

# Automatic Routing and Notification Addon



Lightning Round

ILLiad 25<sup>th</sup> Anniversary



**ATLAS  
SYSTEMS**

*Library Excellence Through Efficiency*

# ILLiad Addon Directory

The screenshot shows a web browser window displaying the ILLiad Addon Directory. The page title is "ILLiad Automatic Routing and Notification Server Addon". It was created by Sara Juel and last updated on Dec 01, 2021, by Brittany de Gail. A yellow warning box states: "This is a Server Addon and is installed using the ILLiad Customization Manager. See [Installing and Configuring Server Addons](#) for more information." Below this is a table with the following details:

Name	Automatic Routing and Notification Addon
Version	1.0.0
Author	Atlas Systems, Inc.
Description	Automatically routes all requests in the monitored queues to the destination queue, after sending the specified email template.

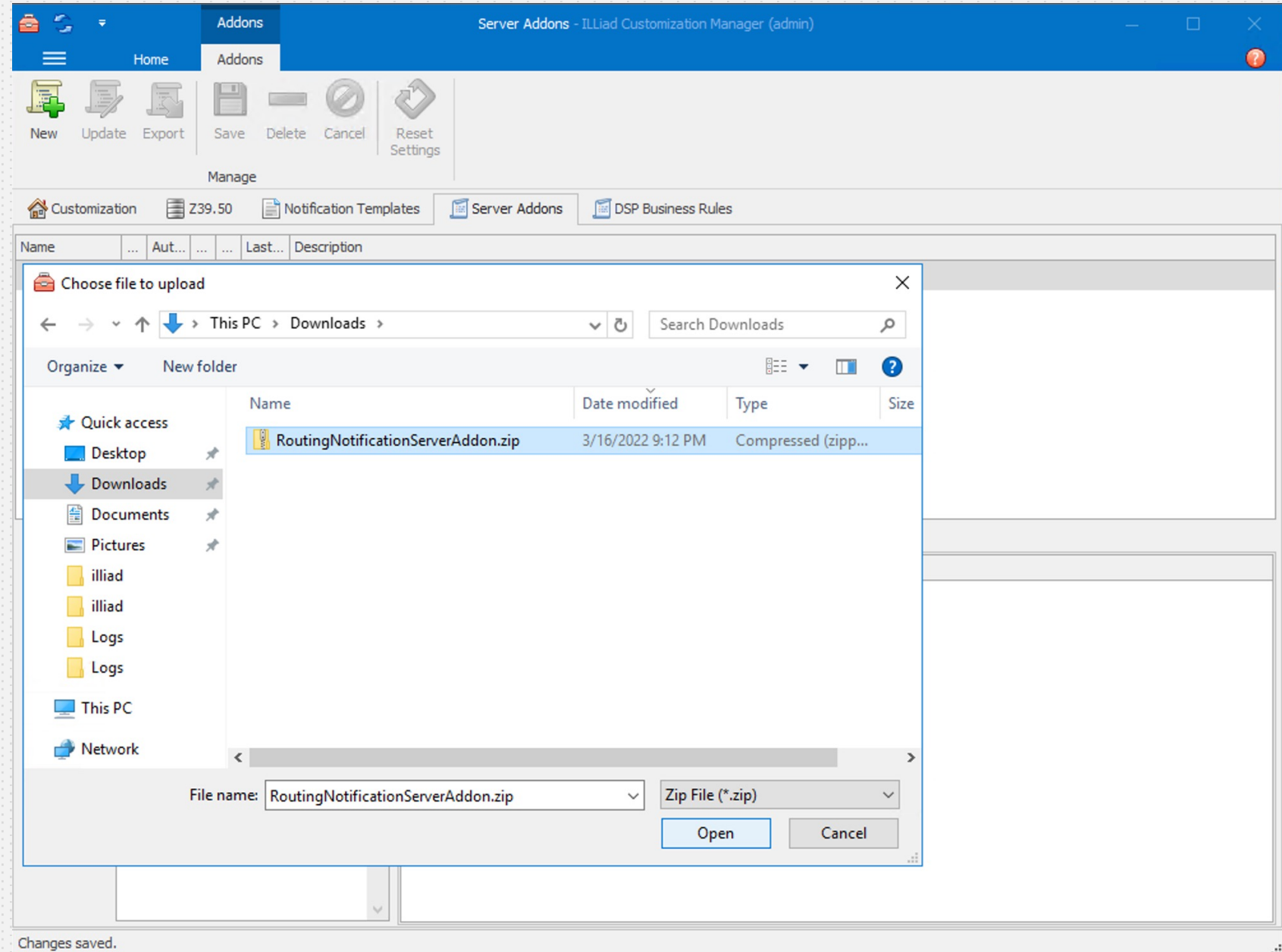
Under the "Download" section, there is a download button and a file listing: "RoutingNotific... don.zip" dated "16 Mar 2020, 05:03 PM".

Customization Manager

Server Addons tab

New

Open the downloaded  
zip file



NVTGC

Monitor Queues

Email Name

Route Queue

Server Addons - ILLiad Customization Manager (admin)

Home Addons

New Update Export Save Delete Cancel Reset Settings

Manage

Customization Z39.50 Notification Templates Server Addons DSP Business Rules

Name	Aut...	...	Last...	Description	
▶ Addon Type: DecisionSupport					
▲ Addon Type: Server					
Automatic Ro...	...	Atl...	...	3/1...	Automatically routes all requests in the monitored queues to the destination queue, after sending the specified email template.

Name: Automatic Routing and Notification Addon

Author: Atlas Systems, Inc.

Version: 1.1

NVTGC: ALL

Active:  Yes  No

Description: Automatically routes all requests in the monitored queues to the destination queue, after sending the specified email template.

Setting Name	Value	Type	Description
NVTGC	APPLE,FUJI,GALA,GRANNY	string	Comma-separated list of NVTGCs to process. Please list out all NVTGCs as they would appear in the NVTGC field on the Users form. If left blank, the addon will process transactions from all NVTGCs.
MonitorQueues	Awaiting Possible Loan Processing	string	Comma-separated list of queues to monitor.
EmailName	Loan Delays	string	Name of the email template to send.
RouteQueue	Awaiting Loan Delay Processing	string	Queue to which requests will be routed.

Changes saved.

Under Notification Templates, create the custom email template you need.

Remember to create the template in your own site code (NVTGC) if you are a shared server installation.

Notification Templates - ILLiad Customization Manager (admin)

Home Notification Templates

New Edit Copy Save Delete Cancel

Templates Editing

Customization Z39.50 Notification Templates Server Addons DSP Business Rules

Template Details

Name Loan Delays NVTGC APPLE

Description Loan Delays possible

E-mail SMS

From Name From Address

To Name To Address

CC Address BCC Address

Subject Possible delay in retrieving loan requests - electronic resources may be available

Dear <#User.FirstName> <#User.LastName>,  
A request you have placed:  
Title: <#Transaction.LoanTitle>  
Author: <#Transaction.LoanAuthor>  
TN: <#Transaction.TransactionNumber>  
may not be available because of restrictions in place due to COVID-19.  
We will attempt to find an electronic version of this item. If you have details on which particular section is of use, that may help us.  
If you have a question about this item, please contact the interlibrary loan office at  
<#LocalInfo.BorrowingEmailAddress>  
or  
<#LocalInfo.BorrowingPhone>  
with the Transaction Number <#Transaction.TransactionNumber>.  
Thank you for using interlibrary loan and <#LocalInfo.SystemName>.  
Questions and comments regarding interlibrary loan policies and procedures may be directed to <#LocalInfo.GeneralEmailAddress>.

Search for the CustomQueues table (under System .. Custom Queues)

Add the queues in your monitor queues and route queue, if necessary.

The screenshot shows the 'Customization - ILLiad Customization Manager (admin)' window. The search bar at the top contains 'customqueues'. The left sidebar shows a tree view with 'System' expanded to 'Custom Queues', where 'CustomQueues' is selected. The main area displays a table titled 'CustomQueues' with the following data:

QueueName	ProcessType	NVTGC
Awaiting CDL Scanning	Doc Del	APPLE
Awaiting Conditional Processing	Borrowing	APPLE
Awaiting Conditional Request Processing	Lending	APPLE
Awaiting COVID-19 Delay Processing	Borrowing	APPLE
Awaiting Direct Request Sending	Borrowing	APPLE
Awaiting DSP Testing	Borrowing	APPLE
Awaiting ISO ILL Request Processing	Lending	APPLE
Awaiting Lending Request Processing	Lending	APPLE
Awaiting Loan Delay Processing	Borrowing	APPLE
Awaiting OCLC Sending	Borrowing	APPLE
Awaiting Pipeline Error Review	Borrowing	APPLE
Awaiting Pipeline Request Review	Borrowing	APPLE
Awaiting Pipeline Sending	Borrowing	APPLE
Awaiting Possible Loan Processing	Borrowing	APPLE
Awaiting Pre-copyright Pipeline	Borrowing	APPLE
Awaiting Renewal Request Processing	Lending	APPLE
Awaiting Request Pipeline	Borrowing	APPLE
Awaiting ReShare Search	Borrowing	APPLE
Awaiting RUSH Request Processing	Lending	APPLE
Awaiting Unfilled Processing	Borrowing	APPLE
Awaiting User Verification	Borrowing	APPLE
DSP Testing Queue	Borrowing	APPLE

At the bottom of the table, there is a filter bar with the text:  [NVTGC] = 'APPLE' and an 'Edit Filter' button.

You can manually move a request to one of the monitored queues or have another routing rule that does so.

Based on the System Manager Addon Interval, the server will process items in those queues every X minutes, send the email, and move the request to the queue specified.

System 8 - Borrowing Request

Borrowing Processing Printing Copyright ISO

Cancel Request Request Sent Route Route To Document Delivery Add Flag Remove Flag Clone to Current User Clone to Another User Policies Directory Billing View Send Notification Pending Updates Import into Resubmission

Next Step Routing Cloning OCLC Billing User System

Detail History OCLC Z39.50 PubMed/Docline

Tracking

Date Changed	Changed To	Changed By
2/19/2020 10:53 AM	Request Sent	admin
3/16/2022 9:46 PM	Awaiting Possible Loan Processing	admin
3/16/2022 9:47 PM	Awaiting Loan Delay Processing	System

History

Date Changed	Entry	Username
2/19/2020 10:53 ...	Updated status to Request Sent	admin
3/16/2022 9:46 PM	Updated status to Awaiting Possible Loan Processing	admin
3/16/2022 9:47 PM	Updated status to Awaiting Loan Delay Processing	System

Resubmission

ILL Number	ESP Num...	Lending String	System ID	Transaction ...

ISO ILL Tracking

- ILLRequest (4) - Sent 2/19/2020 10:53:33 AM

Previous Requests

Notification History

E-Mail SMS

ID	Transaction...	E-Mail Date	E-Mail Type	E-Mail Refer...	E-Mail To	E-Mail From	E-Mail
19	8	3/16/2022 ...	Transaction	8	genie@atla...	ILLiad Syst...	

Dear Cash Stryker,

A request you have placed:

Title: The Gunslinger  
Author: Stephen King

TN: 8

may not be available because of restrictions in place due to COVID-19.

We will attempt to find an electronic version of this item. If you have details on which particular section is of use, that may help us.

If you have a question about this item, please contact the interlibrary loan office at borrowing@atlas-sys.com or 757-467-7872 with the Transaction Number 8.

Thank you for using interlibrary loan and ILLiad.

Questions and comments regarding interlibrary loan policies and procedures may be directed to ill@atlas-sys.com.

Our office telephone number is 757-467-7872.  
We have your current phone contact listed as: 757-467-7872

Awaiting Loan Delay Processing Borrowing