

Lending Role

Steps	Without NCIP		Steps	With NCIP
1	Lender receives pending request if item is available, if not library is skipped		1	Lender receives pending request and the ILS sends a <u>LookUpUser</u> message to ILS to see if the borrowing library exists as a patron. If it does not the ILL system sends a <u>CreateUser</u> record to the ILS to create the borrowing library as a patron in the ILS system. The ILL sends <u>RequestItem</u> message to ILS to place hold on the item for the borrowing library if the item is available, if not available the library is skipped.
2	Lender checks local ILS for location and moves request to will supply. Lender can reject the ILL request based on item availability or other factors and update the ILL request to will not supply which will move it to the next lender.		2	Lender moves request to will supply. Lender can reject the ILL request based on item availability or other factors and update the ILL request to will not supply which will move it to the next lender. If the library rejects the ILL request the ILL system sends <u>CancelRequestItem</u> to the ILS to remove the hold placed by the <u>RequestItem</u> message.
3	Lender prints pull list			
4	Lender retrieves item from shelf		3	Lender retrieves item from shelf using the ILS hold request list
5	Lender checks to see if the borrowing library is their ILS as a patron.			
	Lender creates patron record for borrowing library and checks out item			
6	Lender updates ILL request by modifying due date and changes the status to shipped and prints book strap/shipping label		4	Lender updates the ILL request to shipped. The ILL system sends <u>CheckOutItem</u> message to the ILS. The ILS responds with <u>CheckOutItemResponse</u> and provides item due date to the ILL system and the ILL request is updated. Lender prints book strap/shipping label.
7	Lender ships item to borrowing library			Lender ships item to borrowing library
8	Borrower receives item		5	Borrower receives item
9	Borrower returns item		6	Borrower returns item
10	Lender updates the returned ILL request to check in		7	Lender updates the returned ILL request to check in. The ILL system sends <u>CheckInItem</u> message to the ILS and the item is checked in
11	Lender checks item in on the ILS			

Borrowing Role

Steps	Without NCIP	Steps	With NCIP
1	Patron Connects to ILL system as a Guest	1	Patron Connects to ILL system but is authenticated against the local ILS for current patron status using LookUpUser message
2	Patron searches for an item using available resources associated with the ILL system	2	Patron searches for an item using available resources associated with the ILL system
3	Patron selects an item and places request	3	Patron selects and places request
4	ILL system presents request form and patron enters their contact information and submits ILL request	4	ILL system presents request form with patrons contact information filled using the in patron information received from the ILS via the LookUpUserResponse message
5	Patrons submits request which goes to Awaiting Approval for staff review	5	Patron submits request and it is sent to the first lending library
6	Staff approves ILL request and it is sent to first lending library		
7	ILL request is filled by a lending library	6	ILL request is filled by a lending library
8	ILL item arrives at borrowing library	7	ILL item arrives at borrowing library
9	Staff updates the ILL request to Received	8	Staff updates the ILL request to received. ILL system sends a AcceptItem message to the ILS and creates a temporary bib and places a hold on the item for the patron and prints a hold slip. The patron is notified that the item is available for pickup.
10	Staff access the ILS system to create a temporary bib record		
11	Staff looks up patron in the ILS and places a hold on the ILL item and notifies patron that it is available for pickup. Hold slip is printed		
12	Patron picks up item at the library	9	Patron picks item up at the library
13	Staff Checks out the item to patron on the ILS and the ILS assigns a due date	10	Staff Checks out the item to the patron on the ILS and uses preassigned due date from AcceptItem message.
14	Patron returns the item to library		
15	Staff checks the item in on the CIRC system and removes the temporary bib record		
16	Staff updates the ILL request to returned	11	Staff updates the ILL request to returned and the ILL system sends CheckInItem message to the ILS which checks the item and removes the temporary bib record.
17	Staff ships the item back to the lending library.	12	Staff ships the item back to the lending library