

ILL Procedures Using ISO ILL

Different procedures are in place for when BC public and post-secondary libraries borrow from UBC, SFU, UVic, KPU, and TRU, as these libraries use a different ILL platform. ISO 10160 / 10161 are interlibrary loan application standards that allow different ILL systems to communicate with each other. Using the ISO protocol, ILL requests can be transmitted between the Outlook OnLine platform and the ISO ILL partner libraries listed above that use other ILL platforms, such as Relais.

Who are the ISO partner libraries?

Outlook OnLine currently has five ISO ILL partner libraries:

- Simon Fraser University (BVAS)
- University of British Columbia (BVAU and BKU)
- University of Victoria (BVIV)
- Kwantlen Polytechnic University (BSKC)
- Thompson Rivers University (BKCC)

Additional ISO ILL partners will be added in the future.

Borrowing from ISO ILL partner libraries: The basics

Below is an outline of how ISO ILL requests work in the Outlook OnLine SHAREit system.

- An ILL request is entered into Outlook OnLine by the borrowing library.
- The request is automatically forwarded to the appropriate ISO ILL partner library.
- If the ISO ILL partner library can fill the request, the item is shipped and the status of the request is automatically changed to Shipped in Outlook OnLine. If the ISO ILL library is unable to fill the request, the status of the request is automatically changed to Will Not Supply in Outlook OnLine.
- Once an item is received, the borrowing library should change the status of the request in Outlook OnLine to Received.
- When an item is returned to an ISO ILL partner, the status of the request should be changed to Returned in Outlook OnLine.

NB: If a request goes into the “Unfilled” or “Retry” statuses, the request cannot be approved and sent again under the same Outlook OnLine request number. This is because the Relais system, if it sees a request number that has already been received before, will assume the request has already been completed and will not act upon the request a second time.

To resend a request to SFU, UBC, UVic, Kwantlen or TRU, the previous request should be deleted from Outlook OnLine, and a brand new request created for the same item.

Notes about borrowing from and lending to ISO ILL partner libraries

- Keep it simple. The more basic the message (e.g., requesting, supplying, renewing, checking in, etc.), the more likely it is that the ISO ILL partner system will be able to accurately translate the message.
- ILL systems, including Outlook OnLine, do not provide circulation functionality. When working with all partner libraries, both ISO and non-ISO alike, on ILL requests, please take note of any due date information provided with the item. Use your own local system to ensure prompt return of the item. Similarly, when lending items, if the return date is important to you, please send information to the borrowing library along with the item.
- With ISO, you will have additional choices for statuses that allow you to add reasons for why an item will not be supplied. The use of these additional statuses is optional. **It is recommended that basic messages be used.**
- Some ISO ILL software does not use a “Will Supply” status. Instead, the request goes directly to the “Shipped” status.
- Different ILL systems may have different names for statuses from those used in Outlook OnLine, or the workflow may be different and some statuses may be skipped. Not all status changes can be accommodated by all ISO partners.
- **Conditional messages:** Conditional messages are **not** recommended, as ISO software may not be able to receive them.
- **Notes:** Notes are **not** recommended with ISO ILL partners, as they may not be sent to the ISO partner library. Likewise, notes from ISO partner libraries may not be received in Outlook OnLine.
- **Time Delay:** ISO ILL requests are sometimes sent in batch format, so there may be up to a 30 minute delay.

Tips on working with Relais ISO ILL partner libraries:

UBC, SFU, KPU, TRU, and UVic use the Relais interlibrary loan software.

- Relais does not indicate when copies are “Shipped.” When a copy is received, please mark it as having been completed, and/or delete it in the Outlook OnLine ILL Admin tab.
- If there is anything in writing sent by the lending library, please use this as your reference when determining when the item needs to be returned. Relais libraries may not mark an item as “Returned.” When you receive a returned item, please check in using Outlook OnLine.
- Relais does not send a “Received” message. If you do not see information in the History Notes or the status field that your item has been received, do not assume that it has not been received.
- If the library has not returned the item after the appropriate loan period, you may wish to inquire about the status of the item.

Patron-initiated ILL requests:

If your library has patron-initiated ILL requesting and the ISO ILL partner libraries are available to your patrons for searching, then the ISO libraries will also be available to your patrons for ILL requests. For example, if SFU is listed as a search target on the list of resources that patrons can search, patrons will be able to initiate requests to SFU, just as they can with the Outlook OnLine union database.