



A unified community
of trust and support
built around a critical and
clearly understood purpose:

effective resource sharing.

Welcome to the 2016 All-Region User Group!



Wi-fi Info





<u>Partnerships</u>







the future delivered

















Agenda

- 10:00am Coffee & Registration
- 10:30am Welcome, Updates, and Announcements
- 10:50am a)ILLiad 8.7 Update/ILL Code Update
- 11:30am IDS Project contract review
- 12:00pm Lunch
- 1:00pm Constant Data/Custom Holdings Groups and Path
- 1:30pm Learning and Training Opportunities
- 2:00pm Coffee Break
- 2:15pm Group Discussion about Training
- 3:30pm Wrap Up







New Regional User Group Chairs

Coordinator: Jennifer Acker

Western:

- Chair: Heidi Webb
- Co-Chair: Ben Hogben

METRO:

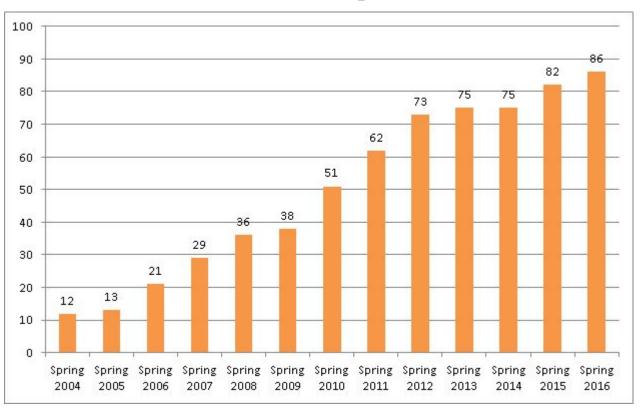
- Chair: Simone Yearwood
- Co-Chair: Rebecca Hyams

Eastern:

- Chair: Jay Kibby
- Co-Chair: Melissa Perez

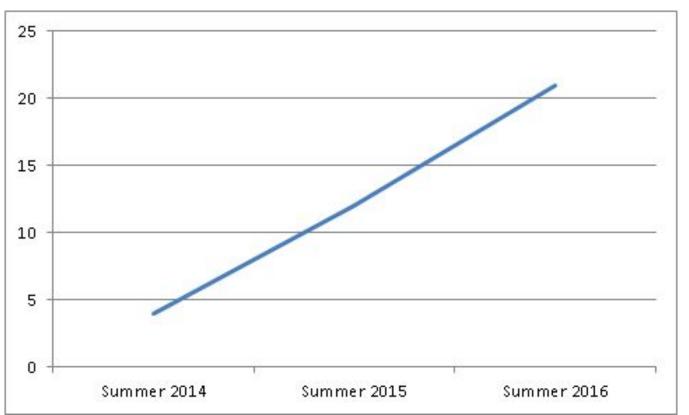


Current Membership





IDS Logic Subscribers





ILLiad 8.7

Release Notes

https://prometheus.atlas-sys.com/display/illiad/ILLiad+8.7+Release+Notes





8.7 Installing

- Server upgrade 3 minutes (self-hosted)
- Client download 5 minutes
- When updating the client, if you don't have the latest version of .Net, it gets installed for you - 10 minutes, requires a reboot



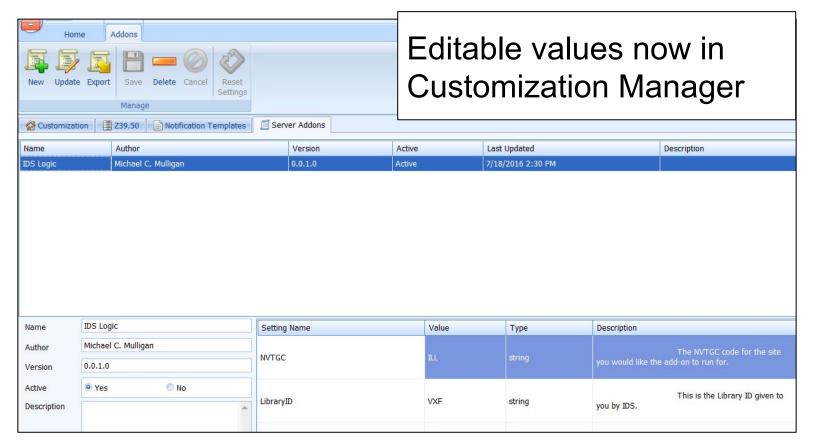
8.7 "New" Queue

Web Request Created

- ~ dozen old requests with no title or history information
- Moved these to Request Finished
- Has not re-appeared

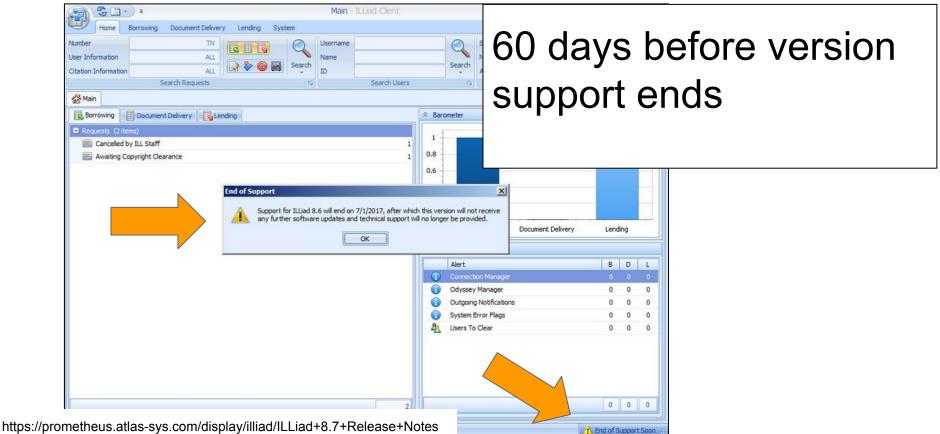


8.7 Server Addons



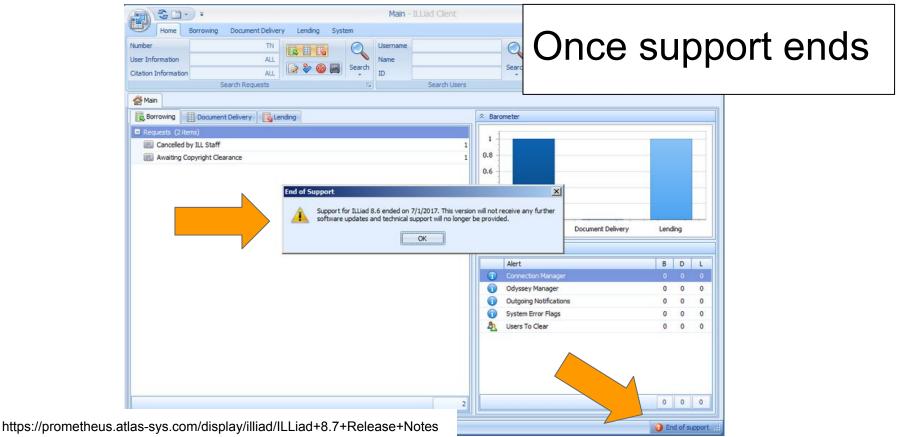


8.7 End of Support Message





8.7 End of Support Message





8.7 Sampling of Minor Changes

- FAQ.HTML and ElectronicDeliveryInformation.html now served by DLL
- "Open e-mail attachments and other uneditable files in reading view" in Microsoft Word is no big deal
- All forms and buttons display correctly at any display resolution
 - Great for those with larger display text
- Custom search exports as an XLSX file type limited in size only by MS Excel
- Files greater than 2GB can now be downloaded from the Electronically Received Articles web page



ILL Code Update



ILL Code of the U.S. - Update

- ILL materials permitted for special uses such as classroom presentations or course reserves. Any special use must be negotiated with the lender before shipping/canceling. (2.1, 4.4)
- Libraries encouraged to lend internationally. (3.2)
- Borrower must comply with copyright restrictions. (4.8)
- All fees and reimbursement costs must be paid promptly. (Now addressed in its own section.) (4.10)
- Due date is now defined as the date the item is returned to the borrowing library, not the lending library. (4.12, 5.7)
- Lender encouraged to provide as generous a loan period as possible. (5.1)



ILL Code (Continued)

- Lending library should make available any fee schedule and bill for replacement or damage promptly. (Now addressed in its own section.) (5.3)
- ILL staff should collaborate with serials management personnel whenever possible to make sure license negotiations are favorable to ILL. (5.4)
- Any special terms, restrictions on use or shipping requirements should be negotiated before the request is updated in OCLC as filled or unfilled. (5.5)
- New section: Lending library should provide electronic copies (of high quality) whenever possible, comply with copyright and resend copies promptly when original is not sufficient. (5.11)



ILL Code Links

Summary of changes to the Interlibrary Loan Code of the United States:

http://connect.ala.org/node/250213

Interlibrary Loan Code of the United States with Explanatory Supplement:

http://www.ala.org/rusa/sites/ala.org.rusa/files/content/sections/stars/resources/ ILL_Code_with_Supplement.pdf

ALA - RUSA Interlibrary Loan Code Website:

http://www.ala.org/rusa/resources/guidelines/interlibrary



IDS Project contract review





2016/17 Membership Agreement

This document is a voluntary agreement to govern membership in the Information Delivery Services (IDS) Project cooperative. It is based on the premise that each member institution fully supports the IDS Project's purpose statement:

"The Information Delivery Services (IDS) Project strives to be an innovative model of library cooperation for effective resource sharing through the promotion of community engagement, staff development, best practices, and research & development."

By entering into this membership agreement, your institution agrees to the following:

1. Resource Sharing

1.1 Reciprocal Lending

- 1.1.1 Member institutions will not charge each other fees related to the handling of interlibrary loan requests, including per-request lending charges and shipping or postage fees.
- 1.1.2 All member institutions agree to abide by the responsibilities outlined in the American Library Association (ALA) Interlibrary Loan Code for the United States.
- 1.1.3 Each member institution agrees to respond to the requests of other members as expeditiously as possible.
- 1.1.4 Article Preferred members will receive and provide reciprocal benefits for Loans in addition to Articles, though they are not required to send loans via Empire Library Delivery, or other local or regional delivery systems.

1.2 Interlibrary Loan Platform

- 1.2.1 All member institutions will use the <u>OCLC ILLiad® Resource Sharing Management Software</u> as their interlibrary loan platform.
- 1.2.2 Each member institution will make their best effort to optimize their ILLiad® implementation through the adoption of the <u>IDS Project's Recommended Best Practices</u>.
- 1.2.3 All software on your local computers for the purposes of interlibrary loan should

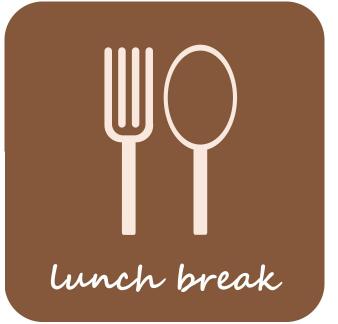














ELD has how many hubs?





Empire Library Delivery

Label Maker FAQs Roster Policies & Procedures Missing Resources Request Bags Report an Issue Contact ELD

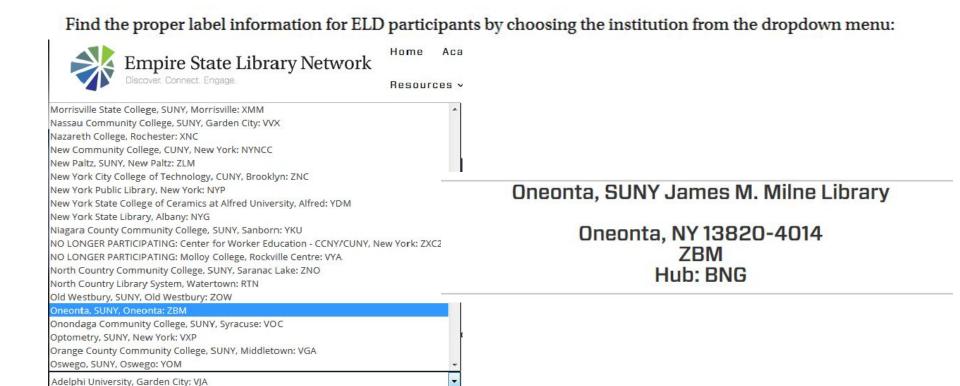
https://www.esIn.org/services/empire-library-delivery/

- Label Maker
- Current Roster

- Request Bags
- Report Lost Books
- Report a Missed Stop

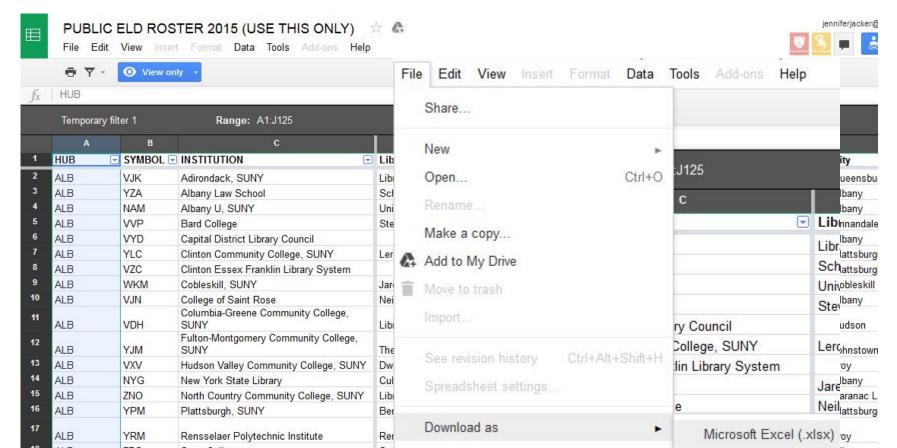


Label Maker

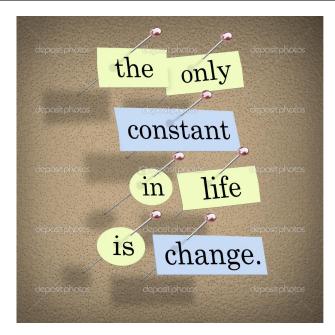




PUBLIC ELD ROSTER 2015







Constant Data



How to get to your Constant Data Records

System Tab->Resource Sharing Settings



Constant Data Tab -> Click on the down arrow on the right side





DEFAULT

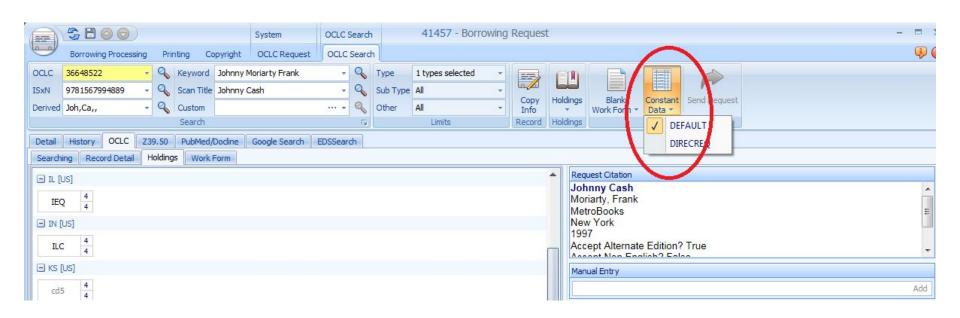
Name

What is it?

									100	
Affiliation	IDS Project, SUNY/OCLC Recipr	ocal ILL Code, LVIS, and C	DLC	Copyright Compliance			Edition	-		
Bill To Attention	Interlibrary Loan (MRV-117)		E-Mail		ill@hvcc.ed	du	Fax	518-629-7509 or phone		
Bill To Address	Hudson Valley Community Colle		Billing Notes							
Bill To Address 2	80 Vandenburgh Avenue			Borrowing Notes	Please condition if there are charges. Thank you!					
Bill To City	Troy	Bill To State/Province	New York	Lending Notes						
Bill To Postal Code	12180	Bill To Country	United States	Lending Restrictions						
Patron		Patron ID		Lending Charges			Туре			
Patron Status		Patron Department		Max Cost	0.00		Туре	Ifm	*	
Patron E-Mail		Patron Notes		Need Before Date	+30		Due Date	+35		
Patron Phone		Patron Fax		Shipped Date	-0		Replaced Date	20160223		
Patron Address		Patron Address 2		Return Via	Method Sent					
Patron City		Patron State/Province		Ship Via			ELD Courier/Odyssey/Fax/Article Exchange/Library Mail			
Patron Postal Code		Patron Country		Chin Incurance						
Return To Attention	Interlibrary Loan (MRV-117)					Loan (MRV-117)				
Return To Address	Hudson Valley Community College		How many Constant Data			ey Community College				
Return To Address 2	80 Vandenburgh Avenue		records do you have?			purgh Avenue				
Return To City	Troy	Return To State/Provi	. ccc. ac ac y				Ship To State/Province	New York	Ŧ	
Return To Postal Code	12180	Return To Country	4 Defectly				Ship To Country	United States	-	
			1. Default							
			2. Direct	request						
			3. Overse	eas (Anyone?)						
				() /	/	/				



Selecting a Constant Data profile





Custom Holdings Groups



&

Paths





What is a Custom Holdings Group

Custom Holdings Groups

A custom holdings **group** is a record that contains the OCLC symbols of preferred lenders for a particular category of borrowing activities.

https://prometheus.atlas-sys.com/display/illiad/OCLC+Custom+Holdings



How are your groups set up?

Material you need:

Books, articles, music scores, or DVDs

Location:

Hubs, state, local libraries, or time zones

Group Affiliation:

IDS Project, LVIS, Capital Dist Libr Coun, or Reciprocal Agreements

Cost/Billing Method:

Free, IFM or IFLA Voucher

Delivery Method:

Odyssey, Article Exchange, or Air Mail



You can have as many groups as you want but...

Who created your groups? How often do you review or change your custom holdings groups?



Where to get groups?

IDS Project Page

http://idsproject.org/Index.aspx

Loans IDS Project Custom Holdings Group (75 as of April 2016)

BNG BUF CTX NAM NYG NYP RRR RVE SYB UVV VDB VDH VGA VGK VJA VJN VND VQT VSI VVB VVJ VVV VVX VWB VXF VXP VXT VXV VYE VYQ VYT VZB VZJ WKM XBM XDM XFM XJM XMM XNC XQM YAH YBM YCM YDM YEM YFM YGM YJA YJL YJM YOM YPM YSM YSY YTM ZBM ZCM ZCZ ZDG ZEM ZGM ZHC ZHM ZIH ZLM ZMM ZOW ZPM ZQM ZRS ZVM ZXC ZZY

Articles IDS Project Custom Holdings Group (87 as of April 2016)

BBH BNG BUF CTX EAU HDC IXA MBB MDY NAM NYG NYP RRR RVE SYB TXJ
UVV VDB VDH VGA VGK VJA VJN VND VQT VRU VSI VVB VVJ VVO VVV VVX VWB
VXF VXP VXT VXV VYA VYE VYQ VYT VZB VZJ WEL WKM XBM XDM XFM XIM
XJM XMM XNC XQM YAH YBM YCM YDM YEM YFM YGM YJA YJL YJM YOM
YPM YSM YSY YTM ZBM ZCM ZCZ ZDG ZEM ZGM ZHC ZHM ZIH ZLM ZMM
ZOW ZPM ZQM ZRS ZSL ZVM ZXC ZZY



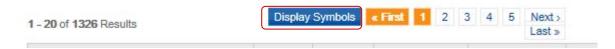
OCLC Policy Directory

1 LVIS Group

Group Affiliation: LVIS

Delivery Method: Odyssey

Article Exchange



Symbols

AAU ABF ABJ AD# AFU AKC AKD AKK AKP AKR AKU AMH AML ANC ANTCH AP8
ARTIB ASC AST ASU ASZ AUG AUV AVE AVL AWC AXJ AZH AZM AZN BAB BAL BBH
BCF BCM BDR BET BIC BLC BMC BPJ BRB BRC BRL BSC BUC C7M C7T CASCU CAU
CCM CCT CCW CCX CDF CEN CFHUM CFI CFS CHC CHE CHU CIS CKK CKM CLG
CLO CLV CLZ CMJ CNO COA COC COM CON COS COW COX CPS CS1 CSA CSJ CSU
CTB CTD CTL CTN CTU CTW CTX CU3 CUL CWC CWU CWY DBI DED DEF DKC DLR





By ELD Hub?

<u>Albany:</u> NAM NYG VDH VJK VJN VKM VVP VXV VYD VZC VZS WKM XJM YJM YLC YPM YRM YZA ZNO ZRS ZWU

Binghamton: BNG XDM YSY ZBM

Buffalo: BUF BUFSP VKC XFM YBM YJL YJT YKJ YKU

Newburgh: VDN VGA VGK VGN VVR VXW VZU YWM ZLM

<u>New York City:</u> BKL CTX JOURN NYNCC NYP SDE UVV VDB VJA VMY VSI VVB VVD VVJ VVS VVX VWB VXP VYE VYL VZB VZL VZP VZQ WCC XMC XME XQL XQM YFM YKC YSM ZGM ZHC ZHM ZMM ZNC ZOW ZPM ZQC ZXC

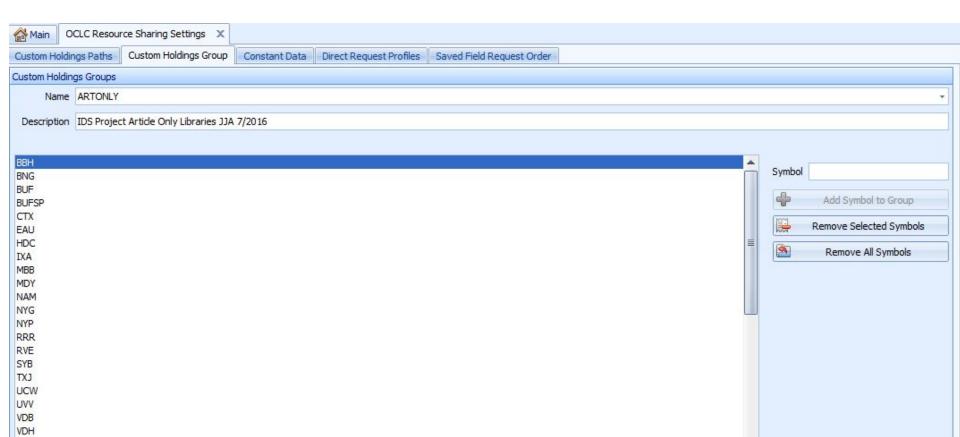
Rochester: RRR RVE VQT VZJ XBM XNC YAH YDM YGM YJA ZAM ZEM ZFM

<u>Syracuse:</u> RTN SYB VFL VND VOC VVC VVV VXF VXH VXT VYQ VYT XLM XMM YCM YHM YOM YTM ZCM ZCZ ZDG ZQM ZVM ZZY

Article Only: BBH DRB EAU IXA MBB MDY TXJ UCW VRU VVO VYA WEL XIM



Add initials and/or date to description





Paths

Custom Holdings Paths

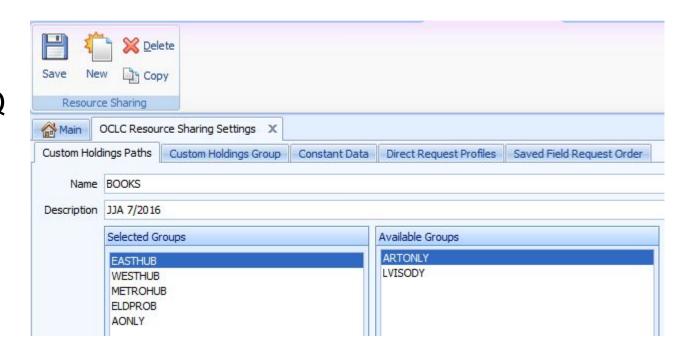
A custom holdings **path** is a record that contains the names of holdings groups appropriate to a set of requests. Within the holdings path record are listed holdings group records in order of borrowing preference.

https://prometheus.atlas-sys.com/display/illiad/OCLC+Custom+Holdings



At HVCC we have 3

- ARTICLES
- BOOKS
- DIRECREQ





Learning and Training Opportunities



ILLiad Documentation











- 1 Lending Guide
- Doc Del Guide
- **■** Addons
- **☼** Updating ILLiad
- Release Schedule

Table of Contents

Recently Updated

- Adding Notes to Request Forms updated Jun 30, 2016
- Processing Renewal Responses updated Jun 30, 2016
- Configuring Borrowing Renewals updated Jun 30, 2016
- Initiating Renewal Requests updated Jun 30, 2016
- Using Web Platform Integration with ILLiad and Aeon updated Jun 30, 2016

Most Popular

- 1 II Liad 8 7 Home
- 2. ILLiad 8.7 Release Notes
- 3. ILLiad 8.7 Downloads
- 4. ILLiad 8.6 Release Notes
- 5. New User Guide
- 6. Borrowing Guide
- 7. ILLiad Quick Tutorials
- 8. Updating ILLiad to Version 8.7
- Configuring Article Exchange Integration
- 10. ILLiad Client Installation



OCLC Support

Contact: Phone, Email, or Online Form

OCLC WorldShare Interlibrary Loan

Support & Training home

WorldShare Interlibrary Loan

- Documentation
- Known Issues
- Release Notes
- · Frequently asked questions
- Training

OCLC Hosted Services

Migration Server Configuration Issues with your Server



Atlas Systems - Video Training Library

https://training.atlas-sys.com/

Train on your schedule with the Video Training Library

There certainly are times when you and staff benefit from the interactivity of live online classes. But there are also times when video tutorials will work just fine.

The Video Training Library brings videos, from beginner to advanced topics to your device of choice—desktop computer, laptop, iPhone or iPad.

- 24/7 on-demand access to online class recordings, self-paced training modules, and tutorials
- iPhone and iPad playback
- Enhanced video quality
- Class descriptions and links to handouts included
- New classes added regularly



The **Video Training Library** is affordable for every library's budget. Flexible pricing starts **as low as just \$30 a month or \$299 a year**, with tiered pricing available for groups. Questions about pricing? Please email Training@atlas-sys.com.



Atlas Systems - Access Services Concierge

- Personalized consultation and training on new ILLiad and Ares versions.
- Customized care from an Atlas team who knows your library.
- One on-site Tune-up every two years.
- Technical and editing help with Web pages, Word documents and email messages.
- Customized training plan for your staff.
- Unlimited access to the online Video Training Library and live online classes.
- Targeted project plan designed for your service goals.
- On-going communication and collaboration to make your services the best they can be.
- Coverage for ILLiad and Ares.
- Custom pricing is available for multi-library systems and/or consortia.
 - PDF Access Services Concierge Product Highlights

 PDF Making the Case for Access Services Concierge

 What is the Access Services Concierge Service?

For more information, email concierge@atlas-sys.com.



ILLiad International Conference

- The ILLiad International Conference offers high-level sessions as well as "in the trenches" programs for all levels of staff involved in Access Services and Resource Sharing.
- The conference is typically held in Virginia Beach, VA the 3rd week of March; Hilton Virginia Beach Oceanfront Hotel
- Call for Proposals are generally in late October of the year preceding the conference.
- Registration Fees: Pre-conference Fee: \$350 (Before March 1: \$325)

Conference Registration fee: \$200 (Before March 1: \$175)

Total for Preconference and Conference: \$550 (Before March 1: \$500)

- Topics Include: DIY Add-Ons, Get It Now, Integrating ILLs, Text Message Notifications, Office Delivery, Updating Web Pages
- Most sessions are recorded and conference attendees are allowed access to view through the Atlas Video Training Library



Mentor Program: The benefits of having an IDS Mentor

- General on-call assistance
- Go-to-Assist online support
- Polishing-up after installation
- Workflow evaluation & optimization
- Workflow Toolkit updates & additions
- Site visits





When to contact an IDS Mentor:

Navigating Change

- New staff
- Current staff, new duties
- Visiting, re-visiting and revising workflows

ILLiad customization

- routing rules
- email routing
- print templates
- custom queues
- custom holdings groups
- Addons



Nancy Abashian: Mentor Coordinator abashian@binghamton.edu 607-777-6356

Mentor contact info: http://idsproject.org/About/Mentors.aspx



Call a mentor:

- When you need a friend
- Need immediate assistance
- Problem solving : IDS or OCLC
- Questions about your IDS membership
- Best Practices & the Workflow Toolkit
- Have a suggestion for IDS to consider for development



Meet your Mentors:

- Jennifer Acker, j.acker1@hvcc.edu (Hudson Valley Community College)
- **Silvia Cho**, jcho@gc.cuny.edu (CUNY Graduate Center)
- **Rebecca Hyams**, rhyams@sunymaritime.edu (SUNY Maritime)
- **Jay Kibby**, kibbyj@mail.strose.edu (The College of St. Rose)
- Will Koch, WKoch@brooklyn.cuny.edu (CUNY Brooklyn College)
- Micquel Little, micquel_little@cuc.claremont.edu (Claremont Colleges Library)
- Travis Olivera, tloliver@utica.edu (Utica College)
- Melissa Perez, mperez@binghamton.edu (Binghamton University)
- **Beth Posner**, BPosner@gc.cuny.edu (CUNY Graduate Center)
- Chris Sisak, csisak5@naz.edu (Nazareth College)
- Simone Yearwood, Simone. Yearwood@qc.cuny.edu (Queens College)





Opening again this Fall!



Mentor Program: The benefits of becoming an IDS Mentor



- Access to Atlas Training Suite (\$999.00 annual subscription)
- •Conference fee to *International ILLiad Conference* covered (\$200)
- •Conference & hotel to *Annual IDS Conference* covered (\$175+ hotel)
- Professional development opportunities available
- Collaborate with other mentors
- Travel & accommodations for site visits covered
- Opportunities to learn from others & bring new ideas back to your library





Online Learning Institute

Fall Courses:
Borrowing 101 | Lending 101 | Copyright 101

Additional Courses Coming Spring 2017:

Purchase on Demand | Statistics and Assessment | Workflow Assessment

Seats limited to 30 students



Lending 101:

Fall Course Dates: September 5 - September 30, 2016

Live Sessions happening on Tuesdays @ 2pm EST

For more course information visit: https://www.idsproject.org/OLI/lending101.aspx

Copyright 101:

Fall Course Dates: October 3 - October 28, 2016

Live Sessions happening on Mondays @ 11am EST

For more course information visit: https://www.idsproject.org/OLI/copyright101.aspx

Borrowing 101:

Fall Course Dates: October 24 - November 18th, 2016

Live Sessions happening on Wednesdays @ 3pm EST

For more course information visit: https://www.idsproject.org/OLI/borrowing101.aspx

Additional courses coming Spring 2017! Check back at: https://www.idsproject.org/OLI/coursedescriptions.aspx





rethink | reflect | redefine | recreate | revive



2016 RRS Innovation Award Winner!

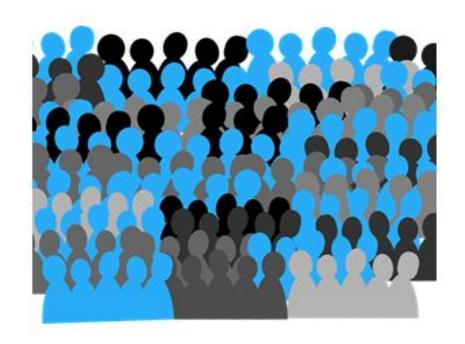


Online Learning Institute



Community

- IDS
 - Partners
 - Informal and Formal
 - IDS-L
- Other local, regional, national and international ILL groups
 - LACUNY ILL Roundtable
 - METRO ILL SIG
 - ILL-L
 - Workflow Toolkit-L
 - ALA
 - IFLA
 - Rethinking Resource Sharing Initiative





IDS Project Website and Workflow Toolkit

Look at past Conference and User Group presentations

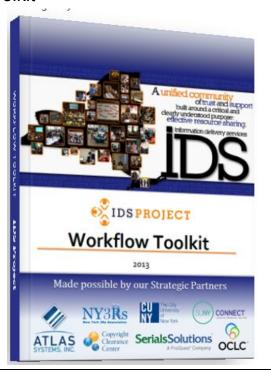
Conferences > Professional Conference 2016 Conference Registration Sessions Listing Lodging & Transportation **Archived Resources**

Frequently Asked Question

Past Conferences

- Spring 2016 Agenda
- Spring 2016 Presentation: IDS Project Member Update
- Spring 2016 Presentation: IDS Logic Update
- . Spring 2016 Presentation: iPads in ILL
- Spring 2016 Presentation: ILLiad Routing Rules and IDS Logic Rules
- Spring 2016 Handout: ILLiad Client-Side Routing Rule Template
- Spring 2016 Handout: What Does a Logic Rule Look Like?
- Summer 2015 All User Group Meeting Presentation
- Spring 2014 Agenda
- · Spring 2014 Presentation: IDS Logic
- Fall 2013 Agenda
- Fall 2013 Handout: ILLiad Webpages Resources
- Fall 2013 IDS Member Library ILLiad Webpage Shareboard
- Fall 2013 Presentation: ILLiad Webpages How to Talk About Changes
- Fall 2013 Presentation: ILLiad Webpages Why You Should Customize
- Fall 2013 Presentation: How to Find Your ILLiad Webpages
- Fall 2013 Presentation: Introduction to Coding
- Fall 2013 Presentation: Step by Step Header Changes
- Summer 2013 Agenda
- Summer 2013 Presentation: Customization Manager 101

Workflow Toolkit





Regional User Group Meetings

Meet with fellow members in your user group

Spring and Fall Meetings held in rotating locations

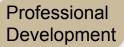


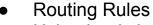
Get Updates on

Western

User

Group





Using Ipads in ILL

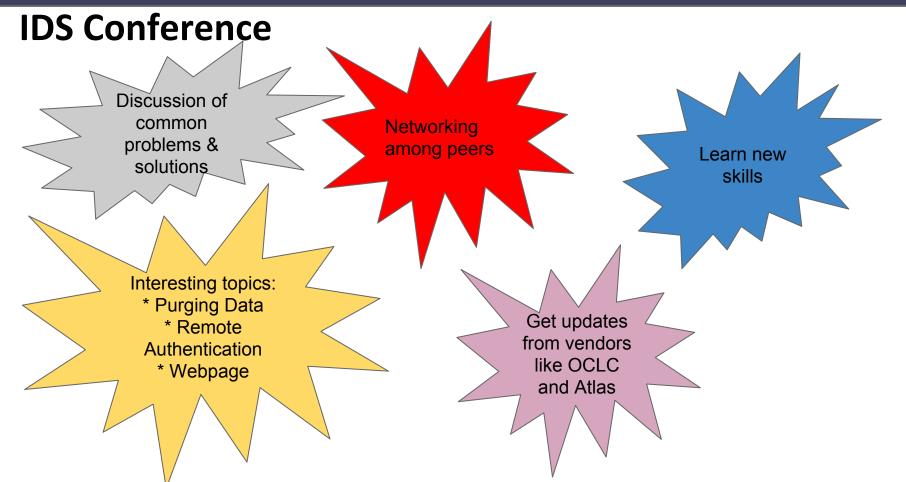
Eastern User Group

> METRO User

> > Group

- **ILLiad Webpages**
- Customization
- **Email Templates**







Discussion

- How were you or were you not – trained?
- How do you train new ILL colleagues in your library?
- What could IDS do to help you more with training?





IDS Project wants to visit you!!!

We need locations for our Fall and Spring RUG Meetings?





Dinner
King Street Ballroom
6:00pm - 8:00pm





Thank you to our IDS Conference Sponsors!











