

### Explanation of ILLiad Status Terms

| Status Name                 | Added by or Changed by  | Action Taken or Definition of...  |
|-----------------------------|---|---|
| Submitted by customer       | This status is supplied when a library staff member initiates a request for a customer.   | This status gives the library card number of the requestor. Requests receive this status when entered by a library staff member on behalf of a customer. After the submission, requests move automatically to the next level for processing.  |
| Awaiting request processing | Within seconds of a request being submitted ILLiad automatically sends the request to this status for processing.                       | Clearinghouse staff manually processes all requests at this level. Requests will remain in this status until staff have identified possible lenders, prepared workforms and sent the request to the next level of processing. For those requests that we are able to identify potential lenders the request will move on the lending library. For requests that we are unable to send on to lending libraries, the customer will be notified and the request will move to "Cancelled by ILL staff".   |
| ISO sending failed          | This status is supplied by the ISO service<br>NOTE: The ISO Service adds statuses on ILLiad that fall under the sending of OLL requests | 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. 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. |

|                                 |   |  |
|---------------------------------|---|--|
| Request Sent                    | This status is supplied by the ISO service.   | This means that the request was sent successfully to the lending library. OLL requests remain at this level until the OLL staff changes the status to the next level for receiving and processing material to go out to the preferred branch locations. If an OLL request remains at this level for more than 3 weeks from request date contact the OLL 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 OLL 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. |
| Checked in from lending library | OLL staff changes this status when the item is received from the lending library. NOTE: OLL 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>Madison Public Libraries: Items receive a "Checked in from lending library" status when we receive the item from the lending library at the Clearinghouse</p> <p>Other SCLS libraries: Items receive a "Checked in from lending library" status when we receive notification from your library, via the "Received/Returned" web form, that you have received the item at your library.</p> <p>Items remain in this queue for only a few minutes before moving to the next level.</p>  |
| Awaiting Customer Contact       | System supplied   | ILLiad system moves requests to this status immediately after changing status to "Checked in from lending library". The clearinghouse is NOT contacting the customer at this point. This is a pre-set queue in the system that we are required to send requests to and are working on bypassing. Each library has their own method of contacting their customers. Madison Public Library will continue to contact customers as usual when an item is ready for pickup - through holds notifications in Dynix.  |

|                              |  |   |
|------------------------------|--|---|
| Customer notified via E-Mail | System supplied  | ILLiad system moves request to this status immediately after changing status to "Awaiting Customer Contact". Again, we are not notifying the customer by email, this is a status the request is required to move through. We are working on bypassing this status. Each library has their own method of emailing customers.   |
| Checked out to customer      | OLL clearinghouse staff changes to this status after notifying customer of ready for pickup. | <p>Madison Public Libraries: Items receive a "Checked out to customer" status when we receive the item from the lending library at the Clearinghouse. This does not necessarily mean the customer has the item checked out on Dynix.</p> <p>Other SCLS libraries: Items receive a "Checked out to customer" status when we receive notification from your library, via the "Received/Returned" web form, that you have received the item at your library.</p> <p>These items are found in the "Checked Out Items" view 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 a borrowing library is past the due date set by the lending library. Remember - Outerlibrary Loans are really 'library to library' transactions.</p> <p>Library patrons honor the due date in Dynix supplied by their local library. When your OLL request changes to this status we recommend you contact the patron and ask them to return the item. If this is not possible, or you just received the item at your library, contact the OLL office and ask us to change the request back to "Checked out to customer" so you can request a renewal. All OLL requests with the "Awaiting Overdue Processing" status reside in the 'Outstanding Requests' view. Once we change the status you may request a renewal.</p> |

|                                   |   |  |
|-----------------------------------|---|--|
| 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 customers must respond to Recall notices by returning the item. When we use OLL 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. All customers whose requests changes to this status must respond by returning the material, regardless of due date. Remember, these are not our books.</p> <p>In the case of Madison Public Libraries, OLL staff will contact the patron.</p> <p>For other SCLS libraries, their local staff will contact their patron based on the procedures their library has in place.</p> |
| Awaiting Recall Return processing | This status is supplied by the OCLC system. | After the lending library 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          | OLL Clearinghouse staff                     | <p>Madison Public Libraries: Items receive this status when the clearinghouse (Madison Central) receives the item back from the customer. It may be a few days from the time the customer returns the item at their local branch before the status is updated. Items are off patron's Dynix record as soon as they are checked-in in Dynix at the branch.</p> <p>Other SCLS libraries: Items receive this status when we receive notification from your library, via the "Received/Returned" web form, that you have returned the item to the lending library.</p> <p>As soon as we check them in the status changes automatically to "Awaiting return label printing."</p>  |
| Awaiting Return label printing    | This status is supplied by the OCLC system. | 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. 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. It is at this point that customers are no longer liable for ILL material.   |

|                                     |  |   |
|-------------------------------------|--|---|
| Request Finished                    | OLL Clearinghouse staff changes to this status after returning an item to the lending.   | Once we mail the book off to the lending library, OLL staff take the wrappers removed from each item and scans the barcode into ILLiad. As we bring up each OLL request, we manually finish the request on ILLiad. This completes the entire OLL process.   |
| 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. | Customers may request a renewal request. After the customer sends a request for a renewal the request remains at this level until OLL staff sends the requests to OCLC and to the lending library. OLL staff then changes the status back to 'Checked out to customer" while waiting for a response from the lending library.   |
| Awaiting Renewal Denial Processing  | The lending library changes to this status in response to a renewal request.   | When the lending library says NO customers will be contacted and asked to return the item. The OLL clearinghouse handles this for Madison Public Libraries. Each SCLS library will handle this for their respective library. 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.   | <p>When the lending library says 'YES' then customers may keep the item until the new due date assigned by the borrowing library. Usually the lending library responds YES with the requested due date. Frequently they send a new due date.</p> <p>Madison Public Libraries please ignore the due date listed in the OLL webpages when talking with patrons - Use the due date listed in Dynix . Other SCLS libraries will use the due dates they have assigned their patrons as well. The due date listed in the OLL software is the date the item is due back at the lending library, not the date your patron needs to return the item.</p> |