



ILL Procedures Using ISO ILL

Different systems are in place for when BC public and post-secondary libraries borrow from UBC, SFU, UVic, KPU, and TRU, and RRU as these libraries use a different ILL platform than the SHAREit software.

ISO 10160/10161 are interlibrary loan application standards that allow different ILL systems to communicate with each other using an ISO bridge or script. Using this ISO protocol, ILL requests can be transmitted between the Illume (SHAREit) platform and the ISO ILL partner libraries listed below that use other ILL platforms, such as Relais.

Who are the ISO partner libraries?

Illume currently has six ISO ILL partner libraries (all Relais sites except RRU (VDX)):

- Simon Fraser University (BVAS)
- University of British Columbia (BVAU and BKU)
- University of Victoria (BVIV)
- Kwantlen Polytechnic University (BSKC)
- Thompson Rivers University (BKCC)
- Royal Roads University (BRCZ)

Additional ISO ILL partners will be added in the future as they are set-up in Illume (SHAREit). [Contact us](#) if you'd like to request set-up of an ISO partner!

Borrowing from ISO ILL partner libraries: The basics

Below is an outline of how ISO ILL requests work in the Illume SHAREit system. All scripts processes are automatic and don't normally involve intervention by ILL Staff.

If you believe a status change message was lost in transit, you can use the "Repeat Last Message" status to try sending it again to the ISO partner library. ISO messages can take up to 30 minutes to send.

Occasionally ISO messages, such as Shipped, are lost in transit. For more information check-out our [FAQ <https://illumebc.ca/faq-duplicate-items>](https://illumebc.ca/faq-duplicate-items) or [contact us](#) for assistance!

- An ILL request is created in Illume by the borrowing library as usual.
- When the request is sent to an ISO partner using their code in the Lender List (eg. BVAS), the Illume system automatically communicates with the ISO ILL partner library via an ISO communication bridge/script.

- If the ISO ILL partner library can fill the request, the item is shipped and the status of the request is automatically changed to Shipped in Illume by the ISO communication script. If the ISO ILL library is unable to fill the request, the status of the request is automatically changed to Will Not Supply in Illume through the communication script.
- Once an item is received, the borrowing library should change the status of the request in Illume to Received and that change of status will be transmitted automatically to the ISO partner library again via the script.
- When an item is returned to an ISO ILL partner, the status of the request should be changed to Returned in Illume.

Please Note: If a request goes into the “Unfilled” or “Retry” statuses, you can try re-approving the request again under the same Illume request number but you may need to delete and re-create. This is because the Relais system, if it sees a request number that has already been received before, may assume the request has already been completed and may not act upon the request a second time.

To resend a request to SFU, UBC, UVic, Kwantlen or TRU, first try the previous request, as we’ve received reports that this sometimes now works, but if not please delete the request from Illume and create a brand new request for the same item.

Notes about borrowing from and lending to ISO ILL partner libraries

- Keep it simple. The more basic the message (e.g., requesting, supplying, renewing, checking in, etc.), the more likely it is that the ISO ILL partner system will be able to accurately translate the message. Only simple messages are sent via the ISO communications bridge/script.
- ILL systems, including Illume, do not provide circulation functionality. When working with all partner libraries, both ISO and non-ISO alike, on ILL requests, please take note of any due date information provided with the item. Use your own local system to ensure prompt return of the item. Similarly, when lending items, if the return date is important to you, please send information to the borrowing library along with the item.
- With ISO, you will have additional choices for statuses that allow you to add reasons for why an item will not be supplied. The use of these additional statuses is optional. **It is recommended that basic messages be used.**
- Some ISO ILL software does not use a “Will Supply” status. Instead, the request goes directly to the “Shipped” status. Occasionally these Shipped messages sent from the ISO partner are lost-in-transit. Please check-out our FAQ for more information: <https://illumebc.ca/faq-duplicate-items>
- Different ILL systems may have different names for statuses from those used in Illume, or the workflow may be different and some statuses may be skipped. Not all status changes can be accommodated by all ISO partners.

- **Conditional messages:** Conditional messages are **not** recommended, as ISO software may not be able to receive them.
- **Notes:** Borrower/Lender Notes are **not** recommended with ISO ILL partners, as they may not be sent to the ISO partner library. Likewise, notes from ISO partner libraries may not be received in Illume. Please contact the ISO partner library directly via email or telephone if there's special instructions you need to communicate.
- **Time Delay:** ISO ILL requests are sometimes sent in batch format, so there may be up to a 30 minute delay.

Tips on working with Relais ISO ILL partner libraries:

UBC, SFU, KPU, TRU, and UVic use the Relais interlibrary loan software.

- Relais does not indicate when copies are "Shipped." When a copy is received, please mark it as having been completed, and/or delete it in the Illume ILL Admin tab. Occasionally these Shipped messages sent from the ISO partner are lost-in-transit. ISO Partner libraries are set-up with 7-10 Days to Respond (DTR) to help with lost messages. Please check-out our FAQ for more information: <https://illumebc.ca/faq-duplicate-items>
- If there is anything in writing sent by the lending library, please use this as your reference when determining when the item needs to be returned. Relais libraries may not mark an item as "Returned." When you receive a returned item, please check in using Illume and [contact us](#) for assistance if you are unable to check-in.
- Relais may not send a "Received" message. If you do not see information in the History Notes or the status field that your item has been received, do not assume that it has not been received. Contact the ISO partner library via email or telephone to follow-up.
- If the library has not returned the item after the appropriate loan period, you may wish to inquire about the status of the item directly via email or telephone.

Patron-initiated ILL requests:

If your library has patron-initiated ILL requesting and the ISO ILL partner libraries are available to your patrons for searching, then the ISO libraries will also be available to your patrons for ILL requests. For example, if SFU is listed as a search target on the list of resources that patrons can search, patrons will be able to initiate requests to SFU, just as they can with the Illume union database unless you have blocked an ISO partner library using the Blocked Lenders List feature: <https://illumebc.ca/faq-blocked-lenders>

Have any questions/concerns or would like some assistance with requesting and ISO partner libraries? [Contact us!](#)