

VDX ILL Workflow Suggestions	Local/Group Decision	Implementation Factors	Expectations
NCIP use to streamline workflow for locations on the SirsiDynix ILS system.	Local	Cost of NCIP, availability of staff to do testing and length of time you expect to be on your current ILS.	Improved workflow results in less time spent on routine ILL processes.
Removable adhesive labels instead of paper wraps for processing of borrowed materials received from the lending library.	Local	Cost and workflow	These have ease-of-use features that many libraries find preferable to other options such as bookwraps.
Dedicated staffing for interlibrary loan results in workflow efficiencies. Volunteers can play a role in ILL processing and are best used for routine tasks. Trained backup staff is important in avoiding backlogs.	Local	Budget and staff resources	Efficient use of available staff resources.
Eliminate overdue notices that are sent by the lending library. The lending library will send a lost book invoice for materials that have been overdue for a certain period of time, for instance, four weeks overdue.	Most effective as a Group decision	* Need to set the period of time before a book is declared lost. Four weeks is suggested. This is a policy change for many libraries. Currently, there is a wide range as to when the lost book invoices are going out.	Staff time savings in processing overdues. This does not impact the borrowing libraries ability to send overdue notices to their users.
Invoice not sent on lost/damaged items that cost under five dollars and the fee is waived. This takes into account the billing, processing, etc. work that amounts to more than the fee.	Group	There would need to be agreement that fees of less than five dollars will be waived. This is a policy change.	Efficient use of staff resources and processes which usually cost more than the funds collected.
Local holds are often placed for locally owned materials that the user requested via the Gateway. Placing the holds is time-consuming. We recommend cancelling the request on VDX and not placing the hold.	Local	This may create some customer relations issues for users who have grown accustomed to having the local holds placed for them. The ILL committee believes this is an opportunity to educate them on the need to check the local collection before placing a request on the Gateway.	Significant staff time savings for libraries that are placing holds for their users. Libraries may be able to take advantage of the user alerts to inform their users that the request has been cancelled and they can place a hold on the ILS.
User alerts can increase the effectiveness of your communication with users. We recommend that your library send an automatic notification for your Borrower Not Supplied requests. We also recommend that libraries have specific Local Actions set up for certain New requests which are held for staff review.	Local	Need patron e-mail to be sent by your ILS system. There are issues with using the alerts with Innovative sites that we are trying to resolve.	Sends messages to patrons in a manner they are accustomed to receiving from the local ILS.

<p>The recommendation is to only perform one check on A-V materials . This would be done by the borrowing library before the item is returned to the lender. Libraries may at their discretion want to have additional checks and we would encourage data collection to determine where this is most useful.</p>	<p>Local and/or group</p>	<p>In discussing this topic the group members found that there is a great discrepancy on where (circ/ILL, headquarters/branches/libraries) the checks are being done and how many are being done. We strongly encourage libraries to determine what is currently taking place at your site and make changes as appropriate.</p>	<p>Reduce a labor intensive process to free up staff to work on other workflow procedures.</p>

* From "Overdue, Damaged and Lost Materials – Recommendations of the MINITEX/MnLINK Interlibrary Loan Committee" report 2006
--The committee strongly recommends that lending libraries send an invoice not later than six months after the due date. The borrowing library may request an invoice from the lending library at any point that they determine the item is lost (or damaged). If the lending library does not provide an invoice within six months of the due date (or within six months after being requested by the borrowing library), the borrowing library may assume there will be no charge for the item. Consequences for non-payment by a borrowing library may have repercussions such as the discontinuation of service to that location by the lending library.