

Specification for Phase II of the REQUEST feature in the CDL hosted databases web interface

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Project Overview

The Request feature in the web interface provides access to both automated interlibrary loan services (PIR) and to campus document delivery services (where available). UC faculty, staff, and graduate students may use the Request command in the web interface to initiate a Request for an item to be obtained via the interlibrary loan services provided by UC libraries, or if the campus provides a document delivery service (DDS), to request delivery of items owned by the user's home campus. The Request feature will be implemented in two phases. This specification covers Phase II.

In Phase I, the Request feature in the web interface was available only for books found in the Melvyl Catalog. In Phase II, we will support Request (both ILL and DDS) for non-returnable items, e.g., photocopies of journal articles from all locally mounted CDL-hosted databases except PE and NEWS, as well as ILL of non-books from the Melvyl Catalog. The PIR project will route the ILL requests for items through the UC resolution service (which checks for campus holdings, for the number of items requested during the current 24 hours, and availability of item) and then on to OCLC for processing according to defined ILL profiles. Depending on ILL profiling, the requests will either transmit directly to the potential lender or be reviewed by campus library staff first. Most items will go direct. If the fulfillment service cannot find holdings for a circulating copy of an item, or if there is incomplete information so that the resolution services cannot determine holdings, etc. the Request will automatically go to the OCLC review file. This will be done transparently to the user.

Further information on the PIR project may be at:

<http://www.cdlib.org/libstaff/sharedcoll/projects/pir/>

Document delivery

In phase one, the Request command provided access to document delivery services (for those campuses which provide document delivery) only for items found in the Melvyl Catalog. In Phase II access to the existing campus document delivery services expands to include all CDL-hosted databases except PE and NEWS.

Request function overview

The user may access the Request feature in three ways, from the Display screen after a search has been completed, from an Update results display, or from a saved list. To initiate a Request the user selects the item(s) of interest by checking the box in front of the item number from either a display screen or from a saved list screen and then clicking on the Request button. This brings up the Request form, which asks the user to verify the number of items checked (or to enter other record numbers), enter their Library card/account number, e-mail address, and any notes. The user is asked to select the type of service, either standard ILL service or a campus document delivery service. After completing the form the user clicks on the Continue button. The system presents the user with a list of the Requested items for Review. The copyright statement appears on this page. On the Review page users may choose to delete one or more items from their Request (by clicking on the checkboxes in front of one or more citations and then clicking the "Delete Checked Items from my Request" button, to cancel the entire Request by clicking on the "Cancel my Request" button or to send the Request for processing by clicking the "I accept the above terms. Process my Request Now" button.. If the user chooses to Cancel the Request the user is returned to the Display page or List page from which the Request was initiated. If the user chooses to Delete one or more items leaving at least one item in the Request list, the revised Review page is presented to the user. Once the user clicks the "I accept the above terms. Process my Request Now" button on the Review page the system formats the Request and sends it onto the PIR resolution service for verification. Assuming that all of the supplied information is valid, the user will receive a confirmation screen from the system. This screen will inform the user of the date/time the Request was sent and provide the user with a list of citations that have been requested. Campuses may include a campus specific message telling the user how to check on the status of the requested items, etc. If the information is

not valid, if the user Requests ILL of locally owned items or if the user has reached the limit of 20 items per day, the system will present the user with situation specific error messages and not process the Request until the user revises their Request and resubmits it. The error messages will appear on the Review form.

The Request form variations for list and display follow the web interface conventions established with print/save/download features. Situation specific error messages will be generated as needed. Many of these messages may include campus specific text.

Daily Request limits

Users may Request a maximum of twenty items per calendar day from the Melvyl Catalog. In addition, users may Request a maximum of twenty items per day from one or more of the CDL-hosted a&i databases. This is an aggregate total for the A&I databases, not a "per database" limit. Request is not available from the News or PE databases or from the Z39.50 @ databases.

Special handling for Electronic journals

There are two types of electronic journals available on the system. In the COMP, MAGS, and ABI/Inform databases, the journal contents are available as ASCII text which does not include graphics. Users that Request ILL of an item with available full text from any of these three databases will be shown a reminder message that offers a link to the ASCII text as well as an option to continue the Request. If the user chooses to continue the Request, the system will process the ILL following the usual rules. The second type of electronic journal is available as the full article, including graphics. Users that Request this type of item via ILL will have their Request rejected if their campus subscribes to the electronic journal and the system provides article level links. If the links to the electronic journal are not at the article level, but at the journal level, then the system will show users a reminder message that offers a journal level link as well as an option to continue the Request. As with the ASCII text, if the user chooses to continue the Request, the system will process the ILL following the usual rules.

Pop-up help

We will add some help in the form of pop-up windows. For example, we will add a pop-up that explains the "PIN". This will allow users to obtain answers to some of the most frequent questions without leaving the basic Request form.

Assumptions:

1. Existing UC interlibrary loan guidelines and policies, as codified in the UC ILL manual, and other documents remain in place.
2. We allow users to save as much required information in the Profile as possible, but users do not need to have a Profile to use Request
3. If partial information is in the Profile, e.g., e-mail address but not a library card number, we will fill in the Request form with the information from the Profile and then prompt the user only for missing information. The user will be able to change any of the information in the form before sending the request.
4. Request for ILL of locally available materials, i.e., circulating materials that are not charged out or that are available electronically, will be rejected.
5. The Request button is available in three locations, from the DISPLAY screen, from the display of UPDATE results screen, and from the LIST display screen. The Request button stays on the display and list screens. If the items in the display or at least one item in the list is not from a valid database, then the Request

button takes the user to an information screen. This screen reminds the user that Request may be used only for items from any of the locally mounted CDL-hosted databases except the PE or NEWS databases. In Phase I the message also reminded the user about the Request option in the telnet interface. This reminder will not be present in Phase II.

6. Per day means within one calendar day of 24 hours.
7. If a user tries to Request more than the allotted twenty items per day, the system will process only the first twenty and then give an error message when user requests additional items after the limit has been reached.
8. The user must be included in the local campus library patron database (and thus in the Patron File used by the CDL, if the CDL does not access the campus patron database directly) in order to use the Request service.
9. The patron database has the patron address and in some cases the patron phone number. This is sufficient information to process the Request. The user does not need to provide an e-mail address.
10. The copyright warning will be present as a click through before the Request is processed. The user must agree to the terms of the copyright statement, or the Request will be canceled.