Aspects of Paging, Delivery and ILL

- E – Document Delivery
- Standard ILL practices
- Office Delivery
- Paging
- Transferring Materials
**Standard ILL Practices**

**Definition** Request materials for our users from other libraries OR process our materials for persons from other libraries. Uses principles of paging and electronic delivery:

**Currently**

E-mail to request items *paged* from departmental libraries

Testing other departmental libraries in scanning ILL requests – sent via E-mail

**Future goals**

Expand scanning to LISA and departmental libraries using E-mail

---

**E-Document Delivery**

**Definition** Deliver materials to OUR users electronically

**Previously**

Delivers journal articles that we own to distance users using ILLiad

**Currently**

Delivers journal articles that we own in MAIN locations to OUR users using ILLiad

Testing Physics journal article requests delivered to OUR users using ILLiad

**Future goals**

Scanning requested journal articles from OUR users from LISA and departmental library collections using ILLiad
### Paging

**Definition**
Allowing users (including staff) to request physical items to be pulled off the shelf

**Currently**
LISA materials - originally paged by a paper form, now item requested via ILLiad
ILL delivers materials that we own to OUR distance users using ILLiad
Items that requested from departments for ILL users and OUR distance users using E-mail
Materials requested for processing are requested through library catalog
Media materials are requested in person

**Future goals**
Moving paging operations for physical items to library catalog
Expanding paging operations to include items that are on the shelf and holding them at the Location Served for users through library catalog – extent not yet determined

### Transferring Materials

**Definition**
Moving paged materials to another location for pickup

**Currently**
NONE

**Future goals**
Options – Allowing users to request a library location to pick up materials OR establishing centralized pick up of materials via library catalog (our materials) or ILLiad (ILL materials)

### Office Delivery

**Definition**
Delivering paged materials to offices, dorms etc.

**Currently**
ILL has tested office delivery to some departments on campus – requested through ILLiad

**Future Goals**
Options – Extend delivery to more user types and locations using library catalog (our materials) or ILLiad (ILL materials)
Hello, I’ve returned to the UofA this Spring and am REQUESTing a book through the online catalog.

I am processing Mr. Groundhog’s library request.

An Example of the Request Process:

- Item is in process or on order
  - Rush processing
- Item is checked out
  - Holding and Recalling
- Item is “check shelves”
  - Paging
  - On shelf
- Item is in a reserve location
- Item is in a status or location that is not holdable. Ptype has limitations
  - Booking
  - Denying
- Item is in a status or location that is not holdable. Ptype has limitations
  - ILLing
  - Searching
  - Not on shelf

An Example of the Request Process: