Temporary Interlibrary Loan Service Closures (Staff Holidays)

Temporarily closing your library for the holidays or another reason such as renovations?

1. Set-up the **Holiday List** to allow your library to be skipped as a **Lender**.
2. If you have **Patron-Initiated ILL** activated, where your patrons have the ability to search & submit requests directly in Illume, you can also suspend it during any closures (optional).
3. **Problems with your holiday list?** Please contact the Illume Administrative Support Centre immediately to report any bugs/issues or request assistance.
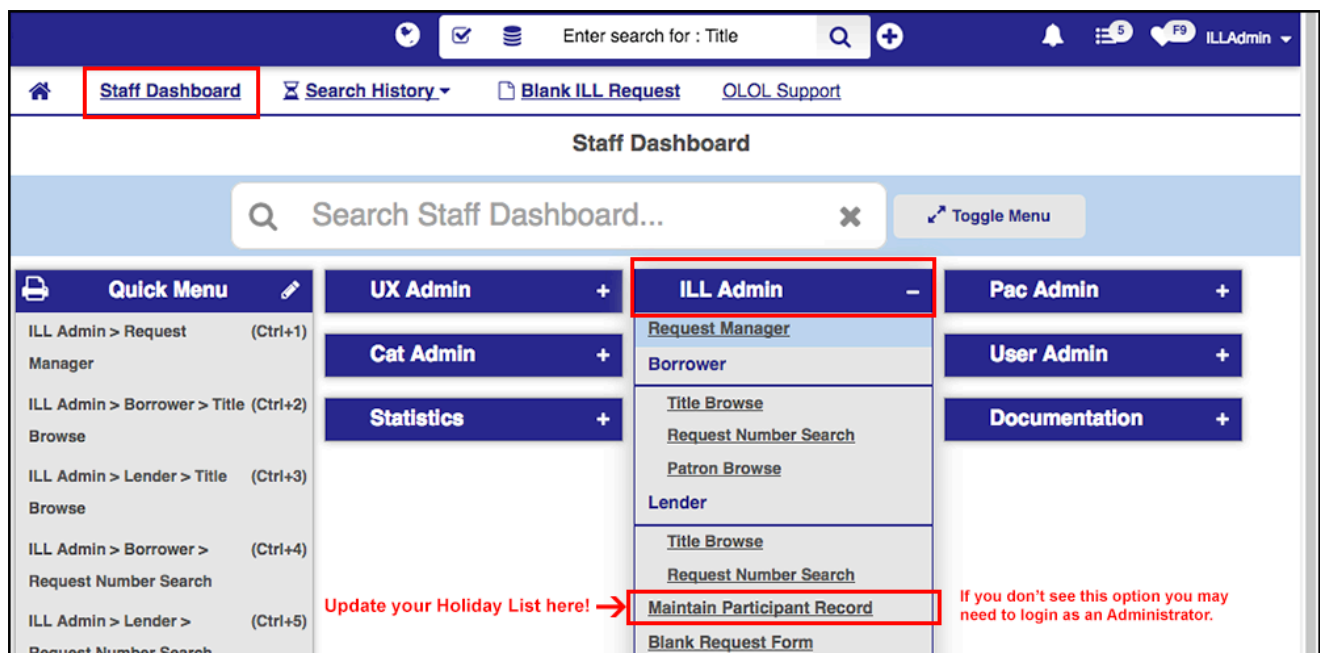

1. How to Suspend Lending in Illume

We recommend you set-up a **Holiday List** in **Illume** if your library wishes to suspend **Lender** requests due to **ILL staff holidays**, **renovations** or *any other reason* such as an **internet outage**, **location move** or **disaster evacuation**.

When Lender requests arrive at your library and it's currently on 'holiday' - your library is "skipped" and the request is forwarded to the next lender in the 'Lender List' (exception b. listed on next page). The 'History Information' note indicates a date after which the borrower may try again. If a lender is skipped, the request will appear in the other library's 'Borrower - Retry' status if there are no other lenders on the Lender List.

TIP: Consider extending or "padding" both your **Start Date** and **End Date** with extra days to avoid requests arriving after you've left for the day at the beginning of your holiday... and to return to zero (0) requests in your Pending after holiday.

- From your **Staff Dashboard > ILL Admin > Maintain Participant Record** select the **Holiday List** section or scroll down to locate it:

- Under the **Holiday List** section, follow the **Input format** specified (**MM/DD/YYYY**). Enter the first day interlibrary loan service is closed in the upper left-hand box under the heading **Start Date**. Next enter the last day closed in the box under the heading **End Date**.

  You can also enter multiple dates for Holiday List closures at one time. The Auto-Graphics system *should* delete dates from the Holiday List once the holiday closure dates have passed.

  → Don't forget to click **Submit** and **OK** to save your changes!

TIPS:

a) If you are closed for more than a few days such as for staff holidays, consider padding the **Start Date** so new requests don't arrive after you've left for the day.

  For example: Your library is closed for July 2nd (in lieu of Canada Day) and staff are on holiday for a week until July 9th. Start your holiday closure before the weekend to avoid requests arriving after you've left for the day on June 29th. If a request arrives at 6PM on your last day before holidays, and you've left at 5PM, the request will stay with your library for your full **Days to Respond** (eg. 4) since the holiday list does not start actively turning away requests until midnight of the Start Date entered! If you close early the request can instead move on to open available lenders.

b) Consider adding a few extra days to your real closing date, as the system may also send you requests near the end of your holiday closure *if it calculates that you will re-open before the request would have normally moved on to a new lender*.

  For example: During the winter holidays, if you re-open on January 4th and you return to find requests that were sent to you on January 2nd, it's because the system checked and found that you would have 2 days to reject/approve the request once you re-opened. **Calculation:**

  4 Days to Respond (DTR) - 2 Days Left Before Re-Open Date = 2 Days Left to Reply to Request.

  If you add a few extra days, past your actual re-open End Date, you should return to zero (0) Pending requests. This does seem strange - but this is how Auto-Graphics has told us the system is

responding and you can delete your active holiday dates at any time to immediately start receiving requests again!

c) Holidays *should* be entered in the list only when they fall on a day where you're normally open for ILLs. If you are normally open for ILLs on a Sunday you would want to close for that day also. **Note**: *If you accidentally start or end your closure dates on a day you're normally closed – it doesn't appear to negatively impact the system as far as we're aware. Please report any bugs if it does!*

For example: Double-check your **Staff Dashboard > ILL Admin > Maintain Participant Record** for your "**Days Requests are Processed**" to see which days you've checked off as "open" for ILLs. If you are normally open for ILL processing on a Sunday and would be closed for Remembrance Day on both the 11th & 12th you may want to set both those days as closed.

Please Note: You may have checked off extra 'open for ILL' processing days so your DTR responds normally. For example, if library staff only actually process requests once a week (on Friday) we still recommend you check-off at least Tuesday-Friday in 'Days Requests are Processed' since the system calculates how long to leave a request with you real-time based on **Days to Respond (DTR)** and **Days Requests are Processed (DRP)**. **Calculation**: 4 Days to Respond x 2 Days (a week) Requests are Processed = 2 weeks real-time that requests will remain with your library!

This can be confusing so please [contact us](#) *if you'd like assistance calculating how long requests are remaining with your library in real-time.*

2. **How to Suspend Patron Requesting in Illume if you have Patron Initiated ILL activated**

Libraries that offer patron-initiated ILL requesting *may* choose to suspend the patron's ability to submit requests during a long suspension of ILL service such as a renovation or staff shortage. If you have set your Holiday List to be skipped as a Lender, this does not stop your patrons from submitting requests!

This is completely optional and it is up to the discretion of the library to leave patron requesting open and process the awaiting requests when ILL service resumes instead.

Warning: Unlike using the Holiday List the following change is immediate. Therefore, this should be done on the last day before suspension.

- From your **Staff Dashboard > ILL Admin > Maintain Participant Record** scroll down until you see the **Show Request This Button** section (or use Ctrl/Cmd – F to quickly find it).
- De-select the checkbox next to '**Guests**" for your **Request This Item** button and **Blank ILL Form** (if activated).
- Don't forget to click **Submit** and **OK** to save your changes!

TIP: We recommend you also double-check that patron-initiated requesting *has really been de-activated* by logging out of Illume in your current browser (eg. Chrome) or opening Illume in a different browser window (eg. Firefox) to see the unlogged guest patron view.

When ILL service resumes and staff are ready to process requests - preferably on the first day back from holiday - you need to enable patron requesting by repeating the above and ensuring the box beside 'Guest' is checked again. Don't forget to always click **Submit** and **OK** to save the changes or your updates won't apply!

Have any questions/concerns or would like some assistance updating your Holiday List with your library closures? Please [contact us](#)!

Last Revised: May 30, 2018