USER DOCUMENTATION

The Web ILL Module – Setup and Data Flow – 16.02
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1. Introduction

The Web-ILL module includes management of both outgoing and incoming ILL requests, using automatic processes to receive and send ISO-ILL messages in XML format. The messages are registered in ILL records. In specific circumstances, the message triggers certain library actions.

Web-ILL supports the ISO 10160 and 10161 standards in accordance with the North American Interlibrary Loan Implementers’ Group (IPIG) guidelines and profile.

http://www.nlc-bnc.ca/iso/ill/asn1.htm

This document contains instructions for setup and a description of the data flow for the ILL module version 16.02. The ILL module is accessed through a Web browser interface.

There are instructions for setup and a description of data flow for the following two environments:

- Web-ILL system
- ALEPH environment which uses ILL in an external mode (in contrast to the ILL INTERNAL mode which uses ALEPH GUI-ILL).

The Web-ILL module can be installed independently of the ALEPH system (i.e., Web-ILL without ALEPH as its library system). If ALEPH is being used as the library system, there are two possibilities: the Web-ILL module can be installed on the same server as ALEPH, or it can be installed on a separate server.

Most of the setup instructions in this document refer to the Web-ILL system, although a few instructions are related to the ALEPH system. The default system for these instructions is Web ILL. Whenever the instructions are for ALEPH, this will be pointed out explicitly.

Web-ILL functionality requires a suite of libraries and one or more ILL units:

- The ILLXX ILL library serves as the repository for the bibliographic and request data related to an ILL request (outgoing and incoming) and holds the configuration tables for ILL. Note that the ALEPH installation also requires an ILL library (referred to as XXX20 in this document).
- The ILLDT library serves as the repository for administrative data for the ILLXX ILL BIB library, such as ILL Units, ILL Suppliers and user authorizations.
- The ILLSV library serves as the repository for received APDU messages related to ILL requests (outgoing and incoming).
The ILLRQ and the VIR01 libraries are required for system purposes.

An ILL unit is an organizational administrative unit used for managing outgoing and incoming requests.

The setup of the Web-ILL module resides in these types of libraries, in the data and configuration tables. Tables that begin with “Z” are Oracle data tables. Others are configuration tables in the /tab directory of the library and in /alephe/tab.

2. ILL X-Services

The ILL-Web module is an ALEPH 500 external product. This means that the Web-ILL module can work in conjunction with an integrated library system that is not necessarily ALEPH. However, if the integrated library system being used is ALEPH, then the WEB-ILL module will be integrated with ALEPH using X-Services.

The ILL X-Service component is part of the WEB-ILL module and it enables connectivity to the ALEPH system via a standard XML interface. It receives input in standard URL syntax format and returns the reply, via HTTP, in a properly formatted XML document containing either the requested information or an error message. Any XML parser should be able to process the XML returned by the X-Service.

The Web-ILL X-Service enables Web-ILL to be fully interactive with ALEPH. As the interaction with the X-Service is via URL syntax for input and XML for output, it provides for a simple, standard interface.

3. Background Processes

3.1 ILLXX Library

- library batch queue - UTIL C/2
- update documents index - ue_01 (UTIL E/1); the process is stopped using ue_02 (UTIL E/2).

3.2 ILLSV Library

- update documents index - ue_01 (UTIL E/1); the process is stopped using ue_02 (UTIL E/2).
- handle ILL server library document - ue_17 (UTIL E/17); the process is stopped using ue_18 (UTIL E/18).
- ill_server (UTIL W/3/7); this server directs messages from the ILLSV library to the relevant library.
3.3 General

- www_server (UTIL W/3/1); this server carries out ILL processing.
- Z39_gate (UTIL W/3/4); this server enables searching in remote external databases.
- In the ALEPH system: Z39_server (UTIL W/3/5); this server enables external users to search in ALEPH databases.
- In the ALEPH system: pc_server (UTIL W/3/3); this server is required for GUI client interface for adding/updating a patron (Z303, etc.) and monitoring Circulation transactions that are triggered as a result of ILL activity.

4. Data Tables (Oracle Tables)

4.1 ILLXX Library

Z00 document records, which serve as the repository for the bibliographic data related to an ILL request (borrowing and lending)
- Z410 general data for an outgoing (borrowing) ILL request (patron, type of request, need before date, etc.)
- Z411 responder data for an outgoing (borrowing) ILL request
- Z415 transaction log records
- Z416 general data for an incoming (lending) ILL request (requester, type of request, need before date, etc.)
- Z417 data for copyright compliance for an outgoing (borrowing) ILL request

4.2 XXX20 Library (in ALEPH)

- Z00 documents records, which contain bibliographic information of items received for loan through ILL.

4.3 ILLDT Library

- Z704 ILL Unit records. Each record contains data for defining the ILL administrative unit as a borrowing unit and as a lending unit.
- Z700 ILL partner records. Each record contains data for identifying:
  - Local ILL units (requesters for outgoing requests)
  - ILL partners (responders for outgoing requests and requesters for incoming requests)
- Z701 roster of ILL suppliers
- Z66, Z67, Z702 ILL Staff user records and their link to an ILL unit
- In the ALEPH system: Z303/Z305/Z308 patron records. The records contain data identifying three types of ILL users:
Patrons; the patron’s ILL service unit is defined in the ILL Library field (Z303-ILL-LIBRARY) of the patron’s global information record. All requests made by or for this patron are directed to the relevant ILL unit. If the ILL library is not defined for the patron, you may set your ALEPH system (using alephe/tab/tab_ill_unit.eng) to display a list of ILL units so that the patron will have the option of selecting an ILL unit when submitting a new ILL request. A patron who does not have an ILL-LIBRARY and whose system is not set to let him select an ILL unit when submitting the request does not have ILL privileges. The patron’s ILL requests, and items loaned to a patron as a result of these requests, are listed under the patron. To allow ILL activity for a patron, set ILL Active and Total number of requests in the patron global information record (Z303-ILL-TOTAL-LIMIT and Z303-ILL-ACTIVE-LIMIT).

ILL partners (requesters); items which are loaned to requesters are listed under the appropriate ILL partner.

ILL staff user

- In the ALEPH system: Z30 item records. When an item is received on loan from an ILL partner, an item record is automatically generated. The record is registered in the ADM library of the ILL unit and in the sublibrary that is designated as the patron’s Z303-HOME-LIBRARY.

4.4 ILLSV Library

- Z00 document records, which serve as the repository for received messages related to ILL requests (outgoing/borrowing and incoming/lending).
- Z52 records sequences.

4.5 ILLRQ

- Z00 document records.
- Z52 records sequences.

5. ILL System - Setup and Configuration Tables

This chapter contains tables setup instructions for the ILL system installation.

5.1 /alephe

5.1.1 aleph_start

- Define your IP address (this is required for APDU messages):
5.1.2 www_server.conf
(variables relevant for ILL workflow):

- **setenv** ill_return_for_user - used for calculation of due date when the Return Delivery Delay in supplier record (z700) or in the supplier rota (Z701) is empty. Due Date = Expected Return Date minus the value of ill_return_for_user.

- **setenv** ill_expected_return_date - defines the default parameter as the number of days (for lending) until the expected return date of the item loaned in ILL (z416-expected-return-date). This parameter is used only in the itemless environment.

5.1.3 tab_base.eng

Define logical bases that are used for the Locate function for incoming and outgoing requests, for example:

<table>
<thead>
<tr>
<th>WID</th>
<th>WID-Main Library</th>
<th>USM01</th>
<th>USM01 Y wsl=wid</th>
</tr>
</thead>
<tbody>
<tr>
<td>HYL</td>
<td>HYL-East Asian Lib</td>
<td>USM01</td>
<td>USM01 Y wsl=hyl</td>
</tr>
<tr>
<td>LAW</td>
<td>LAW-Law School</td>
<td>USM01</td>
<td>USM01 Y wsl=law</td>
</tr>
</tbody>
</table>

5.1.4 tab_ill_out.eng

In the borrowing library interface - This table translates the outgoing request codes to a textual description.

5.1.5 tab_ill_in.eng

In the lending library interface - This table translates the incoming request codes to a textual description.

5.1.6 tab_ill_out_grp.eng

For the borrowing library - This table is used to translate the code of the group which is displayed in the left-pane tree mode to a textual description.

5.1.7 tab_ill_in_grp.eng
In the lending library interface - This table is used to translate the code of the group which is displayed in the left-pane tree mode to a textual description.

**5.1.8 tab_ill_tree_out**

For the borrowing library - This table is used to define which outgoing request statuses are included in the left-pane tree branches.

**5.1.9 tab_ill_tree_in**

For the lending library - This table is used to define which incoming request statuses are included in the left-pane tree branches.

**5.1.10 tab_ill_tree_out_msg**

For the borrowing library - This table is used to define which message (for messages types that have been received by the borrowing library) are included in the Messages branch of the left-pane tree. The message type numbers are the same as the message transaction numbers that are used in tab46.eng (log transactions).

**5.1.11 tab_ill_tree_in_msg**

For the lending library - This table is used to define which message (for messages types that have been received by the lending library) are included in the Messages branch of the left-pane tree. The message type numbers are the same as the message transaction numbers that are used in tab46.eng (log transactions).

**5.1.12 tab_ill_out_msg.eng**

For the borrowing library - This table is used to translate the message codes to a textual description. The messages are displayed in the Messages branch of the left-pane tree. The message codes are same as the message transaction numbers that are used in tab46.eng.

**5.1.13 tab_ill_in_msg.eng**

For the lending library - This table is used to translate the message codes to a textual description. The messages are displayed in the Messages branch of the left-pane tree. The messages codes are same as the message transaction numbers that are used in tab46.eng.

---

**5.2 ILLXX/counters (Z52 – UTIL G/2)**

- last-z415-number, a counter for messages relating to an ILL message
for incoming and outgoing requests
  o last-z417-number, a counter for copyright compliance follow-up for outgoing requests

5.3 ILLXX/tab

5.3.1 ill_edit_doc_out.eng and ill_edit_doc_in.eng

These tables define the format for display of the ILL outgoing request (ill_edit_doc_out.eng) and ILL incoming request (ill_edit_doc_in.eng) in the ILL Web interface. These tables also specify which field(s) of the request can be updated (Col. 4). Tags with “Y” in col.4 can be updated by the ILL staff user.

Col. 5 limits the option of updating the fields, depending on request’s status.
The data displayed includes both bibliographic and administrative data, such as Title, LC Number, Requester Library, Request Status, Copyright Compliance, Need Before Date, etc.

Note that column 2 contains the link to the edit_field table, which is used to format the field.

The NEW line in ill_edit_doc_out.eng and ill_edit_doc_in.eng allows the user to add a new line to the request (rather than just editing an existing line).
Col.6 and 7 set the update program name and the display procedure for the ILL-WEB “Edit Request’s Record” window and cannot be changed by the user.

Example of ill_edit_doc_out.eng setup:

```
! 1 2 3 4 5 6 7
!!!!!-!-!!!!!!!!!!!!!!!!!!-!-!!!!!!!!!!!!!!!!!!!!-
592## D LFormat Y ill_update_1
245## D LTitle Y ill_update_1
250## D LEdition Y ill_update_1
440## D LSeries Y ill_update_1
740## D LTitle of part Y ill_update_1
100## D LMain Author Y ill_update_1
700## D LAuthor of Part Y ill_update_1
010## D LLC Number N
035## D LNBN N
549## D LType Y ill_update_1
020## D LISBN Y ill_update_1
022## D LISSN Y ill_update_1
260## D LImprint Y ill_update_1
901## D LIssue Designation Y ill_update_1
ISS## D LIssue Designation Y ill_update_1
110## D LCorporate Author Y ill_update_1
591## D LRequester Note Y ill_update_1
41012 D LInternal Note Y ill_update_1
590## D Lsource Y ill_update_1
471## D LSystem ID N
```
5.3.2 ill_format_type

The ILL system uses the counter of field 592 for determining ItemIdItemType and the values for ‘Preferred Media’ (see tab_ill_preferred_media).

The ill_format_type table is used to define the specifications for the ILL record’s 592 field - format (monograph, serial, etc.) created by the expand_doc_type expand program. This program and the table create a 592 field that is based on the contents of various fields present in the record (e.g., a combination of the LDR and the 008 field). Codes for MN (monograph) and SE (serials) must be defined in the table.

Multiple 592 fields might be created (in cases of multiple matching of record content with table definitions); the system takes the first occurrence of 592; therefore, the order of lines in the table is significant.

Logically, this table must be present in the library from which a patron chooses a record for creating an ILL request. There should be a path_convert line to redirect from the XXX01 BIB library and EXTnn libraries to the ILLXX library.

Example of ill_format_type setup:

592 MC Microform 007 F00-01 EQUAL h
592 VD Videorecording 007 F00-01 EQUAL v
592 MO Motion picture 007 F00-01 EQUAL m
592 SR Sound recording 007 F00-01 EQUAL s
592 MU Music LDR F06-01 EQUAL [c,d,i,j]
592 SC Score LDR F06-01 EQUAL [c,d]
592 SC Score 006 F00-01 EQUAL [c,d]
592 SR Sound recording LDR F06-01 EQUAL [i,j]
592 SR Sound recording 006 F00-01 EQUAL [i,j]
592 MP Map LDR F06-01 EQUAL [e,f]
592 MP Map 006 F00-01 EQUAL [e,f]
592 CM Computer file LDR F06-01 EQUAL m
592 CM Computer file 006 F00-01 EQUAL m
592 ER Electronic resource 007 F00-01 EQUAL c
592 ER Electronic resource 85641 EXIST
592 ER Electronic resource 85640 EXIST
592 ER Electronic resource 856## 2 EQUAL http
592 FI Film LDR F06-01 EQUAL g
592 FI Film 008 F33-01 EQUAL m
592 FI Film 006 F00-01 EQUAL g
5.3.3 ill_formats_map.eng

The table translates the ISO IllRequest.ItemId.ItemType code (1, 2, 3) for an incoming ILL request to a textual description:

The tag is mapped to field 592 of the ILLSV record and the ILL document.

!2
!-!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
1 Monograph
2 Serial
3 Other

5.3.4 tab_ill_preferred_media

The tab_ill_preferred_media table is used to define possible media that can be requested for each format (592 field). The list of preferred media is displayed in the Web OPAC ILL Request Form in the 'Preferred Media' Field. Note: The codes listed in Col.2 through 16 MUST be one of the following: PRINTED, COPY, MICROFORM, VIDEO, AUDIO, MR, OTHER (use these only with the prefix L for loan., C for copy and E for electronic).

Logically, this table must be present in the library from which a patron chooses a record for creating an ILL request. Therefore, there should be a path_convert line to redirect from the XXX01 and EXTnn libraries to the ILLXX library.

Example of tab_ill_preferred_media setup

<table>
<thead>
<tr>
<th>MN</th>
<th>L-PRINTED</th>
<th>C-PRINTED</th>
<th>L-COPY</th>
<th>C-COPY</th>
<th>E-COPY</th>
</tr>
</thead>
<tbody>
<tr>
<td>MN L-PRINTED C-PRINTED L-COPY C-COPY E-COPY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5.3.5 ill_media_map.eng

The ill_media_map.eng table translates the preferred media code, determined by tab_ill_preferred_media, to a textual description. You may edit the code's textual description in Col. 2. The codes which are listed in Col.1 MUST match one of the following: PRINTED, COPY, MICROFORM, VIDEO, AUDIO, MR, OTHER (use these only with a prefix of L-, E- or C-). The maximum number of lines for ill_media_map.eng table is 21.

Logically, this table must be present in the library from which a patron chooses a record for creating an ILL request. Therefore, there should be a path_convert line to redirect from the XXX01 BIB and EXTnn libraries to the ILLXX library.

Example of ill_media_map.eng setup:

```
! 1  2
L-PRINTED Printed (loan)
C-PRINTED Printed (copy)
L-COPY Photocopy (loan)
C-COPY Photocopy (copy)
L-MICROFORM Microform (loan)
C-MICROFORM Microform (copy)
L-VIDEO Film or Video recording (loan)
C-VIDEO Film or Video recording (copy)
L-AUDIO Audio Recording (loan)
C-AUDIO Audio Recording (copy)
L-MR Machine readable (loan)
C-MR Machine readable (copy)
L-OTHER Other (loan)
C-OTHER Other (copy)
E-COPY Copy (electronic)
E-VIDEO Film or Video recording (electronic)
E-MR Machine readable (electronic)
E-AUDIO Audio Recording (electronic)
```

5.3.6 tab_ill_bib_info

This table defines the ILL document tags that builds the ISO IllRequestItemId xml tags. Note that default values for building the ItemId tag are set in the code (e.g.: field tag 260##$$a is directed to ItemIdPlaceOfPublication).

Edit this table only if you want to override these hard-coded values and define your preferred set.

For each XML tag (e.g., AuthorOfArticle) you may define up to two sets of tag subfield and filing procedure. In case the first set (columns 2 through 4) is failed (i.e. there is no such tag in the ILL document), the system uses the second set (columns 5 through 7).
5.3.7 ill_held_media_map.eng

The table translates the ISO IllRequest.ItemId.HeldMediumType value (1, 3,4,5,6,7) for an incoming ILL request to a textual description:

The tag is mapped to field 905 of the ILLSV record and the ILL document.

Example of ill_held_media_map.eng setup:

! 2
!-!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
1 Printed
3 Microform
4 Film-or-Video
5 Audio
6 Machine-Readable
7 Other

5.3.8 tab00.eng

tab00.eng defines indexes for the ILLXX records. In addition to indexes for the bibliographic data of the ILL request, the ILL data must also be defined. These indexes are registered for the ILL interface and have been defined as follows:

H WOD W-008 00 0000 W-open date
H WMT W-009 00 0000 W-material type
H WID W-011 00 0000 W-patron ID
H WLB W-012 00 0000 W-library
H WRB W-013 00 0000 W-resp-library
H WRI W-014 00 0000 W-Incoming Requester ID
H WON W-015 00 0000 W-Reqester's request No.

5.3.9 tab11_word

In order to allow SEARCH for requests in the ILL Web interface you must set the following in tab11_word (in addition to the ILL bibliographic fields that should be defined in this table). The word indexing is defined as follows:

41007 01 WLB
41005 01 WRD WID
41013 01 WRD WOD
41016 01 WRD WMT
41609 01 WRD WRI
41611 01 WRD WON
41613 01 WRB

5.3.10 tab_filing and tab01.eng

You may choose to use filing procedures for ILL document tags. The filing will assure that the ItemId tags of the ISO message will not include extra characters such
as % etc. In this way, the lending library receives ‘clean’ Bibliographic information. This is also important for the LOCATE functionality.

5.3.11 tab_expand

This table must include the expand programs required for ILL, for indexing, search and copyright compliance tracking.

The following must be set in tab_expand:

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>! 1 2 3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!1-</td>
<td>!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!1- &gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>U39-DOC expand_doc_z410</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>U39-DOC expand_doc_z416</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>U39-DOC expand_doc_bib_copyright_2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>U39-DOC expand_doc_z416_items_det_1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FULL-ILL expand_doc_z410</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FULL-ILL expand_doc_z411</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FULL-ILL expand_doc_z416</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FULL-ILL expand_doc_bib_copyright_2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FULL-ILL expand_doc_z416_items_det_1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FULL-ILL expand_doc_extract</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEND-ILL expand_doc_bib_copyright_2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WORD expand_doc_z410</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WORD expand_doc_z416</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* ILL-FORMAT expand_doc_type ill_format_type</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* expand_doc_type must be defined in the /tab/tab_expand table of the BIB library which is used as a source for creating an ILL request. For example, in the XXX01 library of your ALEPH application, and the EXTnn library (for external databases accessed using Z39.50 gate in the ILL application).

5.3.12 tab_ill_bib_key

tab_ill_bib_key enables you to set the IllRequest ISO tags SystemNo (SYSNO) and NationalBibliographNo (NBN) according to tags defined in the ILL document. Col.1 through 3 define the well-known number, its code and type (e.g., LC 01 SYSNO). Col. 4 through 6 define the tag, subfield and filing procedure. Col. 7 through 9 define the database tag, subfield and filing procedure. The whole set is used by the system for building the SYSNO or the NBN. Col. 10 through 15 is the second priority set definition in case the first set (col. 4 through 9) has no matching values in the ILL document.

All fields defined in this table will be used when building the ILLSV document and will be included in the lending library ILL document according to the definition of the corresponding table tab_ill_code_keys.
Example:

```
!1 2 3 4 5 6 7 8 9 10 11 12 13 14 15
!!!-!!!!!!!-!!!!!!!-!!!!!!!-!!-!!!!!!!-!!-!!!!!!!-!!-!!!!!!!-!!-!!!!!!!-!!-!!
01 LC SYSNO 010 a
06 RLIN NBN 035## a
09 ALEPH_SYS SYSNO SID c SID b
```

**5.3.13 tab_ill_code_keys**

This table builds the relevant tags for SYSNO and NBN in the lending library ILL document. The SYSNO and NBN are derived from the IllRequest message and are used to set the defined tag (e.g., 010).

Col.1 through 3 define the well-known number, its code and type (e.g., LC 01 SYSNO). Col. 4 through 7 define the ILL document tag and the subfields that will contain the NBN or SYSNO information, the number, database ID and database type.

Example:

```
!1 2 3 4 5 6 7
!!!-!!!!!!!-!!!!!!!-!!!!!!!-!!-!!
01 LC SYSNO 010 a b c
06 RLIN NBN 035## a b c
09 ALEPH_SID SYSNO SID## a b c
```

**5.3.14 tab46.eng**

Defines the type of log transactions for ILL requests. The log transactions register the activities of each ILL request, including receiving and sending APDU messages. The transactions can be viewed via the ILL Web interface of the borrowing library and the lending library. It is recommended to activate all transactions by setting Col. 2 to Y.

**5.3.15 tab50**

This table is used for automatic processing of outgoing (borrowing) ILL requests. In order to activate automatic processing, you must submit the service: **Borrowing Library Automatic Processing (ill-13)**, which is accessed via the SERVICES link of the ILL Staff Web Interface. The ILLXX library batch queue (util C/2) must be activated in order for the service to run.

When ill-13 is submitted, the system attempts to locate potential suppliers for each NEW request (Z410), using the Z701 - supplier profile. If the Locate fails to find a potential supplier, the Patron Request (Z410) status is changed to LOF (Locate failed). If the Locate ends successfully, a list of suppliers (Z411) is created for the request. Each request to supplier is assigned a sequential number (Z411-SEQUENCE) representing its position in the list. The request to supplier with first priority is
assigned the status NEW (Z411-STATUS). All other requests to supplier are assigned
the status PND (Pending).

At this stage ill-13 invokes tab50 to determine what is the next action to perform for
each supplier request, according to the filters defined in Col.1 through Col.5: ILL
Library; Supplier Code; Requested Media (e.g., L-PRINTED, C- PRINTED); Request
to Supplier Status; and the Request to Supplier Position in the list of potential
suppliers (Z411-SEQUENCE).

The possible actions (Col.6) are SEND and CANCEL.

SEND – this is an automatic attempt to send the request to the supplier. Locate is
performed, and if it is successful, a request message is sent, and the Request to
Supplier Status is changed to SV. If the Locate cannot be performed, the status is
changed to ENN (where NN represents the number of failures).

For example: If the server’s attempt to send a request to a supplier fails the first time,
the Z411-STATUS is changed to E00; the second failure will change the status to
E01, and so on. In this way, the library can set how many times a request transmission
should be attempted. For example, the library can set the request to the first supplier
(Z411-SEQUENCE is 000000001) to be sent manually, whereas it will be sent
automatically to the second supplier (when prior requests have not been filled for
various reasons).

In addition, the library can set the SEND action to be performed even after the first
attempt to send the request has failed. In this instance, set tab50 as follows:

```
##### #################### NEW 000000002 SEND
##### #################### E00 000000002 SEND
```

CANCEL - Cancellation of a request to a supplier before it has been sent. If there is a
technical problem in dispatching the APDU ILL Request to the target server (due to a
problem in the target server), you can define a limit for the number of attempts for a
request to be sent to a supplier. When this limit is reached, the request will be
automatically cancelled (Z411-STATUS changed to CA). This will trigger the
activation of the next supplier (i.e., its Z411-STATUS will be changed from PND to
NEW).

For example, the ILL staff can specify that after the request to the first supplier
(Z411-SEQUENCE is 000000001) has failed ten times, the request should be
cancelled and a request to the next supplier should be automatically sent.

In this instance, set tab50 as follows:

```
##### E09 000000001 CANCEL
##### NEW 000000002 SEND
```
Example of tab50 setup:

<table>
<thead>
<tr>
<th>Col. 1 - ILL unit code.</th>
<th>Col. 2 - Supplier code</th>
<th>Col. 3 - Request media</th>
<th>Col. 4 - Supplier request status (Z411-STATUS);</th>
<th>Col. 5 - Supplier request sequence (Z411-SEQUENCE).</th>
<th>Col. 6 - Action; SEND or CANCEL.</th>
</tr>
</thead>
<tbody>
<tr>
<td>U60WD ........................... L-PRINTED</td>
<td>NEW 000000001 SEND</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>U60WD ........................... C-COPY</td>
<td>NEW 000000001 SEND</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>U60WD ........................... L-COPY</td>
<td>NEW 000000001 SEND</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>U60LA ........................... ..........................</td>
<td>NEW 000000001 SEND</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>U60LA ........................... ..........................</td>
<td>NEW 000000001 SEND</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5.3.16 tab_locate

This table participates in the building of LOCATE queries for ILL Borrowing and Lending requests. In Borrowing requests this table is consulted when the borrowing library attempts to create a list of potential suppliers for an outgoing request. A Locate is performed on the supplier database, the code of which is defined in the potential supplier profile (Z701). Make sure that each base set in the potential supplier profile has a corresponding entry in tab_locate. When a lending request is initiated, this table is consulted and the lending library attempts to locate a matching bibliographic record for the requested item.

Note: tab_locate must also be defined in the ILL library of the ALEPH system (i.e., not only in the ILL library of the ILL installation). The ILL library of the ALEPH system is defined in the ALEPH’s library_relation table. Make sure that for each base for an ILL locate procedure, there is a corresponding entry in tab_locate.

The Locate is performed using various locate parameters and extract functions that can be set up per target.

For Incoming LOCATE – a tier-locate can be performed by setting locate-base extensions in tab_locate. For example, for a base with the code LIB, you may define tier-locate by adding an extension to the base’s code: LIB-1, LIB-2, LIB-3, etc. The incoming locate will first perform the locate according to the procedure defined in tab_locate for LIB-1; if this fails, the system applies the LIB-2 procedure (and so on, until LIB-9). The LIB procedure will be consulted when all previous tiered Locate procedures have failed.

Make sure that each locate base is defined in /alephe/tab/tab_base.eng. The tier-locate base extensions should not be defined in tab_base.eng. For example: define LIB in tab_base.eng. But there is no need to define LIB-1 in tab_base.eng.

Example:
5.3.17 tab100

Set flag DOC-TYPE-ILL to Y.

5.3.18 www_tab_exp_field.eng and www_tab_exp_field_extended.eng
These two tables define the values and the text description for drop-down menus that are used in the Web ILL Staff and Maintenance Interfaces.

Drop-down lists that are sensitive to subdivisions (e.g., different ADM libraries) are listed in www_tab_exp_field_extended.eng.

Common lists are defined in www_tab_exp_field.eng.

5.4 ILLSV/tab

5.4.1 tab_ill_code_description

This table maps some of the APDU message's XML tags to numeric tags. When processing the messages, the programs use some of these numeric tags. Accordingly, you can add but not delete lines from this table.

Partial example:

<table>
<thead>
<tr>
<th>Code</th>
<th>Tag</th>
</tr>
</thead>
<tbody>
<tr>
<td>46501</td>
<td>*.TransactionId.TransactionGroupQualifier</td>
</tr>
<tr>
<td>46502</td>
<td>*.TransactionId.TransactionQualifier</td>
</tr>
<tr>
<td>471</td>
<td>*.ResponderId.PersonOrInstitutionSymbol.Institution</td>
</tr>
<tr>
<td>472</td>
<td>*.RequesterId.PersonOrInstitutionSymbol.Institution</td>
</tr>
<tr>
<td>478</td>
<td>*.RequesterId.NameOfPersonOrInstitution.Institution</td>
</tr>
<tr>
<td>479</td>
<td>*.ResponderId.NameOfPersonOrInstitution.Institution</td>
</tr>
<tr>
<td>474</td>
<td>*.ServiceDateTime.ThisService.Date</td>
</tr>
<tr>
<td>475</td>
<td>*.ServiceDateTime.ThisService.Time</td>
</tr>
<tr>
<td>476</td>
<td>*.ServiceDateTime.OriginalService.Date</td>
</tr>
<tr>
<td>477</td>
<td>*.ServiceDateTime.OriginalService.Time</td>
</tr>
<tr>
<td>74002</td>
<td>IllRequest.ItemId.TitleOfArticle</td>
</tr>
<tr>
<td>70012</td>
<td>IllRequest.ItemId.AuthorOfArticle</td>
</tr>
<tr>
<td>245</td>
<td>IllRequest.ItemId.Title</td>
</tr>
<tr>
<td>100</td>
<td>IllRequest.ItemId.Author</td>
</tr>
<tr>
<td>592</td>
<td>IllRequest.ItemId.ItemType</td>
</tr>
</tbody>
</table>

5.4.2 tab_tag_text

This table defines the default LDR field for the ILLSV records. The following must be set:

```
LDR IL ^^^^nam^^22^^^^^^a^4500
```

5.4.3 tab00.eng

The STS must be defined as an index code in tab00.eng. The following must be set:

```
H STS IND 11 00 0000 Process Status
```

5.4.4 tab11_ind
The STS index must be defined in tab11_ind for building the index for the Process Status field of the ILLSV records (field 466).

The following must be set:

```
466## STS ab
```

## 5.5 Print Forms

### 5.5.1 /form_eng

The following forms must be present in the ILLXX library’s `form_eng` directory (or the directory indicated in `path_convert`). Extension `.xsl` indicates that the file defines formatting; extensions `.trn` (e.g., `www-ill-in-print.trn`) indicates that the file translates data value for display and print.

### Reports and Slips/Forms used for ILL Web Services:

<table>
<thead>
<tr>
<th>Form Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>new-requests-status-report.xsl</td>
</tr>
<tr>
<td>ill-statistic-report.xsl</td>
</tr>
<tr>
<td>ill-out-statistic-report.xsl</td>
</tr>
<tr>
<td>ill-unmediated-incoming-report.xsl</td>
</tr>
<tr>
<td>ill-slip-incoming-report.xsl</td>
</tr>
<tr>
<td>overdue-apdu-report-total.xsl</td>
</tr>
<tr>
<td>overdue-apdu-report-body.xsl</td>
</tr>
<tr>
<td>patron-removal-ids.xsl</td>
</tr>
<tr>
<td>ill-requests-report.xsl</td>
</tr>
<tr>
<td>ill-in-tlc-report 51.xsl</td>
</tr>
<tr>
<td>copyright-report.xsl</td>
</tr>
</tbody>
</table>

### Letters and Forms used in Web ILL online printouts:

Incoming Request Information

`www-ill-in-print.xsl`

Outgoing Request Information

`www-ill-out-print.xsl`

Letter to Patron - Cancellation of Request

`www-ill-patron-8.xsl`

Letter to Patron - Missing Information

`www-ill-patron-0.xsl`

Letter to Patron – Overdue Letter

`www-ill-patron-o.xsl`
5.5.2 print_ini

Multiple types of each print form can be added by creating a form with a numeric extension: `<file-name>-nn` (e.g., `www-ill-in-print-01.xsl`). The `nn` represents the form’s format number, and the required form’s format should be entered in the `illxx/tab/print_ini` table. Col.4 of `print_ini` is used to determine whether the patron letter (`www-ill-patron-*) is printed (P), mailed to the patron (M) or both (B).

6. ALEPH System - Setup And Configuration Table

This chapter contains ILL related table setup instructions for the ALEPH system installation.

6.1 /alephe

6.1.1 aleph_start

Define your ILL module as external:

```
setenv ill_mode EXTERNAL
```

6.2 /alephe/tab

6.2.1 tab_sub_library.eng

Define library type 6 for the ILL unit, set ALEPH as the Local patron record library (Col.9), for example:

```
U60WD   6    USM50 L HUMANITIES - ILL Center Unit              ALEPH
U60HL    6    USM50 L SCIENCE - ILL Center Unit                      ALEPH
U60LA    6    USM50 L MUSIC - ILL Center Unit                          ALEPH
```

6.2.2 tab_ill_unit.eng

The table lists the ILL Units and their server addresses.

For example:

```
<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1!</td>
<td>!!!</td>
<td>--------------------------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>2!</td>
<td>!!!</td>
<td>----------------------------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>3!</td>
<td>!!!</td>
<td>---------------------------------</td>
<td>-------</td>
<td></td>
</tr>
<tr>
<td>4!</td>
<td>!!!</td>
<td>---------------------------------</td>
<td>-------</td>
<td></td>
</tr>
</tbody>
</table>

U60WD U60WD WID ILL UNIT  N 10.1.235.47:12001
Column 3 determines whether the unit will be displayed for the patron’s choice of an ILL unit that will handle his request. For a site that limits the patron to using his Z303-ILL-LIBRARY only, this should be set to “N”.

6.2.3 library_relation

Set the relations between the ALEPH ILL library (XXX20) and the ADM libraries (XXX50), for example:

ADM USM20 USM50
ILL USM50 USM20
BIB USM50 USM20

6.2.4 tab_base.eng

Define logical bases that are used for the Locate function for incoming requests and the self-ownership check for outgoing requests, for example:

<table>
<thead>
<tr>
<th>WID</th>
<th>WID-Main Library</th>
<th>USM01</th>
<th>USM01 Y wsl=wid</th>
</tr>
</thead>
<tbody>
<tr>
<td>HYL</td>
<td>HYL-East Asian Lib</td>
<td>USM01</td>
<td>USM01 Y wsl=hyl</td>
</tr>
<tr>
<td>LAW</td>
<td>LAW-Law School</td>
<td>USM01</td>
<td>USM01 Y wsl=law</td>
</tr>
</tbody>
</table>

6.3 XXX20/tab (ILL Library)

6.3.1 tab_locate

This table participates in the building of LOCATE queries for ILL Borrowing and Lending requests. Make sure that each base set in the potential supplier profile has a corresponding entry in tab_base.eng. When a lending request is initiated, this table is consulted and the lending library attempts to locate a matching bibliographic record for the requested item.

Note: tab_locate must also be defined in the ILL library of the ILL system (ILLXX).

Make sure that each locate base is defined in /alephe/tab/tab_base.eng of the ALEPH system.

6.3.2 tab100

In the ALEPH system’s ILL library (XXX20), Set flag DOC-TYPE-ILL to Y.
6.4 XXX50/tab (ADM Library)

6.4.1 tab27

tab27 defines one aspect of hold requests and ILL requests in the Borrowing Library - whether the item is assigned to the hold shelf or is immediately loaned when it becomes available. When a requested ILL item is received by the library, an item record is automatically created, and it can be registered to the hold shelf or immediately loaned to the patron. The table uses the item status to determine which option is relevant.

One of the following five options can be set:

01 generates a pickup letter for the patron and a hold shelf slip for the item. The loan will be performed in a regular manner when the item is picked up. This should be used for the normal library "hold shelf" functionality.

02 generates a delivery slip for the item and automatically loans the item to the patron. This can be used for home delivery.

03 generates a pickup letter for the patron and a delivery slip for the item and automatically loans the item to the patron. This can be used if the library puts the requested material in the patron's mailbox and also wants to inform the patron that the material is now available.

04 reading room: performs option 02 and creates a Z310 record for Reading Room control.

05 for items received through ILL: loan to the pickup sublibrary, (requires that the sublibrary code is a "USER"), taking the pickup sublibrary from the ILL request. If there is no pickup sublibrary, loans to the ILL sublibrary of the requester.

6.4.2 pc_tab_exp_field.eng

This table defines the field values for the pull-down menu options in the different GUI applications.

- Example 1: ILL-LIB entry defines the ILL Unit drop-down list that is available in the Patron Global Information-ILL Library field.

<table>
<thead>
<tr>
<th>ILL-LIB</th>
<th>L Main Library ILL Center</th>
<th>U60WD</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILL-LIB</td>
<td>L LAW Library ILL Center</td>
<td>U60LA</td>
</tr>
<tr>
<td>ILL-LIB</td>
<td>L East Asian Library ILL Center</td>
<td>U60HL</td>
</tr>
</tbody>
</table>

- Example 2: FIELD1 entry defines options for the drop-down menu of Note 1 field of the Global Patron Information (z303_field_1). To define a
patron who is also an ILL staff user, enter the value **ILL-TYPE=01** (for NSLS use **ILL-TYPE=02**).

<table>
<thead>
<tr>
<th>FIELD1</th>
<th>L ILL Staff User - ALEPH</th>
<th>ILL-TYPE=01</th>
</tr>
</thead>
<tbody>
<tr>
<td>FIELD1</td>
<td>L ILL Staff User - ITEMLESS</td>
<td>ILL-TYPE=02</td>
</tr>
</tbody>
</table>

- Example 3: The Web OPAC patron’s Library Card - ILL Total Request and ILL Active Requests, uses the **ILL-EXT-REQ-STATUS** entry of `pc_tab_exp_field.eng`. The list of requests includes a column for the request status, and the translation of the status code to a textual description is performed using the **ILL-EXT-REQ-STATUS** entry.

<table>
<thead>
<tr>
<th>ILL-EXT-REQ-STATUS</th>
<th>L New</th>
<th>NEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Waiting for Process</td>
<td>WAP</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Sent to supplier</td>
<td>SV</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Shipped</td>
<td>SHP</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Retry</td>
<td>RTY</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Unfilled</td>
<td>UNF</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Will be Supplied</td>
<td>WSP</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Conditional Reply</td>
<td>CRP</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Hold Placed</td>
<td>HPL</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Estimate Reply</td>
<td>EST</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Loaned</td>
<td>LON</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Closed</td>
<td>CLS</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Returned</td>
<td>RT</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Waiting for Renewal Reply</td>
<td>WRN</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Renewal - Rejected</td>
<td>RNR</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Renewal - Accepted</td>
<td>RNA</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Lost</td>
<td>LST</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Damaged</td>
<td>DMG</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Waiting for Cancel Reply</td>
<td>WCR</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Cancelled</td>
<td>CA</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Received for loan</td>
<td>RFL</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Recalled</td>
<td>RCL</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Overdue</td>
<td>OVD</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Locate failed</td>
<td>LOF</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Error</td>
<td>ERR</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Deleted</td>
<td>DEL</td>
</tr>
<tr>
<td>ILL-EXT-REQ-STATUS</td>
<td>L Location</td>
<td>LCR</td>
</tr>
</tbody>
</table>

### 6.4.3 tab100

In **tab100** of the ALEPH system, set the flag **ILL-ITEM-SUB-LIBRARY**. For the borrowing library, this flag determines the item sublibrary that is set to items received for loan from the lending library. Values can be 1 or 2.
1 = (default). Always use the patron home library if populated; otherwise use the pickup location of the request.

2 = use the pickup location if it is a valid "item" sublibrary; otherwise use the patron home library.

6.4.4 tab_check_circ

This table sets the checks that will be performed when the self-ownership check is performed in the borrowing library. tab_check_circ is activated only when the ILL unit record is set to Check Local Ownership including check of item availability. Before determining that an item is self-owned and available for the patron, the system performs circulation checks: ILL-L (for loan request) and ILL-C (for copy request).

For example:

<table>
<thead>
<tr>
<th>ILL-L</th>
<th>check_circ_1_c_a</th>
</tr>
</thead>
<tbody>
<tr>
<td>ILL-L</td>
<td>check_circ_2_a</td>
</tr>
<tr>
<td>ILL-L</td>
<td>check_circ_4_a</td>
</tr>
<tr>
<td>ILL-L</td>
<td>check_circ_7_a</td>
</tr>
<tr>
<td>ILL-C</td>
<td>check_circ_1_c_a</td>
</tr>
</tbody>
</table>

7. HTML Pages of the ILL Web Interface

HTML Pages of the ILL Web Interface are located in the ./alephe/www_l_eng, www_p_eng and www_m_eng directories. In /alephe/tab/path_convert, set the location of these directories using the following example:

```
$ill01_dev/ill01/www_l_eng $alephe_root/www_l_eng
$ill01_dev/ill01/www_m_eng $alephe_root/www_m_eng
$ill01_dev/ill01/www_f_eng $alephe_root/www_f_eng
$ill01_dev/ill01/www_p_eng $alephe_root/www_p_eng
```
8. Defining ILL Workflow Participants

8.1 ILL Staff Authorizations (Z66/67)

The setup of ILL staff users is done via the Web ILL Maintenance interface (for example: 10.1.287.58:8995/M).

Each ILL staff user is authorized for a single ILL Library (ILLXX). Only records (ILL units, staff users and suppliers) assigned to that particular user’s ILL Library will be available for display and update. Staff users are assigned to an ILL Library by the MASTER ILL user, who creates the staff record and is the only one who can edit it. If the staff user (who is not the MASTER ILL user) creates a new staff user, his ILL library is assigned to all the staff users he creates without the option to edit the ILL library field.

Each ILL staff user is authorized for a single ILL unit. When a user is assigned to the ILL Web interface he views only the ILL borrowing and Lending requests that are assigned to his particular ILL unit. The ILL unit field has a drop-down menu which can be accessed by the authorized ILL staff user.

Tab 1: General

User Name
Type in the user login name.

User Password
Type in the user password.

User ILL Unit
Select the ILL unit for which the staff user has permissions. The list of ILL units includes all ILL units defined for your system.

Tab 2: Permissions
Use the Allow/Deny options to specify for which function the user is allowed/denied access.
Note: When creating a new user, you must enter a user name and password in tab 1- General, click Submit, and then call up tab 2 - Permissions.

8.2 Borrower Record for the ILL Staff User (Z303/305)

In the ALEPH system: In order to enable the ILL staff user to register an ILL request on behalf of library patrons, you must create a patron record (Z303) for the ILL staff user.

Using the GUI CIRC module, create a patron record. Make sure that the Patron ID is the same as the Staff Username, and that the Patron PIN code is the same as the Staff Password.

Special fields for ILL setup:

- Define unlimited values (9999) in the ILL Total/Active Limit Fields
- In the Note 1 field (z303_field_1), enter the value ILL-TYPE=01. For a ‘patronless’ ILL system (patron details are manually entered on each request), use ILL-TYPE=02.
- Create an ALEPH Local User Z305 record. The values are irrelevant.

8.3 ILL Unit (Z704)

- ILL-UNIT for outgoing requests (borrowing library) - handles the ILL requests for a group of patrons; each patron is handled by a default unit defined in that patron’s global information record, or the unit chosen by him.
- ILL-UNIT for incoming requests (lending library) is an administrative unit that handles the ILL requests directed to it; it is authorized to lend items from particular sublibraries.

Normally, a unit will be set up as both borrowing and lending.

The setup of the ILL-Unit is done via the Web ILL Maintenance interface (for example: 10.1.287.58:8995/M). Each ILL unit record must have a corresponding supplier record, which has the same code as the ILL code. Upon submitting a new ILL unit (Z704), the system automatically creates an ILL supplier record (Z700) with the same supplier code as the ILL unit code. This initial supplier has default values based on the code entered.
on values taken from the ILL unit record and its Locate Type field is Unit Management. A user should overview this automatically created supplier record and manually update missing fields or those that have not been corrected (e.g., missing supplier fields: Institution Symbol, ILL Service Address and Name field).

The ILL Unit form is divided into four tabs.

**Tab 1: General Information:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Code</td>
<td>ILL01</td>
</tr>
<tr>
<td>Incoming Handling Allowed?</td>
<td>Yes</td>
</tr>
<tr>
<td>Outgoing Handling Allowed?</td>
<td>Yes</td>
</tr>
<tr>
<td>Check Local Ownership</td>
<td>Yes</td>
</tr>
<tr>
<td>ILL Library</td>
<td>ILL01</td>
</tr>
<tr>
<td>ILL Staff Request Type</td>
<td>01</td>
</tr>
<tr>
<td>Authentication Library</td>
<td>USM50</td>
</tr>
<tr>
<td>Authentication Type</td>
<td>ALEPH</td>
</tr>
<tr>
<td>Authentication Server</td>
<td>10.1.236.19.8995</td>
</tr>
<tr>
<td>STS Server</td>
<td>10.1.236.19.8995</td>
</tr>
<tr>
<td>STS Retrieval Type</td>
<td>ALEPH</td>
</tr>
</tbody>
</table>

**Internal Code**
Contains the ILL UNIT code. The display of ILL records in the ILL Web interface is filtered by the ILL UNIT. This means that when the staff user is logged into the interface, only those ILL records that are assigned to his authorized ILL unit will be displayed.

**Incoming Handling Allowed?**
Select Yes if you want to allow this ILL unit to be active as a Lending Library. If you want to block incoming request operations, select No.

**Outgoing Handling Allowed?**
Select Yes if you want to allow this ILL unit to be active as a Borrowing Library. If you want to block outgoing request operations, select No.

**Check Local Ownership**
This field defines whether or not the ILL Unit will first check for self ownership when locating a potential supplier for an outgoing request.

There are three check levels:

**No Check** – value 0: the check for self ownership will not be performed at all.
Check without Item Availability – value 1: self check ownership will be performed before the outgoing request Locate for Potential Suppliers process begins. The system will check for matching BIB and ADM records with linked item/s. The availability of the found item/s is not checked.

Check with Item Availability – value 2: The request will be flagged as Locally Owned if BIB and ADM records with an available item have been found. The availability check includes all relevant circulation checks as defined in the tab_check_circ ADM table of the ALEPH system.

The status the request will be given as a result of local ownership is specified in fields which are defined in the ILL Unit Form-Fourth Tab - Auto Process. Note that the self ownership check is performed only for the first Locate attempt. When additional locate attempts are carried out for a request which has already been designated as Locally Owned, the self ownership check is not performed again and the locate of a potential supplier is not blocked.

ILL Library
Select the ILL BIB library for the ILL unit. The drop-down options are set in the HTML pages: ill-unit-new (for a new ILL unit form) and ill-unit-display (for display/update ILL unit form), both pages under the directory: ./alephe/www_m_eng.

ILL Staff Request Type
Select the Request Type for the staff authorized for the ILL unit. For ILL systems that use ALEPH Administrative data (e.g., patron record files and items records are managed by the ALEPH system), select type 01. Select type 02 for an ILL system that does not have an ALEPH Administrative database. The drop-down list is built from the STAFF-REQUEST-TYPE menu of the ILL library table: www_tab_exp_field.eng.

Authentication Library
Select the ADM library against which the authentication check is made. The drop-down list is built from the AUTHEN-LIBRARY menu of the ILL library table: www_tab_exp_field.eng.

Authentication Type
Select the type of system against which you want to perform a user authentication check. For example, ALEPH, ALEPH PDS (Patrons Directory Service) or ALEPH METALIB. The drop-down list is built from the AUTHEN-TYPE menu of the ILL library table: www_tab_exp_field.eng.

Authentication Server
Type in the IP Address: ILL Web Port Number (e.g: 12.123.1.25:8995) in which the authentication check was performed.

BIB Server
Type in the IP Address: ILL Web Port Number (e.g: 12.123.1.25:8995) where your library’s bibliographic data is stored.
BIB Retrieval Type
Select the type of bibliographic records to be retrieved from the BIB server.
For example: ALEPH, METALIB.
The drop-down list is built from the BIB-RETRIEVAL-TYPE menu of the ILL library table: www_tab_exp_field.eng.

Tab 2: Pickup

Pickup Locations
Note that the Pickup Location field cannot be filled while editing a new ILL unit record. After submitting a new record update the existing ILL unit record.

Check the sublibraries from which the ILL unit’s patrons are allowed to pick up their requested ILL material when it arrives. The sublibraries selected will be listed in the drop-down menu of the Pickup Location field of the OPAC ILL Request form.

The drop-down list is built from the REQUEST-PICKUP-LOC menu of the ILL library table: www_tab_exp_field_extended.eng.

Tab3: Circulation Handling

This tab defines various parameters involved in the circulation of interlibrary loans and the lending library.
Circulation Library
Select the ADM library in which the circulation transaction will be registered when the ILL unit is used as a lending library. The drop-down list is built from the CIRC-LIBRARY menu of the ILL library table: www_tab_exp_field.eng.

Circulation Handling Type
Select the way in which the interlibrary loan interacts with the circulation system. If your library system manages its circulation data in ALEPH, select ALEPH. This will prompt the system to automatically trigger circulation transactions as a result of ILL activities (e.g., loans, return, renewal). In addition, the Locate procedure for matching a record for supply will include the item availability check. If your circulation data is not managed by ALEPH, but by another system, select the ITEMLESS option. ITEMLESS prompts the system not to trigger circulation activities, and the Locate procedure for matching a record for supply is performed only at the level of bibliographic matching.

The drop-down list is built from the CIRC-HANDLING-TYPE menu of the ILL library table: www_tab_exp_field.eng.

Circulation Server
Type in the circulation IP Address: ILL Web Port Number

Circulation Locate Base (for incoming requests)
Note that the Circulation Locate Base field cannot be filled while editing a new ILL unit record. After submitting a new record update the existing ILL unit record.

Select the library base in which the system will attempt to find a matching record for supply. The drop-down list is built from the CIRC-LOCATE-BASE menu of the ILL library table: www_tab_exp_field_extended.eng.

Circulation Sublibraries (for incoming requests)
Note that the Circulation Sublibraries field cannot be filled while editing a new ILL unit record. After submitting a new record, update the existing ILL unit record.

Set the sublibraries to which an item loaned by this ILL unit must belong. An item cannot be loaned by this ILL Unit if it does not belong to one of these sublibraries. The list of sublibraries is determined in the CIRC-SUB-LIBRARY menu of the ILL library table: www_tab_exp_field_extended.eng.

Tab 4: Automatic Process
This tab defines parameters for the ILL unit unmediated process. The first four fields related to incoming requests; the last two related to outgoing requests.
Item Locate Failed  (Loan) (for incoming requests)
Select the request status that will be set to an incoming request which fails to find a matching BIB record when the request is for a loan. Supported options are: Mediated and Unfilled. If Unfilled is selected, the failed BIB locate will also trigger an automatic dispatch of Answer-Unfilled to the requester. The drop-down options are set in the HTML page: loc-status-include under the directory: ./alephe/www_m_eng.

Item Locate Failed (Copy) (for incoming requests)
Same as previous field but for an incoming request that is for a copy.

Item Availability Failed  (Loan) (for incoming requests)
Select the request status that will be set to an incoming request for which a BIB record was located, but no available item was located for loaning when the request is for a loan. There can be various reasons for this, such as the items do not belong to the permitted sublibraries, or because the items are already on loan. Supported options are: Mediated and Unfilled. If Unfilled is selected, the failed BIB locate will also trigger an automatic dispatch of Answer-Unfilled to the requester. The drop-down options are set in the HTML page: loc-status-include in the directory: ./alephe/www_m_eng.

Item Availability Failed  (Copy) (for incoming requests)
Same as previous field but for an incoming request that is for a copy.

Self Ownership Found (Loan) (for outgoing requests)
Select the request status that will be set to an outgoing request which is for a loan if the requested item was located as a self owned item. Note that the Self Ownership Check is performed only if the Check Local Ownership field of the ILL unit (tab 1-General) is set to one of the following two options: Check without Item Availability or Check with Item Availability.

The drop-down options are set in the HTML page: self-own-status-include in the directory ./alephe/www_m_eng.

Self Ownership Found (Copy) (for outgoing requests)
Same as previous field but for an outgoing request that is for a copy.
8.4 Supplier (ILL Partner Z700)

The ILL supplier setup is done via the Web ILL Maintenance interface. Each ILL partner to which you intend to send an ILL outgoing request or handle his incoming request must have an ILL partner (supplier) record.

A supplier record must also exist for your own ILL unit. In addition, each ILL partner must have a Patron Record in the ALEPH system (Z303/Z304/Z305/Z308). To set supplier’s patron, use the GUI CIRC interface, create a Z303 PATRON for the ILL partner, entering at least the following:

- **Z303 Global Patron Information**
  - Patron ID: ILL Supplier Code
  - Name: ILL Supplier Name
  - Pin Code, Barcode, Barcode Verification and Language (can be system-generated)

- **Z305 ALEPH Local Patron Information**
  - Status: ILL Borrower Status
  - Expiry Date: Dec.31, 2099
  - Photo Charge: F
  - Privileges: irrelevant, but must be set

The ILL supplier form in the Web ILL Maintenance interface is divided into three tabs.

**Tab 1: Address**

<table>
<thead>
<tr>
<th>Address</th>
<th>General</th>
<th>Locate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Internal Code</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Institution Symbol</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ILL Service Address</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Name</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>POB</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Street Number</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>City</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Region</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Zip Code</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Country</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Internal Code**
The supplier’s internal code.
Institution Symbol
The supplier’s institution ISO compliant System-ID (instructs the recipient of the APDU how to address the initiator of the APDU).

ILL Service Address
The supplier’s ILL service address to which all APDU messages for the supplier are sent. If the supplier is capable of receiving APDU messages using TCP/IP protocol, the format for this field will be: IP Address: ILL Server Port Number. For example: 125.78.23.100:9006

If the supplier is able to receive messages only by using SMTP protocol, this field will contain the supplier server mail address. For example: oclc@14.4.254.25.

Address Information Fields
The rest of the fields of this tab contain free text address information of the supplier.

Tab 2: General

Default Order Delivery
Select the protocol in which the APDU messages are sent to the supplier. If the supplier is capable of receiving APDU via TCP/IP, select ISO TCP/IP. If the supplier is able to receive messages only via SMTP, select ISO SMTP. The Server address (for TCP/IP) or the server’s mail address (for SMTP) is defined in the ILL Service Address field of the supplier record-tab1.

Return Delivery Delay
In the borrowing library – this field defines the expected delay in the delivery of an item when the loaned item is returned to the supplier. Type in up to 3 digits (for the number of days).
When an item is received for loan, the supplier specifies a date by which it must be returned (the Expected Return Date). You may require the patron to return the item to the library a few days before this date, to allow time for dispatch to the supplier. The number of days you wish to allow for processing may be entered here. If you leave this value set to zero, the system will use the Return Delivery Delay parameter which is set in the Potential Supplier Record (Z701). If it too is left empty, a system-wide default value is used: ill_return_for_user. This default parameter is set in alephe/www_server.conf.

**Note**
This field allows you to enter a free text note related to the supplier.

**Status**
Type in the supplier status, e.g., Domestic, Foreign, Distributor, etc. Note that if NA is entered in this field, the supplier will be considered a non-active supplier and will not be used by the system when locating potential suppliers for an outgoing request.

**Language**
Select the supplier language.

**Currency**
Select the supplier currency.

**Contact Person 1-5**
Up to five supplier contact persons can be entered in these 5 fields.

**Tab 3: Locate**
The Locate tab form stores information used by the system when the supplier is involved with the Locate process for potential suppliers for an outgoing request. It indicates the method in which the locate is performed.

<table>
<thead>
<tr>
<th>Address</th>
<th>General</th>
<th>Locate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Internet Code:</strong> U60WP</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Locate Type</strong></td>
<td>ALEPH ILS Handling</td>
<td></td>
</tr>
<tr>
<td><strong>Locate Library</strong></td>
<td>US/CA</td>
<td></td>
</tr>
<tr>
<td><strong>Locate Server</strong></td>
<td>10.1.36.13:8891</td>
<td></td>
</tr>
<tr>
<td><strong>Locate Base</strong></td>
<td>VND</td>
<td></td>
</tr>
</tbody>
</table>

**Locate Type**
Select the Locate Type for this supplier. The Locate Type is consulted by the system when there is an attempt to locate the supplier for an outgoing request. Possible Locate Types are:

**ALEPH ILS Handling** – The supplier uses ALEPH as its library system and the Circulation Administrative data is held in ALEPH format. For this locate type, when the locate of a potential supplier is performed, the system attempts to locate a matching BIB record in the supplier library and an available item. The locate will end
successfully only if the available item which is found for supply is located in the supplier’s library. Otherwise, the system will not add that supplier as a potential supplier to fill the request.

**ALEPH UC (Union Catalog) Handling** - The supplier uses ALEPH as its library system but the Circulation Administrative data is not in ALEPH format. For this locate type, when the Locate of a potential supplier is performed, the system attempts to locate a matching BIB record in the supplier library. There is no item availability check. The locate will end successfully as soon as a matching BIB record is found.

**Unit Management** – The supplier is one specified in your ILL unit. In this case, the locate procedure is the same as that used for the ALEPH ILS Handling type.

**External System** – The supplier uses an external system and the search is done using the z39 gate. You must have z39 gate configuration for the supplier’s base. For this Locate Type, when the Locate of a potential supplier is performed, the system attempts to locate a matching BIB record in the supplier library. There is no item availability check. The locate concludes successfully as soon as a matching BIB record is found.

For each Locate Type the additional three fields of this tab: Locate Library, Locate Server and Locate Base, all respond in a different way.

**For ALEPH ILS and ALEPH UC Locate Types:**
Select the **Locate Library**. The drop-down list is built from the CIRC-LIBRARY menu of the ILL library table: `www_tab_exp_field.eng`.

Type in the **Locate Server** - IP Address and Web Port Number (e.g. 10.1.237.17:5558).

Upon submitting the supplier record, the system will add a **Locate Base** field. This field is the base in which the system will try to locate a matching record when attempting to locate the supplier for an outgoing request. Note that this field cannot be filled while editing a new supplier record. After submitting a new record, fill in the relevant Locate Base by updating the existing supplier record. The drop-down list of the Locate Base field is built from the CIRC-LOCATE-BASE menu of the ILL library table: `www_tab_exp_field_extended.eng`.

**For Unit Management Locate Type:**
All three fields—Locate Library, Locate Server and Locate Base—are taken from the corresponding ILL Unit, which has the same code as the supplier code. When a new ILL Unit is added, the system automatically creates a corresponding supplier record with a Locate Type of Unit Management.

**For External System Locate Type:**
When creating a new supplier with a Locate Type of External, none of the three fields—Locate Library, Locate Server and Locate Base—should be filled. After submitting a new record, fill in the relevant locate external base by updating the existing supplier record. The selected base must have z39_gate configuration where the locate server and locate library are defined. The drop-down list of the Locate Base
field is built from the Base menu of the ILL library table: www_tab_exp_field_extended.eng. Note that for Base menu, column 2 (subdivision) of www_tab_exp_field_extended.eng must be left empty.

8.5 Potential Supplier

The setup for potential suppliers of the ILL unit is done via the ADMIN tab of the Web ILL Staff interface (for example: 10.1.287.58:8995/L).

The Potential Suppliers (Z701) List sets the roster of ILL partners to which an outgoing (borrowing) request is directed. It defines the ILL supplier profiles for the ILL unit to which the user is logged in. The Z701 is consulted by the system when the Locate function is performed in the borrowing library (also known as the Borrowing Locate). The Locate procedure attempts to locate potential suppliers for an outgoing request according to the profile defined in the potential supplier roster.

For each potential supplier, there is a definition of media type, locate base, level, randomize flag, average supply days, expiry days and return delivery delay.

When the system deals with a new ILL request to determine potential suppliers, the Locate function is performed on each supplier one at a time.

When editing a new potential supplier profile set the following:

8.6 Requested Media
Select the requested media and the format in which you want to create the profile entry. The media code options are listed in the HTML page: p-supplier-new under the directory: ./alephe/www_l_eng. The media codes MUST be one of the following: PRINTED, COPY, MICROFORM, VIDEO, AUDIO, MR, OTHER. Use these only with a prefix of L-, E- or C-. L for loan request, C for photocopy request and E for electronic copy. In order to manually add new suppliers to a request's potential suppliers list, regardless of the request's media, use ANYMEDIA in the Requested Media field. ANYMEDIA must not have a prefix.

Randomize
The Randomize selection is valid for the whole group level, therefore, this field is valid only for the first entry (first sequence) of each level. If you want the order of the search for potential suppliers to be randomized within the level, select Yes. If you want the search to be performed within the group according to the order listed, select No.

Responder Name
Select the supplier name. The system automatically lists all suppliers (Z700) that are registered in your system.

Responder Base
Select the supplier base in which the system attempts to locate a matching BIB record. If the supplier’s Locate Type is Unit Management, ALEPH ILS or ALEPH UC, the locate will end successfully (i.e., the supplier will be assigned to the request) only if an item available for supply has been found in the supplier’s base. If the Responder Base field is left empty, this field will be filled with the base defined in the Locate Base field of the supplier record (Z700). The drop-down menu is combined from two sources: bases defined as EXT01 bases in tab_base.eng and from the OUT-BASE menu of the ILL library table: www_tab_exp_field.eng.

Level
Select the group level for the supplier profile entry. For each request’s media type, the system starts the locate with group level 01 through 98. Each media type can have a “Last Resort” supplier, defined by group level 99. The Locate check is not performed for the 99 supplier, and consequently, the Responder Base field should be left empty for level 99. The order of the search within a single level may or may not be randomized (as defined in the Randomize field).

Average Supply Days
This option defines the average number of days needed for the supplier to supply the requested item (per specific media). This parameter is consulted by the system when the borrowing locate is performed: if the request Need Before Date parameter is earlier than the current date (the Locate Date) plus the average number of supply days, the supplier will not be included in the potential supplier list of the request. The second time this parameter is consulted is when the Send is performed (Send Request to Supplier). If the request Need Before Date parameter is earlier than the current date (Send Date) plus an average number of supply days, the supplier’s request is not sent out and its status changes to No Time to Supply (NTS).
Expiry Days
Defines the number of days after which the request expires. Each request that was sent to a supplier but no response was received within the number of days defined in this field can be declared as expired (and an EXPIRED message can be sent manually or by running the service: Borrowing Library - Expired Messages- ill-15)

Return Delivery Delay
Defines the expected delay in the delivery of an item when the loaned item is returned to the supplier. Type in up to 3 digits (for the number of days). When an item is received for a loan, the supplier specifies a date by which it must be returned (the Expected Return Date). You may wish to ensure that the patron returns the item to the library a few days before this date, to allow time for dispatch to the supplier. The number of days you wish to allow for processing may be entered here.
If you leave this value set to zero, the system will use the Return Delivery Delay parameter which is set in the supplier record (Z700), if this is also left empty, a system-wide default value will be used: ill_return_for_user. This default parameter is set in alephe/www_server.conf.

9. ILL Services

The following batch services and reports are available in the Services link of the ILL Web Staff Interface:

Load ILL Suppliers Profiles (ill-52) - This service rebuilds the ILL suppliers profile (Z701) and should be run after initial conversion and data load.

Lending Library – Incoming ILL Requests Report (ill-50) - This service enables you to retrieve ILL incoming requests, produce a report, and print a separate slip for each retrieval request. The service also enables you to update the status of all located requests from LOC (Located) to LPR (Located and Printed).

Lending Library Statistics Report (ill-17) - This service produces a statistics report for the lending library. The statistics report includes the following information:

- Requester ID
- Total no. of requests
- No. of pending requests - Requests that have not been shipped.
- No. of cancelled requests - Requests that have been cancelled.
- No. of unsupplied requests - Requests that have been answered with “Unfilled”.
- No. of filled requests - Requests that were shipped.
- Percentage of filled requests
- Average number of days for filling the requests - Number of days from the time the incoming request was made until it was answered with a SHP message.
- Average number of days for shipping the request - Number of days from the time the request was shipped until it was received by the requester.
• Average number of days for returning the request - Number of days from the
time the request was returned from the requester until it was checked-in by the
lending library.

Borrowing Library – Statistics Report (ill-18) - This service produces a statistics
report for the borrowing library. The statistics report includes the following
information:

• Supplier code
• Total no. of requests - Requests that were sent to a supplier
• No. of pending requests - Requests that were sent to a supplier or shipped but
  have not yet arrived.
• No. of cancelled requests - Requests that were sent to a supplier and cancelled.
• No. of unsupplied requests - Requests that were sent to a supplier, who replied
  with “Unfilled”
• No. of filled requests
• Percentage of filled requests
• Average number of days for filling the requests - Number of days from the
  time the request was made until it was shipped
• Average number of days for shipping the request - Number of days from the
  time the request was shipped until it was received by the requester.
• Average number of days for returning the request - Number of days from the
  time the request was returned from the requester until it was checked-in by the
  lending library.

Borrowing Library - Expired Messages (ill-15) - This service tracks Outgoing
Requests which have been sent to a supplier (status SV) but no response was received
within the number of days defined in the request's Expiry Days parameter.

The ill-15 service sends APDU expired messages for these requests and changes the
supplier's status of the request from SV to EX (Expired). If there are no other
potential suppliers to which the request can be sent, the Patron Request Status is also
changed to Expired. If there are additional potential suppliers that can be activated,
the next Request to Supplier becomes active and its status is changed from PND
(Pending) to NEW. The Patron Request status becomes WAP (Waiting for
Processing).

Only requests managed by the ILL unit to which you are logged in will be handled by
this service.

Borrowing Library - Automatic Processing (ill-13) - This service works in
conjunction with the ILL library table tab50, which is used for determining automatic
processing for outgoing ILL requests.

When ill-13 is submitted, the system attempts to locate the list of potential suppliers
for each patron request (Z410) by invoking Z701 - supplier profile. Only requests
managed by the ILL unit to which you are logged in will be handled by this service.
If the Locate operation fails, the Patron Request Status is changed to LOF (locate failed). If the locate operation is successful, a list of requests to suppliers (Z411) is created for the patron request. Every request to supplier has a sequential number (Z411-SEQUENCE) representing its position in the list. The top priority request to a supplier gets NEW as its status (Z411-STATUS). All other requests get a status of PND (pending). At this stage, ill-13 invokes tab50 to determine what is the next automatic action for each request to supplier according to the filters defined in tab50.

The possible automatic actions are SEND and CANCEL.
SEND – An automatic attempt is made to send the request to the supplier. If the Send operation is successful, the Request to Supplier status is changed to SV. In the event of a failure, the status is changed to ENN (where NN represents the number of failures).

CANCEL - Cancels the request to the supplier before it has been sent out. If a technical problem in dispatching the APDU ILL Request to the target server has occurred (due to a problem in the target server), you can define a certain number of attempts for sending the request, after which the request is automatically cancelled (Z411-STATUS changed to CA). This triggers the next request to the supplier to become active (i.e., its Z411-STATUS changes from PND to NEW).

Copyright Report – (ill-54) - This service produces a report that counts how many outgoing requests per serial title were made by the ILL Unit in a specified period. It also counts how many different patrons have requested a particular title. This service requires that the service ILL-55 (Clear Copyright Compliance Database) be run once a year.

Clear Copyright Compliance Database (ill-55) - This service must be run at the end of each calendar year. It drops Z417 (Copyright Compliance table).

Archive ILL Requests – (ill-56) - This service enables archiving of incoming (lending) and outgoing (borrowing) requests. The archive records are written in the data_scratch directory of the ILL library.

Archive ILLSV Documents (ill-60) - This service enables archiving of ILLSV documents. The archived records are written into the archive directory at the ILLSV library's root. A new directory is created in the archive directory with a name that is made up of the “From” and the “To” dates in the following manner: {From Date}-{To Date}-{PID}. All archived records are written into this directory.

Locate Incoming Requests – (ill-23) - This service locates new incoming requests and attempts to find them a matching BIB record with items that are available for supply. Circulation checks are performed to determine whether the available items can be loaned/copied to the requester. The service also includes the option to update the status of located requests according to the result of the checks that were performed (optional).

If the attempt to find matching BIB records and an available item concludes successfully, the status of located requests is updated to LOC (Located). However, if the attempt to find matching BIB records and an available item fails, the request status
is changed according to a predefined setup of the ILL unit. Possible statuses are: MED (mediated handling) or AUF (answer-unfilled). If the status is AUF, an APDU Answer-Unfilled message is automatically sent to the requester.

This service produces two types of printouts:

- Located Incoming ILL Requests Report - which lists all handled incoming requests, including request number, bib info, available items, if located (YES/NO) and current or updated status of the request (form ill-unmediated-incoming-report).
- Incoming ILL Request – Supply Information slip for each request that has an available item for supply (optional). The slip includes full incoming request information, bib info and the details of available items, including barcode and location info (form ill-slip-incoming-report).

This service locates new incoming requests with the possibility of updating statuses of located requests. A report is produced of Located Incoming ILL Requests.

Lending Library Overdue and Lost Handling – (ill-30) - This service retrieves all incoming loan requests already supplied (as opposed to incoming photocopy requests already supplied) which have the status Sent as Loan or Received by Requester. The ill-30 service checks the expected return date of the retrieved requests. If the expected return date is earlier than the current date (and does not include the current date) the system attempts to send an Overdue message to the requester (borrowing library).

When the system succeeds in sending the Overdue message, the request status is changed to Overdue and it is reported as Overdue Message Successfully Sent.
When the system fails to send the Overdue message, the request status is not changed and it is reported as “Overdue Message Failed”. The service produces two types of reports:

- Overdue Summary (form: overdue-apdu-report-total) - This reports the total number of overdue messages successfully sent to requesters and the total number of overdue messages which failed. In addition, the Overdue Summary report lists the number of successful and failed overdue messages for each lending library (responder unit).

- Overdue Statistics Report (form: overdue-apdu-report-body) - This report produces a slip for each combination of responder unit and requester unit. The report shows the number of successful and failed overdue messages. It also shows details for each request for which the overdue message failed.

Patron Link Removal – (ill-32) - This service erases patron details (e.g., ID, name, address, e-mail, etc.) from ILL incoming and outgoing request records to ensure patron confidentiality. The patron information is replaced with SCBYYYYMMDD, where the last 8 characters represent the service execution date. The service handles requests with the status of Cancelled, Closed or Deleted. The ill-32 service produces a report (patron-removal-ids) which lists all requests in which patron details were erased.

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Create New ILL Request Sent by Mail (ill-72) - This service processes new requests that were created by Request Submission Messages (type RSM C) based on mail which includes an XML file of an interlibrary loan.

ILL-72 handles the first part of processing RSM C (a Request Submission Message). The user fills in the two arguments of the service parameters:

1.) the path for a UNIX directory, and
2.) the responsible ILL unit that will process the outgoing request.

When activating the batch, the path provided by the user is searched for in a directory named "Incoming". If this directory does not exist in the path, the batch will conclude without any action being taken, since the XML files to be analyzed must exist only in the incoming directory. If such a directory exists and there are files in that directory, the batch will process all those files. It will create new ILLSV documents of the type RSM C. After creating a new ILLSV document, the XML file will be transferred from the incoming directory to a processed directory. If there was an error that prevented the new document from being created, the file will be moved to an error directory instead of the processed directory.

From this stage, the processing of RSM C is handled by UE-17: After ill-72 creates documents in the ILLSV library, UE-17 collects all new ILLSV RSM C documents and creates new documents in the ILL library of the responsible ILL unit (as provided by the user when submitting ill-72) and creates a new ILL outgoing record (Z410).

10. Appendix

10.1 Borrowing Library Request Statuses

The left pane of the BORROWING tab displays the statuses for outgoing ILL requests in varying stages of completion. Following is a brief description of the Outgoing ILL Statuses.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Corresponding Protocol State</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEW</td>
<td>New</td>
<td>IDLE</td>
<td>This is a new request. Potential Suppliers have not yet been identified.</td>
</tr>
<tr>
<td>WAP</td>
<td>Waiting for Process</td>
<td>IDLE</td>
<td>Potential Suppliers have been assigned, but the request hasn't been sent out yet. Or an unfilled has come from one potential Supplier, and the system is configured for mediation before it goes to the next Supplier.</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Corresponding Protocol State</td>
<td>Results</td>
</tr>
<tr>
<td>------</td>
<td>---------------------</td>
<td>------------------------------</td>
<td>---------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SV</td>
<td>Sent to Supplier</td>
<td>PENDING</td>
<td>The request has gone to the Supplier but no response has been given.</td>
</tr>
<tr>
<td>SHP</td>
<td>Shipped</td>
<td>SHIPPED</td>
<td>The Supplier has sent a SHIPPED message.</td>
</tr>
<tr>
<td>RTY</td>
<td>Retry</td>
<td>NOT-SUPPLIED</td>
<td>The Supplier has sent a RETRY message.</td>
</tr>
<tr>
<td>UNF</td>
<td>Unfilled</td>
<td>NOT-SUPPLIED</td>
<td>The Supplier has sent an ILL-ANSWER/Unfilled message.</td>
</tr>
<tr>
<td>WSP</td>
<td>Will be Supplied</td>
<td>PENDING</td>
<td>The Supplier has sent an ILL-ANSWER/Will Supply message.</td>
</tr>
<tr>
<td>CRP</td>
<td>Conditional Reply</td>
<td>CONDITIONAL</td>
<td>The Supplier has sent an ILL-ANSWER/Conditional message.</td>
</tr>
<tr>
<td>HLP</td>
<td>Hold Placed</td>
<td>PENDING</td>
<td>The Supplier has sent an ILL-ANSWER/Hold Placed message.</td>
</tr>
<tr>
<td>EST</td>
<td>Estimate Reply</td>
<td>NOT-SUPPLIED</td>
<td>The Supplier has sent an ILL-ANSWER/Estimate message.</td>
</tr>
<tr>
<td>LON</td>
<td>Loaned</td>
<td>RECEIVED</td>
<td>Local staff has performed a RECEIVED action on the request.</td>
</tr>
<tr>
<td>RT</td>
<td>Returned</td>
<td>RETURNED</td>
<td>Local staff has performed a RETURNED action on the request.</td>
</tr>
<tr>
<td>CLS</td>
<td>Closed</td>
<td>RETURNED</td>
<td>The Supplier has sent a CHECKED-IN message.</td>
</tr>
<tr>
<td>WRN</td>
<td>Waiting for Renewal Reply</td>
<td>RENEW/PENDING</td>
<td>Local staff has performed a RENEW action on the request.</td>
</tr>
<tr>
<td>RNR</td>
<td>Renewal – Rejected</td>
<td>RECEIVED</td>
<td>The Supplier has sent a RENEW-ANSWER/No message.</td>
</tr>
<tr>
<td>S</td>
<td>Renewal – Accepted</td>
<td>RECEIVED</td>
<td>The Supplier has sent a RENEW-ANSWER/Yes message.</td>
</tr>
<tr>
<td>LST</td>
<td>Lost</td>
<td>LOST</td>
<td>Local staff has performed a LOST action on the request.</td>
</tr>
<tr>
<td>DMG</td>
<td>Damaged</td>
<td>None applicable</td>
<td>Local staff has performed a DAMAGED action on the request.</td>
</tr>
<tr>
<td>WCR</td>
<td>Waiting for Cancel Reply</td>
<td>CANCEL-PENDING</td>
<td>Local staff has performed a CANCEL action on the request.</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Corresponding Protocol State</td>
<td>Results</td>
</tr>
<tr>
<td>------</td>
<td>-------------------</td>
<td>------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>CAN</td>
<td>Cancelled</td>
<td>CANCELLED</td>
<td>The Supplier has sent a CANCEL-REPLY/Yes message.</td>
</tr>
<tr>
<td>RCL</td>
<td>Recalled</td>
<td>RECALL</td>
<td>The Supplier has sent a RECALL message.</td>
</tr>
<tr>
<td>OVD</td>
<td>Overdue</td>
<td>OVERDUE</td>
<td>The Supplier has sent an OVERDUE message.</td>
</tr>
<tr>
<td>LOF</td>
<td>Locate failed</td>
<td>IDLE</td>
<td>The attempt to identify potential Suppliers by performing a LOCATE action did not succeed.</td>
</tr>
</tbody>
</table>
### 10.2 Lending Library Request Statuses

The left pane of the **LENDING** tab displays the statuses for outgoing ILL requests in varying stages of completion. The following briefly describes the Incoming ILL statuses.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Corresponding Protocol State</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEW</td>
<td>New</td>
<td>IN-PROCESS</td>
<td>This is a new request. (Automatic LOCATE is deactivated.)</td>
</tr>
<tr>
<td>LOC</td>
<td>Located</td>
<td>IN-PROCESS</td>
<td>This is a new request. Automatic or manual LOCATE is activated, and a match was found.</td>
</tr>
<tr>
<td>LPR</td>
<td>Located and Printed</td>
<td>IN-PROCESS</td>
<td>This is a new request. Automatic or manual LOCATE is activated, and pick-up slip already printed using ill-50 service.</td>
</tr>
<tr>
<td>MLC</td>
<td>Multiple Located</td>
<td>IN-PROCESS</td>
<td>This is a new request. Automatic or manual LOCATE is activated, and more than one match was found.</td>
</tr>
<tr>
<td>MED</td>
<td>Mediated</td>
<td>IN-PROCESS</td>
<td>This is a new request. Automatic or manual LOCATE is activated, and a match was not found.</td>
</tr>
<tr>
<td>SL</td>
<td>Sent on loan</td>
<td>SHIPPED</td>
<td>Local staff has performed a SHIPPED action on the request. (Loaned item.)</td>
</tr>
<tr>
<td>SC</td>
<td>Sent as copy</td>
<td>SHIPPED</td>
<td>Local staff has performed a SHIPPED action on the request. (Non-returnable copy.)</td>
</tr>
<tr>
<td>CAN</td>
<td>Answer Conditional</td>
<td>CONDITIONAL</td>
<td>Local staff sent an ANSWER/Conditional message.</td>
</tr>
<tr>
<td>ART</td>
<td>Answer Retry</td>
<td>NOT-SUPPLIED</td>
<td>Local staff has sent an ANSWER/Retry message.</td>
</tr>
<tr>
<td>AUF</td>
<td>Answer Unfilled</td>
<td>NOT-SUPPLIED</td>
<td>Local staff has sent an ANSWER/Unfilled message.</td>
</tr>
<tr>
<td>ALC</td>
<td>Answer Locations</td>
<td>NOT-SUPPLIED</td>
<td>Local staff has sent an ANSWER/Location message.</td>
</tr>
<tr>
<td>AWS</td>
<td>Answer Will-Supply</td>
<td>IN-PROCESS</td>
<td>Local staff has sent an ANSWER/Will-supply message.</td>
</tr>
<tr>
<td>AHP</td>
<td>Answer Hold-Placed</td>
<td>IN-PROCESS</td>
<td>Local staff has sent an ANSWER/Hold-placed message.</td>
</tr>
<tr>
<td>AES</td>
<td>Answer Estimate</td>
<td>NOT-SUPPLIED</td>
<td>Local staff has sent ANSWER/Estimated.</td>
</tr>
<tr>
<td>RCV</td>
<td>Received by Borrower</td>
<td>SHIPPED</td>
<td>The Borrower has sent a RECEIVED message.</td>
</tr>
<tr>
<td>RT</td>
<td>Return</td>
<td>SHIPPED</td>
<td>The Borrower has sent a RETURNED message.</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Corresponding Protocol State</td>
<td>Results</td>
</tr>
<tr>
<td>------</td>
<td>-------------------</td>
<td>------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>CLS</td>
<td>Closed</td>
<td>CHECKED-IN</td>
<td>Local staff has performed a CHECKED-IN action on the request.</td>
</tr>
<tr>
<td>LST</td>
<td>Lost</td>
<td>LOST</td>
<td>The borrower has sent a LOST message.</td>
</tr>
<tr>
<td>DMG</td>
<td>Damaged</td>
<td>None applicable</td>
<td>The borrower has sent a DAMAGED message.</td>
</tr>
<tr>
<td>CBR</td>
<td>Cancelled by</td>
<td>CANCEL-PENDING</td>
<td>The borrower has sent a CANCEL message.</td>
</tr>
<tr>
<td>CRA</td>
<td>Conditional-</td>
<td>Conditional-Reply accepted</td>
<td>The borrower has sent a Conditional Reply – accepted.</td>
</tr>
<tr>
<td></td>
<td>Reply accepted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RCL</td>
<td>Recall</td>
<td>RECALL</td>
<td>Local staff has performed a RECALL action on the request.</td>
</tr>
<tr>
<td>OVD</td>
<td>Overdue</td>
<td>OVERDUE</td>
<td>Local staff has performed an OVERDUE action on the request.</td>
</tr>
</tbody>
</table>