

# A LIBRARY STORAGE FACILITY'S STORY OF SUCCESS

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Through Connections and Integration

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# Planning

Bumpy road and  
hard times.....



# Starting up

Smooth ride....



# Syracuse University Libraries Facility



- Located on campus
- High density storage
- 12 foot moving shelves
- Systems
  - Voyager, ILLiad, LAS
- Hours: Sunday-Friday

# Guidelines for Collections in Storage

- Low use monographs
- High use journals
- Special Collections
- Many formats



# Service Goals

- Pressure is on....
- Delivery expectations
  - Next business day
- Storage work and service
  - Ingest and service
  - Production type work
  - Turn around time
  - Need efficiencies



# Connections and Integrations



1. Organizational
2. Service request and delivery
3. Technological

# Organizational Integrations



- Department connections
- Context
  - Recent ILL changes
  - Delivery Services popularity
  - Integration of Circ and ILL
- Staffing & management

# Service Delivery Connections

- Service in - ingesting
  - Established and working
- Service out – requests
  - New and critical
- Delivery
  - Extension of storage
  - Schedule
- Interlibrary Loan
  - Extension of delivery



# Service Request Planning Connections



- Goal of team
  - Establish an effective and efficient request process
- Team composition
- Being in the same room
- Being on the same page

# Service Request Integrations: Patron's View

University  
affiliated

- Request

Unaffiliated

- Circulation

Internal  
patrons

- Delivery

# Service Request Integrations

- Integrated into OPAC
- Unaffiliated request options
- Internal patrons search as needed

## Holdings Information

Location:	SU Libraries Facility - Request Scan of Article Request Entire Journal Volume
Call Number:	QR79 .S65
Status:	Available
Library Has:	1971 1973 1976, v.1-v.2

- ☐ I am a Syracuse University student, faculty, staff and/or have a NetID.  
☒ I am not affiliated with Syracuse University.

(You will be redirected to the Photocopy Request Form to finish this request)

## Barcode Lookup - SCRC

BIBID	<input type="text"/>	<input type="button" value="Lookup »"/>
BIBID		
OCLC		
ISSN		
ISBN		
Title		

# Requests for Books and Journal Volumes

- Requests through Voyager
- “Callslip” for books
- Different instances for different purposes
- Standalone form for Journal Volumes



# Special Internal Requests



- Special Collections mediated service requests
- Standalone form for internal use
- Searchable by:
  - OCLC number, ISSN, ISBN, Title, BibID
- Barcode passes through

# Article Requests

- Requests originate from our patrons and ILL lending
- Serial in Facility gets “Request Scan” OPAC link
- Volume selection
- Article requests go through ILLiad to LAS

## Which volume do you need?

**Title:** Spore research.

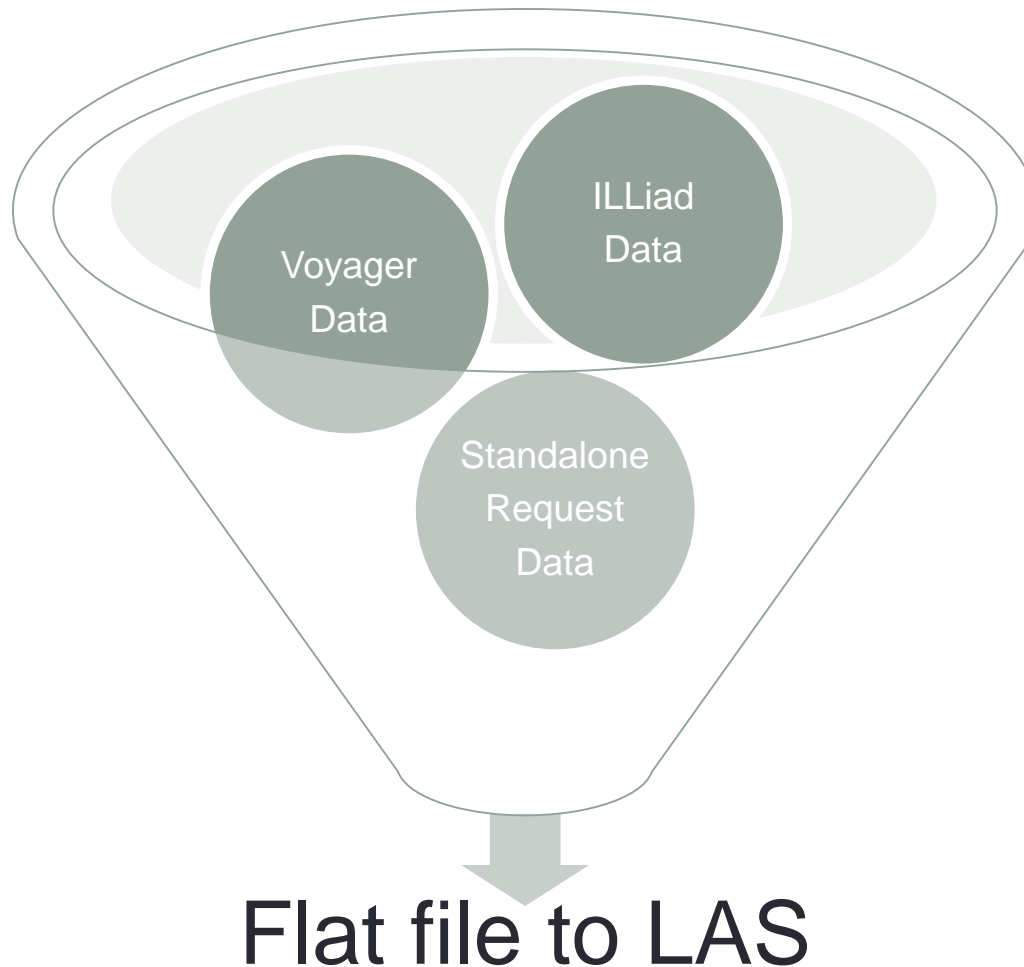
**ISSN:** 0306-2074

	Volume	Number/Edition	Year
<input type="radio"/>		1971	
<input type="radio"/>		1973	
<input checked="" type="radio"/>	v.1	1976	
<input type="radio"/>	v.2	1976	

☐ I am a Syracuse University student, faculty, staff and

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# Service Request Integrations: Flow of the Request Data



# LAS storage software:

It's all about the....



- Three barcode system
  - Barcode on item
  - Barcode on storage tray
  - Barcode on shelf
- LAS connection,  
different interfaces
- Moving the barcode and  
more

# Moving the Data: From Request to LAS



# Technological Connections: Data Flows and Efficiencies



- Voyager data
- Leadership + Technology
- Second ILLiad site
- ILLiad Addons

# Getting Data Into LAS

## EDD RETRIEVAL RECEIPT

Order: 004560 Document Nbr: 771481

For: EDD

Copied: 09/04/2014

Shipped: 09/04/2014

Deliver To: Internal ILLIAD user

Item BarCode: 32911042095349

Item Title: Physical & Occupational Therapy in Geriatrics

Item Author:

Item Call Number: RC952.A1 P48

Item Vol/Part:

Article Title: The Transition Room Program: Preparing nursing ho

Article Author: Ellig, Nicholas R.;Ellig, Donna DuRand,

Art Vol/Part: 11

Article Issue: 4

Beg Page: 1

End Page: 14

Total Pages: 14

Other Info: 771481

Notes: 3|Exempt

- Big bridge
- Citation and barcode mapped
- TN number included
- ILLiad doesn't need to be opened

# ILLiad Client Addon: Barcode Lookup

- Looks up barcode within ILLiad without opening Voyager
- Takes ILLiad data and executes a search in custom barcode lookup
- Reduces cut & paste

Script 769542 - Lending Request

Lending Processing Printing SYRBarcode

Back Forward Stop Refresh

Search OCLC# Search ISSN Search ISBN Search Title

SYRBarcode

Detail History OCLC Z39.50 PubMed/Dodine Google Search NLM Web Form OCLC AE OPAC Search Serials Solutions Search SYRBarcode

## Barcode Lookup

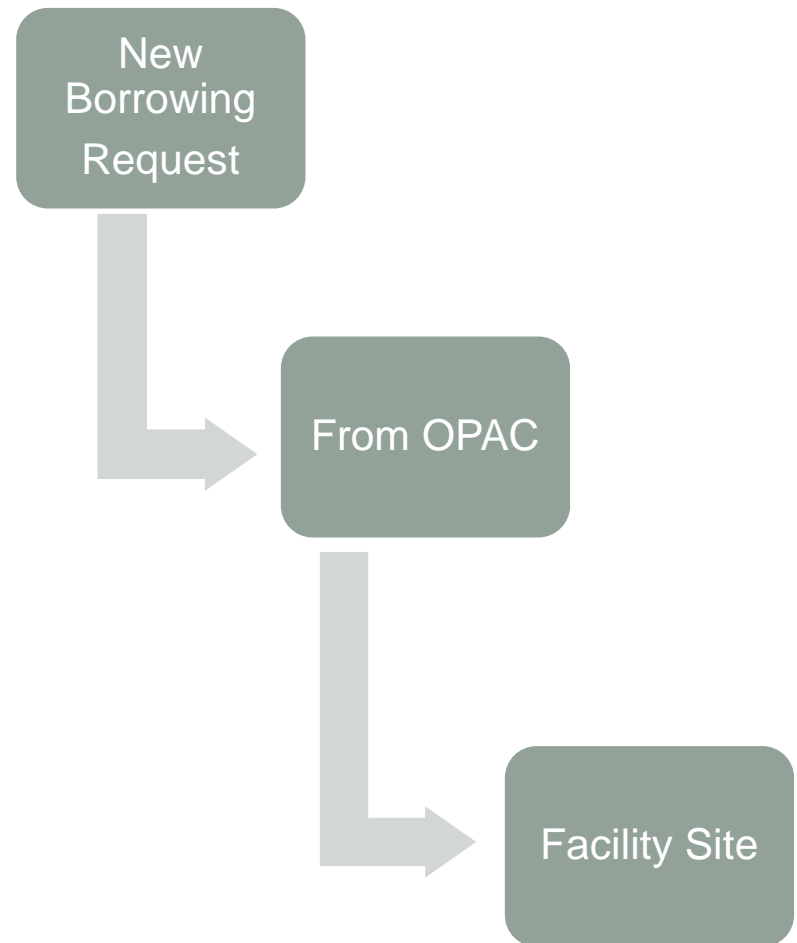
ISSN

**Results:** ISSN = 8756758X

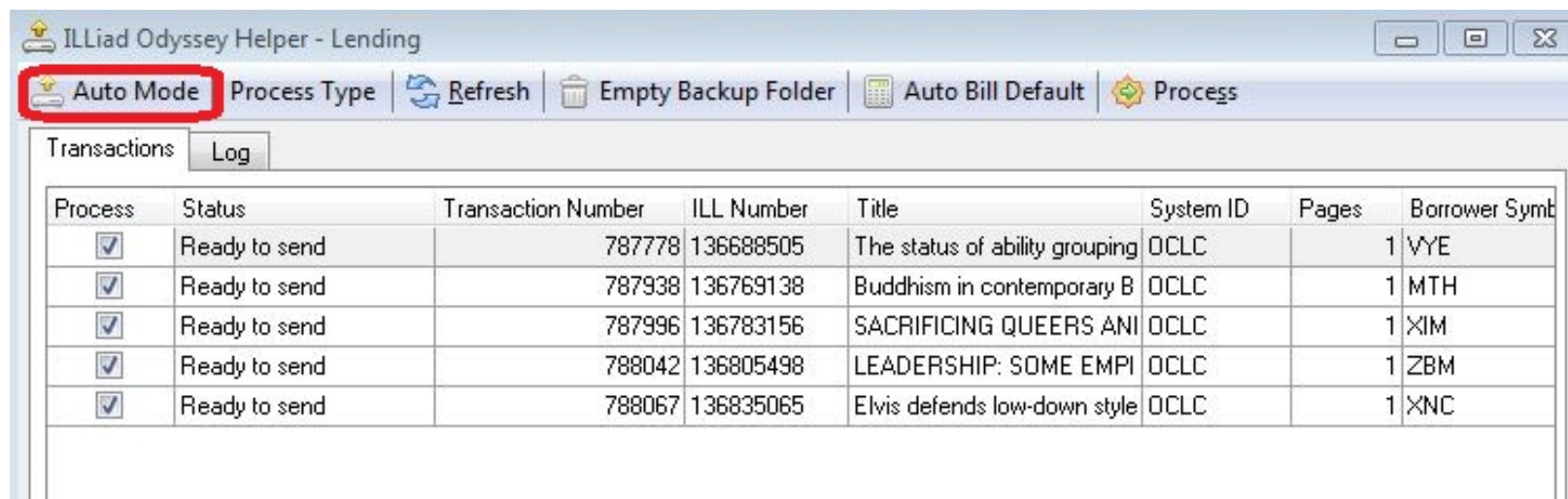
Barcode	Volume	Number/Edition	Year	Title	Call Number	Location	Status
32911041718883	v.8	1985		Fatigue & fracture of engineering materials & structures.	TA418.38 .F31	SU Libraries Facility	Not charged
32911041718891	v.9	1986		Fatigue & fracture of engineering materials & structures.	TA418.38 .F31	SU Libraries Facility	Not charged
32911041718909	v.10	1987		Fatigue & fracture of engineering materials & structures.	TA418.38 .F31	SU Libraries Facility	Not charged
32911041718917	v.11	1988		Fatigue & fracture of engineering materials & structures.	TA418.38 .F31	SU Libraries Facility	Not charged
32911041718925	v.12	1989		Fatigue & fracture of engineering materials & structures.	TA418.38 .F31	SU Libraries Facility	Not charged
32911041718933	v.13	1990		Fatigue & fracture of engineering materials & structures.	TA418.38 .F31	SU Libraries Facility	Not charged
32911041718941	v.14	1991		Fatigue & fracture of engineering materials & structures.	TA418.38 .F31	SU Libraries Facility	Not charged
32911041718958	v.15 Jan-June	1992		Fatigue & fracture of engineering materials & structures.	TA418.38 .F31	SU Libraries Facility	Not charged
32911041718966	v.15 July-Dec	1992		Fatigue & fracture of engineering materials & structures.	TA418.38 .F31	SU Libraries Facility	Not charged
32911041718974	v.16 Jan-June	1993		Fatigue & fracture of engineering materials & structures.	TA418.38 .F31	SU Libraries Facility	Not charged

# ILLiad Server Addon: Routing

- Checks for new borrowing requests
- If coming from OPAC, it's fast-tracked
- Because of 2<sup>nd</sup> server site, it is routed directly to Facility



# ILLiad Server Addon: Into Odyssey Helper



ILLiad Odyssey Helper - Lending

Auto Mode Process Type Refresh Empty Backup Folder Auto Bill Default Process

Transactions Log

Process	Status	Transaction Number	ILL Number	Title	System ID	Pages	Borrower Symb
<input checked="" type="checkbox"/>	Ready to send	787778	136688505	The status of ability grouping	OCLC	1	VYE
<input checked="" type="checkbox"/>	Ready to send	787938	136769138	Buddhism in contemporary B	OCLC	1	MTH
<input checked="" type="checkbox"/>	Ready to send	787996	136783156	SACRIFICING QUEERS ANI	OCLC	1	XIM
<input checked="" type="checkbox"/>	Ready to send	788042	136805498	LEADERSHIP: SOME EMPI	OCLC	1	ZBM
<input checked="" type="checkbox"/>	Ready to send	788067	136835065	Elvis defends low-down style	OCLC	1	XNC

- Second site allows more efficiencies
- Addon routes immediately to Odyssey Helper
- Don't need to open ILLiad to process request

# Back to theme....for all Access Services

- Recognize opportunities for:

Organizational integrations

- Consider best options for:

Service and Request integrations

- Make the most of tools:

Technological integrations and efficiencies

Thank you!

## Questions & Answers

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