

Explanation of ILLiad Status Terms

| Status Name | Added by or Changed by | Action Taken or Definition of... |
|---------------------------------|---|---|
| Submitted by customer | <p>This status is supplied when the customer initiates a request.</p> <p>Customer's library card number appears in the 'Changed by' field.</p> | <p>This status tells who entered the request. Requests receive this status when entered by the customer or an agent representing the customer. The customer's library card number appears under the 'Changed by' field.</p> <p>After the submission, requests move automatically to the next level for processing.</p> |
| Awaiting request processing | <p>At the same time an item is submitted, within seconds, ILLiad automatically sends requests to this status for processing.</p> <p>It will still show the customer under the 'changed by' field as the initiator of this status.</p> | <p>At this level the system will then determine where to send the request. Many things happen here. If the item can go directly to the lending library then the system will then route it there immediately. The request will then appear at the next level 'Request Sent'. This indicates the submission portion was successful. This can happen within seconds of submission.</p> <p>If the system has problems with sending there will be other changes to the status that will reflect unsuccessful sending (see statuses below). If the request requires additional processing locally by ILL staff it will remain at this status until the ILL staff clears it and routes it on to the next level of processing.</p> |
| Awaiting Direct Request Sending | <p>The system supplies this status.</p> | <p>Many requests may get hung up here depending on what is happening at either the server level (located at the Texas State Library) or at the system level (This is OCLC, developer of WorldCat and technical support for ILLiad).</p> <p>Requests should not stay at this level but a few seconds.</p> <p>If your requests remain at this level over two days contact the ILL office. Generally when we see requests hung here we try to move them out manually.</p> |

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| Awaiting Direct Request | This status is supplied by the ISO service. | <p>Many requests may get hung up here also depending on what is happening at either the server level (located at the Texas State Library or at the system level (This is OCLC, developer of WorldCat and technical support for ILLiad).</p> <p>Requests should not stay at this level but a few seconds. If your requests remain at this level over two days contact the ILL office. Generally when we see requests hung here we try to move them out manually.</p> |
| ISO sending failed | <p>This status is supplied by the ISO service</p> <p>NOTE: The ISO Service adds statuses on ILLiad that fall under the sending of ILL requests</p> | <p>This means that the International Organization for Standardization's (ISO) ILL protocol, ISO 10160/10161 failed to occur. This protocol allows libraries to perform interlibrary loan-related activities in an Open Systems Interconnection environment. Basically this means we can talk to each other electronically using this protocol just as we use the TCP/IP protocol to move around in the Internet environment.</p> <p>If a requests remains with this status for two or more days, cancel the request and resubmit it. Make sure there is no other request before resubmission. You do not want a duplicate request. To check to make sure ILL staff have not reordered this title for you, Go to "View/Modify Outstanding Requests' on the ILLiad main menu.</p> |
| Request Sent | This status is supplied by the ISO service. | <p>This means that the request was sent successfully to the lending library. ILL requests remain at this level until the ILL staff changes the status to the next level for receiving and processing material to go out to the preferred branch locations.</p> <p>If an ILL request remains at this level for more than 3 weeks from request date contact the ILL department for a status check. It may be the request went unfilled with the first five libraries and we had to resubmit the request to 5 more libraries. After asking 10 libraries the ILL staff will cancel the request. The process of asking 5 libraries and resubmitting to 5 more may take up to 3 weeks depending on the response time from lending libraries.</p> |

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| Checked in from lending library | <p>ILL staff changes to this status when the item is received from the lending library.</p> <p>NOTE: ILL staff makes all status changes pertaining to the receiving process. The initial and last name of the staff appears in the 'Changed by' field of the transaction detailed information.</p> | <p>When an item arrives from the lending library, ILL staff prepares it for processing to go out to the preferred branch location for pickup. To start this process we first check it in from the lending library. After the check in we prepare the item(s) for travel to the branch.</p> <p>Once an item is ready to go to the preferred branch location (done same day), the status changes to the next level in the receiving process, 'Awaiting travel to branch'.</p> <p>Please note that ILL staff changes the due date at this point from the lending library's due date to our due date. This new due date will accommodate 1 week travel to branch location; time for customer contact via e-mail or US mail and customer pickup (see hold date on wrapper); plus 3 week check out. ILL requests remain at this level for only a few minutes prior to changing to the next level.</p> |
| Awaiting Travel to branch location. | ILL staff changes to this status when item is ready for travel to preferred branch location for pickup | <p>This is a status that was set up in ILLiad to accommodate ILL processing at Austin Public Library. It is not a status that ILLiad developers set up for us to use. However, it is useful to place all requests here while we wait for them to arrive at the branch locations. We wait one week before we change the status to the next level.</p> <p>Example: if we send an item out on a Monday for travel and change the status to reflect travel, we wait until the next Monday to contact the customer (via e-mail or US mail) and then 'Check out to customer.' Customers who are fast and pay attention to their accounts online may contact branches ahead of formal notification.</p> |
| Awaiting Customer Contact | ILL staff changes to this status after one week for travel time has pasted. | <p>Staff will move ILL requests from the 'Awaiting travel to branch location' queue to this new status when we are preparing to send E-Mails or US mail.</p> <p>Items remain in this queue for only a few minutes before moving to the next level.</p> |

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| Customer notified via E-Mail | ILL staff changes to this status after we have sent the emails off to customers. | <p>All customers are notified that their material is ready for pickup via E-Mail in the ILLiad system including those who do not have an E-Mail address.</p> <p>We register non E-Mail customers with the Iloan E-Mail address so we have a form letter in our Iloan E-Mail inbox. We then print the form letters and mail them to the customers.</p> |
| Checked out to customer | ILL staff changes to this status after notifying customer of ready for pickup. | <p>This is the final stage in the receiving process. Staff checks out to the customer in the ILLiad system with the new due date supplied when we received it from lending library. We no longer use the Austin Public library catalog to check out ILL material. Please honor the due date when returning material. Please sign pickup slips when you pick up your ILL request.</p> <p>These items are found in the "View/Renew Checked Out Items" on the ILLiad main menu. To renew these items click here and select the transaction you want to renew by clicking on the transaction number. If it says 'Yes' next to Renewals Allowed? you may renew by clicking on 'Request renewal' upper right hand screen.</p> |
| Awaiting Overdue Processing | This status is supplied by the OCLC system. | <p>At any time, the OCLC system may change the status to 'Awaiting Overdue Processing'. It happens when we are past the due date set by the lending library.</p> <p>Austin Public changes the due date when we receive it, but this action does not automatically go to the lending library. Customers honor the local due date supplied by ILL.</p> <p>When your ILL request changes to this status we recommend you contact the ILL office and ask us to change it back to "checked out to customer" so you can request a renewal. All ILL requests with this status reside in 'View/Modify Outstanding Requests'.</p> <p>Once we change the status you may request a renewal. However, if you wish to ignore our due date and send it back to ILL for return, you may do so.</p> |

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| Awaiting Recall processing | This status is supplied by the OCLC system. | <p>When a lending library wants their book back immediately, they will send a recall notice to the borrowing library. Most recalls are based on customer needs at the lending library. Other recalls occur when a book goes overdue. Whatever the reason, all APL customers must respond to Recall notices by returning the item.</p> <p>When we use ILL services online we are agreeing to the conditions and policies of the National ILL Code that can be found on the American Library Association web page. We must reciprocate based how we anticipate libraries that borrow our material.</p> <p>All customers whose requests changes to this status must respond by returning the material, regardless of due date. Remember, these are not our books. Action taken: ILL staff send an E-Mail or US Mail notification to the customer.</p> |
| Awaiting Recall Return processing | This status is supplied by the OCLC system. | After the ILL staff sends a Recall notification, the ILLiad system automatically changes the status to Awaiting Recall Return Processing. After notifying customer, we wait until the customer returns the item. |
| Checked in from customer | ILL staff changes a request to this status when we receive it in ILL. | When items come back to the ILL unit we check them in either the day we receive them or the next working day. Items do not remain in this status long. As soon as we check them in the status changes automatically to "Awaiting return label printing." Once we check an item in customers are no longer responsible for ILL material. |
| Awaiting Return label printing | This status is supplied by the OCLC system. | <p>This is an automatic change by the ILLiad system after we check an item in from the customers. It will remain at this level until we mail the book back to the lending library.</p> <p>When an item is at this level in the process, it also automatically changes the status on OCLC immediately. This live interactive change sends a message to the lending library that the book is now in 'Return' status.</p> <p>It is at this point that customers are no longer liable for ILL material.</p> |

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| Request Finished | ILL staff changes to this status after returning an item to the lending. | <p>Once we mail the book off to the lending library, ILL staff take the wrappers removed from each item and scans the barcode into ILLiad.</p> <p>As we bring up each ILL request, we manually finish the request on ILLiad. This completes the entire ILL process.</p> |
| Awaiting Renewal Request Processing | The customer usually initiates this status change. ILL staff may also do a manual renewal request from within the ILLiad client. | <p>Customers may request a renewal request. After the customer sends a request for a renewal the request remains at this level until ILL staff sends the requests to OCLC and to the lending library.</p> <p>ILL staff then changes the status back to 'Checked out to customer while waiting for a response from the lending library.'</p> |
| Awaiting Renewal Denial Processing | The lending library changes to this status in response to a renewal request. | When the lending library says NO then customers must respond by returning the item to ILL. The item remains 'Checked out to customer until the item returns to ILL. The lending library may also change the status to 'Overdue processing' or to 'Recall'. |
| Awaiting Renewal OK Processing | The lending library changes to this status in response to a renewal request. | When the lending library says 'YES' then customers may keep the item until the requested due date or until any due date the lending library assigns. Usually the lending library responds YES with the requested due date. Frequently they send a new due date. Pay attention to the due date when your status changes to 'Renewal Ok Processing'. |