad, whether the item is out to the patron or not, so we can return items without having to override every transaction.

# The Alma - Ghost Hold Shelf



Why do you  
hang around?

When you know it  
makes  
things hard for me?

[http://www.amoeba.com/  
admin/uploads/blog/Brad/  
moz-1.jpg](http://www.amoeba.com/admin/uploads/blog/Brad/moz-1.jpg)

Items that are not picked up and checked out the patron stay on the hold shelf even after the brief record is deleted from Alma. And no one knows why...  
#thanksalam

# Alma ILLiad NCIP integration is very new

- ✓ Alma only started supporting NCIP at all in June of 2015. Renewal support only started in December.
- ✓ The ILLiad NCIP addon was initially developed for one institution's specific needs and a non-Alma ILS.
- ✓ Said addon's open source code has been modified multiple times in an ad hoc way. We need a documented **canonical Alma version** that supports all the things we need it to do.
- ✓ Really we are looking for **refinements**, more than anything else. You don't know what breaks until you try it



All vendor supplied systems (or **cooperatives** that “provide” them) must **implement** or allow for mechanisms to **communicate** between systems rather than **silos** functionality and force staff **work arounds**.

## In the end:

Making it **easy** for your (tuition paying, part of their job doing, tax paying) **patrons** demands that systems integrate. If it isn't **frictionless** for patrons, then we are not serving them as well as we should be.

## **In the end II:**

**This demonstrates that we can make it easier. We just need to all work together.**

# Questions?

Kurt Munson,  
kmunson@northwestern.edu  
@KurtMunson