NCIP Implementation Guide

For use by all USMAI Libraries

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[**I - Introduction**](#_ycrovkgwxbxk) **4**

[**About NCIP**](#_ctthtd4qmp38) **4**

[About This Implementation](#_xrbeuju9p6cp) 4

[Brief Overview of Functionality](#_ug0izbywnexh) 4

[Circulation](#_ojgo70k150gm) 5

[Notifications](#_idld80fklrle) 5

[Loan Period and Renewals](#_j1479kezpsjn) 5

[Fines and Billing](#_2bnpxt4qtx9n) 5

[Expired Holds](#_5adnwkljr6cf) 6

[Library Use Only items](#_n09tzyv77awd) 6

[Items with Multiple Pieces](#_4qxlxqx456) 6

[Pickup Locations](#_turxaqhnihlx) 6

[Returns](#_798keyw2ca2b) 7

[**II - Preparing for Implementation**](#_5xmwtb7o7m8w) **7**

[ILLiad Version](#_5wu1mnn7sse) 7

[Aleph Configuration](#_2pppat1ex4oh) 7

[Collection](#_k1e9hmof46n9) 7

[Item Status](#_1mun6wu4rudw) 7

[Addon Installation & Configuration](#_9wla0gsj2i8t) 8

[Installation](#_hycczsgysp02) 8

[Settings](#_u4qs2iqcj4h4) 8

[System Timer](#_esu3osokwvlu) 10

[Print Templates](#_y9wiartlc5kq) 10

[**Changes to ILL Procedures**](#_5xu7eo6flcgl) **11**

[Overview of Procedures for Library Staff](#_9xl668x7thy7) 11

[Changes to User Experience](#_xxkneme2b2jt) 12

[Overview of Patron’s Experience](#_69ovwgunmhi9) 12

[Hiding Checked Out Items in ILLiad Accounts](#_c8xtz1hfse9m) 12

[**III - Implementation**](#_lndfdehqx4vs) **13**

[**Customization Manager Changes**](#_x0r4s3jtn39y) **13**

[Disabling Overdue Notifications](#_frujkongw87m) 13

[Disabling Renewals](#_643ozbdlp5jj) 13

[Disabling WebCirc](#_xmb2wvhmtgzs) 14

[Changing Displayed Status of Checked Out items](#_ib6x1p3yil3u) 14

[Addon Activation](#_ait06gjeilwh) 14

[Turning on the NCIP addon](#_chs0kev1gc1h) 14

[Print Templates](#_p5iv24abpho6) 15

[Importing Existing Loans into Aleph](#_vvcebktjax4z) 15

[**Appendix A - Settings for All Libraries**](#_v4ehco4vkvg8) **16**

[USMAI Shared Server](#_gk16uzpzu4cw) 16

[University of Baltimore Server](#_h14rzc8up0lx) 16

[Loyola - Notre Dame Library](#_eonsmwcnnq4c) 17

[St. Mary's College of Maryland](#_dnrlkciqlpca) 17

[Towson University](#_j92u8y2h7vqa) 18

[University of Maryland, Baltimore County (UMBC)](#_69ufplc9tmec) 18

[University of Maryland, College Park](#_dxmcwdt1d1tb) 19

[UM Health Sciences and Human Services Library](#_venlg7op81te) 19

[University of Maryland Law Library](#_4z1fl3e10fz) 20

[University of Maryland University College](#_82cppnxc32fr) 20

[**Appendix B - Troubleshooting**](#_47lmeur86unw) **21**

[Requests appear in “NCIP Error” queue](#_b61izlbad2az) 21

[1. Invalid or inactive user account](#_7rpbjcz77r70) 21

[Single User](#_5bnj3gynzzlt) 21

[All Users](#_o1ex0wgxu567) 21

[2. Problem with Aleph configuration](#_94z2wo32qsq5) 22

[No error message, but requests are not processed](#_6b90jirzyw2n) 22

# I - Introduction

## About NCIP

The NISO Circulation Interchange Protocol is a software standard which permits communication between library software systems - in this case, between ILLiad and Aleph. USMAI has developed an implementation of the standard which will automatically create temporary bib records in Aleph for ILL items. This affords the following benefits:

* All items on hold for, or checked out to, a patron will be visible in one location (the patron’s catalogUSMAI account).
* Desk staff at participating libraries will be able to circulate all items in Aleph. WebCirc, or other methods of tracking the circulation of ILL materials, will no longer be needed.
* All overdue notices and fines will be generated by Aleph. This simplifies staff operations and provides more consistency for patrons.

## About This Implementation

The USMAI implementation of the NCIP standard has two parts: an ILLiad addon, which generates the messages, and an Aleph NCIP Responder, which receives the messages and creates item records and holds. CLAS will configure the Aleph Responder, but the ILLiad configuration will need to be performed separately for each participating ILLiad server.

### Brief Overview of Functionality

When an item is checked in from the lending library in ILLiad, Aleph will automatically generate a bib record for the item, and will place a hold on this record for the requesting patron.

The hold request will be created in a status of “In Process.” The item must then be returned in Aleph; this will place the item on hold, and will generate a Hold Available Notice. At this point, the item will be visible as a request in the patron’s catalogUSMAI account.

The item will then follow the normal lifecycle of a hold: it will remain on the hold shelf until checked out or expired, will circulate as a normal item in Aleph, and will eventually be returned to the ILL department. At this point, it will be processed as a normal returned item.

### Circulation

ILL materials will be checked out and returned in Aleph. WebCirc, checkout slips, and other ILL circulation systems will be discontinued.

Items will not circulate in ILLiad. Instead, items will be moved to a status of “Checked Out to Customer” as soon as they arrive, and will remain in this status until processed for return. This guide contains instructions for modifying the patron’s ILLiad account in order to prevent this from causing confusion.

### Notifications

Hold Available, Pick Up Reminder, Recall, and Item Overdue notifications will be delivered by Aleph. These functions should be disabled in ILLiad. This is covered in the implementation instructions.

### Loan Period and Renewals

All ILL items will be assigned the same loan period, which must be chosen by each library when configuring their local implementation. NCIP is currently not capable of assigning individual due dates to items.

NCIP is also not capable of mediating renewals, so renewal requests for ILL items will be disabled in the patron’s CatalogUSMAI account. For this reason, it is suggested that a suitable loan period be chosen with care. At least 8 weeks is recommended; several USMAI libraries have decided to assign a loan period of 16 weeks. In exceptional cases where renewals must be requested, the due date must be requested via OCLC, then manually changed in both ILLiad and Aleph upon approval by the lender.

### Fines and Billing

Overdue and replacement fines will be generated by Aleph according to the policies set by each library when configuring their local implementation. Since all billing can take place through Aleph, manual billing for ILL items will no longer be necessary.

### Expired Holds

ILL materials that are not picked up will appear on the Expired Holds Report. The amount of time these items remain on hold must be chosen by each library when configuring their local implementation; it does not need to be the same as the time granted for normal USMAI holds.

Expired ILL items must have their holds deleted in Aleph. Once this is done, the item can be processed as a returned item in ILLiad.

### Library Use Only items

Each library must choose whether or not Aleph records will be created for Library Use Only (LUO) items when configuring their local implementation.

If an item record is created for LUO items, they will be visible as requests in the patron’s CatalogUSMAI account. There is, at present, no way to clearly label them as LUO items in the account, and Aleph will not prevent them from being checked out.

If an item record is not created, then the items will not appear in the patron’s CatalogUSMAI account. This will prevent them from being checked out in Aleph.

### Items with Multiple Pieces

Items with multiple pieces will only have one item record and one barcode in Aleph. This is due to a limitation in ILLiad; it is not possible for ILLiad to print multiple labels with different barcodes for a single transaction.

### Pickup Locations

Multiple pickup locations are supported for both single-site and shared servers. Pickup locations must be defined in Aleph, and there must be a field in ILLiad which unambiguously identifies them. By default, this field would be NVTGC, but other mappings are possible (e.g., to enable item-level pickup locations).

### Returns

It will now be possible for ILL materials to be returned at any USMAI library. Upon return, Aleph will prompt transfer to the patron’s home institution, which must then ship it to the lender. It is up to each participating library to determine whether or not this will be publicized or encouraged.

# II - Preparing for Implementation

## ILLiad Version

The NCIP addon has been developed and tested on ILLiad 9.0.1 and 9.0.3. There is no guarantee that it will function as intended on ILLiad 8.7. Upgrading to ILLiad 9.0 is a prerequisite for NCIP implementation.

## Aleph Configuration

CLAS will need the IP address of your ILLiad server in order to configure the Aleph NCIP Responder. CLAS will also need to set up a Collection and an Item Status in Aleph as follows:

#### Collection

* Sublibrary: Your Aleph Sublibrary code
* Collection Code: NCIP
* Collection Long Name: <Your Library Name> Interlibrary Loan

#### Item Status

* Status Code: 17
* Holds allowed
* No renewals
* No OPAC display
* Hold duration: 30 days (or whatever you prefer)
* Notice Schedule: default for your campus
* Lost Charges: default for your campus
* Default for your campus. No Daily Fines strongly recommended.
* Circulate to all borrowers\*
* Loan Period: 112 days (or whatever you prefer)

\* It is not necessary to restrict these items to ILL-eligible patron types, as users should already be screened for eligibility by virtue of having an ILL account.

## Addon Installation & Configuration

### Installation

These steps must be performed once for each ILLiad server. The addon can be installed at any time prior to implementation, but should be left inactive until all configured libraries are ready to proceed with implementation.

1. Download *NCIP.zip*, but do not unzip it.
2. In the ILLiad Customization Manager, go to the Server Addons tab, and click New.
3. Find and select *NCIP.zip*
4. Add values for each setting name and save changes.
5. For the time being, leave Active set to No.

### Settings

This section contains an explanation of what each setting does; if you simply wish to know which settings your library should use, see [Appendix A](#_yzh9vn7my6ea).

Default values are defined for many of the addon’s settings, and this implementation guide assumes that you will use them. If you change any default values, you may need to make other changes to your ILLiad configuration.

If a library on a shared server does not wish to participate, do not add entries for that library in the last 5 settings.

**NCIPResponderURL:** URL or IP address for the NCIP Responder. Do not change this from the default value.

**AcceptItemSuccessQueue:** ILLiad queue to which successfully processed requests will be moved. The default value is Checked Out to Customer.

**AcceptItemFailQueue:** ILLiad queue for requests which could not be processed by the addon. It is very important that this queue be monitored by ILL staff, and any problems addressed promptly.

**AlephItemBarcodeField:** The field in the Transactions table where the item’s Aleph barcode will be stored. This will be used to print barcodes on ILL paperwork. The default value for this field is ItemInfo4 - if your library uses this field for any other purpose, you **must** change this setting to a different field (if possible, one of the other ItemInfo fields).

You may also wish to customize your ILLiad form layout to include this field. For more information, see <https://support.atlas-sys.com/hc/en-us/sections/360002516294-Customizing-the-Client-Layout>

**CreateHoldRequest:** Determines whether or not Aleph item records will have holds placed on them. This value should be temporarily set to No during the final phase of implementation, when existing loan requests are being imported into Aleph. Otherwise, it should be set to Yes.

**ProcessLibraryUseOnly:** Determines whether or not Aleph item records should be created for Library Use Only items. The recommended value is No. If your library does circulate these items, then set the value to Yes, but note that you may need to modify your implementation in other ways to ensure that all items are handled correctly.

**ILLiadLocationTable:** ILLiad table in which an item’s pickup location is stored. For shared servers and libraries using the NVTGC field to designate pickup location, this should be “User.” For libraries which assign pickup locations at the item level, this should be “Transaction.”

**ILLiadLocationField:** Name of the field in which an item’s pickup location is stored. For shared servers and most other libraries, this should be “NVTGC.” For libraries which assign pickup locations at the item level, this should be the field in the Transactions table which stores the pickup location (e.g., “ShippingOptions”)

**ILLiadLocationCodes:** For shared servers, this is a list of the OCLC symbols in use on the server. For sites with multiple pickup locations, this is a list of those pickup locations (as defined in ILLiad). Otherwise, this value should just be “ILL,” the default NVTGC code for a single-site installation.

**AlephLocationCodes:** A list of the Aleph pickup location codes corresponding to each of the values given in ILLiadLocationCodes.

**UserPrefixes:** A list of the campus code prefixes that should be added to ILLiad usernames to generate a valid Aleph Local ID, for each of the values given in ILLiadLocationCodes. Note: If your server hosts a single library with multiple pickup locations, this will be the same value repeated several times.

**Sublibraries:** A list of the Aleph sublibraries to which the Aleph item records will be added. Note: If your server hosts a single library with multiple pickup locations, this will be the same value repeated several times.

**ItemBarcodePrefixes:** A list of the prefixes that will be added to TransactionNumbers to generate Aleph barcodes. These must be different for each OCLC symbol, in order to guarantee that no two items will end up with the same barcode. For sites with multiple pickup locations, this will be the same value repeated several times.

## System Timer

In the Customization Manager, go to:

System > General > SystemManagerAddonInterval

And set the value to 1.

This will cause the NCIP addon to check for new items once per minute, which should ensure that messages are sent to Aleph promptly.

## Print Templates

The templates that generate your borrowing loan paperwork will need to be changed as follows:

1. In the mergefield which creates the barcode, you’ll need to replace TransactionNumber with the field name entered for your library in the NCIP addon’s AlephItemBarcodeField setting.
2. The due date should be removed. Due dates will be visible to patrons in their USMAI account, and may be different from the due date in ILLiad.

Depending on the complexity of your existing templates and your familiarity with MS Word’s Mail Merge functions, this process can be time-consuming. You should copy the template document into another location, make the changes are there, and then remove and replace the old version when you reach the Implementation section.

If you are not sure where your print templates are stored, you can find this information in the Customization Manager, under System > General > PrintDocumentsPath

If you are not sure which file in that folder is the one you need to edit, you can find this information in the Customization Manager, under Borrowing > Printing > BorrowingPrintReceivesDocsLoan

## Changes to ILL Procedures

It is not possible to provide one set of universal procedures for all libraries. What follows is a basic outline of loan procedure, with deviations from pre-NCIP procedure in red. You’ll need to review your existing processes to determine exactly what changes you will need to make.

The two main changes for staff are:

1. ILL items will need to be returned in Aleph (to generate a hold slip and notification) before they’re placed on the pickup shelf.
2. ILL items should be interfiled with USMAI holds, if you’re not already doing this.

### Overview of Procedures for Library Staff

1. Incoming ILL items are Checked In from Lending Library in ILLiad as normal. Borrowing paperwork is printed.
2. Printing the paperwork moves items into the status “In Transit to Pickup Location”. From there, the NCIP server addon will attempt to process each request.
   1. If successful, an Aleph item record and hold will be created for each item, and the request will be moved to the status “Checked Out to Customer”.
   2. If unsuccessful, no record will be created in Aleph, and the request will be moved to the status “NCIP Error - Unable to Create Record”. ILL staff should examine these requests to try to identify and correct the problem.
3. Items are returned in Aleph to generate a hold slip and a Hold Available Notice.
4. Items are shelved with the other USMAI holds.
5. Items circulate in Aleph, or remain on the shelf until they appear on an Expired Holds report.
6. After being returned in Aleph, items are returned to the ILL department, where they are Checked In from Customer as usual.

## Changes to User Experience

You will need to update any instructions, screenshots, or FAQs on your website describing the ILL process. You may also wish to send out an email announcement or set an ILLiad account alert to inform existing patrons of the changes. The main changes for patrons are:

1. All available for pickup and checked out materials will appear in the USMAI account.
2. Loan notifications, overdue fines, etc. will now all fall under the same policy.
3. Online renewals are no longer possible.

### Overview of Patron’s Experience

1. Patron requests an item via ILL.
2. The request remains visible in the patron’s ILL account until it arrives.
3. The patron receives a Hold Available Notice. At this point, the item appears in the patron’s USMAI account. The item will no longer appear under Outstanding Requests in the patron’s ILL account.
4. Once the item is returned and processed, it will show up as a Finished Request in the patron’s ILL account.

### Hiding Checked Out Items in ILLiad Accounts

You should make the following changes to a copy of your ILLiad web pages, and then overwrite the old version with the new one when your implementation is complete.

Patrons should be encouraged to use their USMAI account to see what they have checked out and when items are due. Therefore, it is suggested that you remove links to the ILLiad page which lists currently checked out items (ViewRenewCheckedOutItems.html). If you’re using the default web pages, you only need to remove this link from include\_menu.html

If you have added any instances of the <#TABLE name-”ViewRenewCheckedOutItems”> tag to other pages, you will need to remove those as well.

ILL accounts should also contain some text explaining the changes to circulation procedures. Consider adding a notice similar to the following (ideally with a link to more information):

“Loan requests will now appear in your catalogUSMAI account once they are available for pickup.”

# III - Implementation

The steps outlined in the previous section can be performed at any time prior to implementation, as they will not result in immediate changes to any existing or new requests.

The steps outlined in this section should be performed in a short timespan (one or two hours). They will cause changes in the way your ILLiad server behaves, and an incomplete implementation will create great deal of confusion for both patrons and staff. Review all steps before you begin, and schedule enough uninterrupted time to complete them all.

## Customization Manager Changes

### Disabling Overdue Notifications

Overdue notifications should be turned off in ILLiad, as all circulation will take place in Aleph.

In the Customization Manager, go to: System > General > BorrowingOverdueNoticesActive, and set the value to “No.”

### Disabling Renewals

Renewals should not be processed in ILLiad, as our NCIP implementation does not support them. It is not possible to entirely disable renewals, but setting the following values in the Customization Manager will prevent patrons from requesting them:

Borrowing > Check In > CheckInDefaultAllowRenewals : “No”

Web Interface > Renewals > RenewalWindowDays: 0

Web Interface > Renewals > RenewalBeforeWindowDays: 0

If desired, staff will still be able to perform renewals in ILLiad. If this is done, the Aleph due date will need to be manually adjusted.

### Disabling WebCirc

WebCirc will no longer be needed, as all circulation will take place in Aleph. All that is needed is to remove any bookmarks from the browsers at your Circulation desk. If you have a designated login for WebCirc defined in the Staff Manager, you can also delete or restrict that account.

If you want to be on the safe side, you can disable all WebCirc activities in the Customization Manager.

Go to: Web Interface > Web Circulation

and set the value for each entry to “No.”

### Changing Displayed Status of Checked Out items

Even if you have hidden all instances of the “Checked Out Items” table in your patrons’ ILLiad accounts, they will still see items listed in the “All Requests” table. For this reason, you should change the display status for the “Checked Out to Customer” queue.

In the Customization Manager, go to:

Web Interface > General > DisplayStatuses

and add a new record:

* ProcessType: Borrowing
* TransactionStatus: Checked Out to Customer
* WebDisplayStatus: “Check Your catalogUSMAI Account”, “Received at <Location>,” or something similar.

## Addon Activation

### Turning on the NCIP addon

In the Customization Manager, go to the Server Addons tab. Find the NCIP addon, set Active to “Yes,” and save changes.

### Print Templates

Copy your modified print template into your print templates directory (found in the Customization Manager, under System > General > PrintDocumentsPath ), overwriting the old version.\

### Importing Existing Loans into Aleph

Once the addon is active, you will need to import any existing loan requests into Aleph. This is less time-sensitive than the previous steps, but you should still try to complete the process as quickly as possible to prevent an inconsistent and confusing patron experience.

1. In the Customization Manager, go to the Server Addons tab and find the NCIP addon.
2. Change the “Create Hold Request” setting to “No,” and save changes.
3. In ILLiad, open the Checked Out to Customer queue, select all requests, and route them to In Transit to Pickup Location. The addon will then create Aleph records and hold requests for all items, and will route them back to Checked Out to Customer when finished. This process may take several minutes.
4. In ILLiad, open the Checked Out to Customer queue, and click Export. This will save all currently checked out items to an Excel spreadsheet.
5. Open the spreadsheet in Excel. Delete all columns except for Username, TransactionNumber, and DueDate.
6. Open Aleph and go to the Loan tab.
7. For each line in the spreadsheet, do the following:
   1. Add your campus UserID prefix to the username, and copy & paste it into the user field.
   2. Add your item barcode prefix to the Transaction Number, and copy & paste it into the item field to check the item out.
   3. Click on Change Date, and adjust the due date to match the spreadsheet.
   4. Press F4 to clear the screen, and move to the next line.
8. In the Customization Manager, go to Server Addons > NCIP Addon, and change the “Create Hold Request” setting back to “Yes.”

Step 5 can be performed by multiple people on multiple Aleph terminals. Depending on how many items are currently checked out at your library, you may want to split it up between as many people as possible to get through it quickly.

#### Existing Loan Requests

Note that previously checked out items will still have pre-NCIP barcodes. When these items are returned, desk staff will have to manually enter the new barcode (campus prefix + TN) into Aleph, as the old barcode (TN with no prefix) will not be found.

# Appendix A - Settings for All Libraries

## USMAI Shared Server

For the following locations:

Bowie State University, Coppin State University, Frostburg State University, Morgan State University, Salisbury University, UM Eastern Shore

NCIPResponderURL: <TBD>

AcceptItemSuccessQueue: Checked Out to Customer

AcceptItemFailQueue: NCIP Error - Unable to Create Record

AlephItemBarcodeField: ItemInfo4

CreateHoldRequest: Yes

ProcessLibraryUseOnly: Yes

ILLiadLocationTable: User

ILLiadLocationField: NVTGC

ILLiadLocationCodes: BCM, MDP, MFS, MSU, SSC, UME

AlephLocationCodes: BS-BS, CS-CS, FS-FA, MS-MS, SU-SU, ES-ES

UserPrefixes: BS-, CS, FS-, MS-, SU-, ES-

Sublibraries: BS-BS, CS-CS, FS-FA, MS-MS, SU-SU, ES-ES

ItemBarcodePrefixes: BSILL, CSILL, FSILL, MSILL, SUILL, ESILL

## University of Baltimore Server

University of Baltimore and University of Baltimore Law Library

NCIPResponderURL: <TBD>

AcceptItemSuccessQueue: Checked Out to Customer

AcceptItemFailQueue: NCIP Error - Unable to Create Record

AlephItemBarcodeField: ItemInfo4

CreateHoldRequest: Yes

ProcessLibraryUseOnly: Yes

ILLiadLocationTable: User

ILLiadLocationField: NVTGC

ILLiadLocationCodes: BAL, MDL

AlephLocationCodes: UB-UB, BL-BL

UserPrefixes: UB-, BL-

Sublibraries: UB-UB, BL-BL

ItemBarcodePrefixes: UBILL, BLILL

## Loyola - Notre Dame Library

NCIPResponderURL: <TBD>

AcceptItemSuccessQueue: Checked Out to Customer

AcceptItemFailQueue: NCIP Error - Unable to Create Record

AlephItemBarcodeField: ItemInfo4

CreateHoldRequest: Yes

ProcessLibraryUseOnly: Yes

ILLiadLocationTable: User

ILLiadLocationField: NVTGC

ILLiadLocationCodes: ILL

AlephLocationCodes: LNDL

UserPrefixes: LO-

Sublibraries: LNDL

ItemBarcodePrefixes: LNDILL

## St. Mary's College of Maryland

NCIPResponderURL: <TBD>

AcceptItemSuccessQueue: Checked Out to Customer

AcceptItemFailQueue: NCIP Error - Unable to Create Record

AlephItemBarcodeField: ItemInfo4

CreateHoldRequest: Yes

ProcessLibraryUseOnly: Yes

ILLiadLocationTable: User

ILLiadLocationField: NVTGC

ILLiadLocationCodes: ILL

AlephLocationCodes: SM-SM

UserPrefixes: SM-

Sublibraries: SM-SM

ItemBarcodePrefixes: SMILL

## 

## 

## Towson University

NCIPResponderURL: <TBD>

AcceptItemSuccessQueue: Checked Out to Customer

AcceptItemFailQueue: NCIP Error - Unable to Create Record

AlephItemBarcodeField: ItemInfo4

CreateHoldRequest: Yes

ProcessLibraryUseOnly: Yes

ILLiadLocationTable: User

ILLiadLocationField: NVTGC

ILLiadLocationCodes: TU, TUNE

AlephLocationCodes: TU-TU, TU-NE

UserPrefixes: TU-, TU-

Sublibraries: TU-TU, TU-TU

ItemBarcodePrefixes: TUILL, TUILL

## University of Maryland, Baltimore County (UMBC)

NCIPResponderURL: <TBD>

AcceptItemSuccessQueue: Checked Out to Customer

AcceptItemFailQueue: NCIP Error - Unable to Create Record

AlephItemBarcodeField: ItemInfo4

CreateHoldRequest: Yes

ProcessLibraryUseOnly: Yes

ILLiadLocationTable: User

ILLiadLocationField: NVTGC

ILLiadLocationCodes: ILL

AlephLocationCodes: BC-BC

UserPrefixes: BC-

Sublibraries: BC-BC

ItemBarcodePrefixes: BCILL

## 

## University of Maryland, College Park

NCIPResponderURL: <TBD>

AcceptItemSuccessQueue: Checked Out to Customer

AcceptItemFailQueue: NCIP Error - Unable to Create Record

AlephItemBarcodeField: ItemInfo4

CreateHoldRequest: Yes

ProcessLibraryUseOnly: Yes

ILLiadLocationTable: User

ILLiadLocationField: NVTGC

ILLiadLocationCodes: ILL, STEM, DEPT, PAL, SHADY, ART, ARCH, LMS

AlephLocationCodes: CPMCK, CPENG, CPDEL, CPPAL, CPSG, CPART, CPARC, CPNMS

UserPrefixes: CP-, CP-, CP-, CP-, CP-, CP-, CP-, CP-

Sublibraries: CPMCK, CPMCK, CPMCK, CPMCK, CPMCK, CPMCK, CPMCK, CPMCK

ItemBarcodePrefixes: CPILL, CPILL, CPILL, CPILL, CPILL, CPILL, CPILL, CPILL

## UM Health Sciences and Human Services Library

NCIPResponderURL: <TBD>

AcceptItemSuccessQueue: Checked Out to Customer

AcceptItemFailQueue: NCIP Error - Unable to Create Record

AlephItemBarcodeField: ItemInfo4

CreateHoldRequest: Yes

ProcessLibraryUseOnly: Yes

ILLiadLocationTable: User

ILLiadLocationField: NVTGC

ILLiadLocationCodes: ILL

AlephLocationCodes: HS-HS

UserPrefixes: UMB-

Sublibraries: HS-HS

ItemBarcodePrefixes: HSILL

## 

## 

## University of Maryland Law Library

NCIPResponderURL: <TBD>

AcceptItemSuccessQueue: Checked Out to Customer

AcceptItemFailQueue: NCIP Error - Unable to Create Record

AlephItemBarcodeField: ItemInfo4

CreateHoldRequest: Yes

ProcessLibraryUseOnly: Yes

ILLiadLocationTable: User

ILLiadLocationField: NVTGC

ILLiadLocationCodes: ILL

AlephLocationCodes: ML-ML

UserPrefixes: UMB-

Sublibraries: ML-ML

ItemBarcodePrefixes: MLILL

## University of Maryland University College

NCIPResponderURL: <TBD>

AcceptItemSuccessQueue: Checked Out to Customer

AcceptItemFailQueue: NCIP Error - Unable to Create Record

AlephItemBarcodeField: ItemInfo4

CreateHoldRequest: Yes

ProcessLibraryUseOnly: Yes

ILLiadLocationTable: User

ILLiadLocationField: NVTGC

ILLiadLocationCodes: ILL

AlephLocationCodes: UC-DE

UserPrefixes: UC-

Sublibraries: UC-

ItemBarcodePrefixes: UCILL

# Appendix B - Troubleshooting

While it is not possible to write an exhaustive description of all possible errors, this section reviews some of the most likely error scenarios and how to handle them.

## Requests remain In Transit (not processed by addon)

The NCIP addon may take several minutes to process all items, especially if a large number are checked in at once. Wait at least ten minutes before attempting to debug any problems, to give the addon time to work.

If, after ten minutes, requests remain in the “In Transit to Pickup Location” queue, the culprit is likely to be one of the following:

### Article Request

The NCIP addon does not process article requests.

If a loan request has been mistakenly designated as an article, then you can simply switch the RequestType to “Loan”, and the addon will process it.

If the request is for a paper article which is to be delivered to the patron, or something similar, then no item record needs to be created in Aleph. If your library delivers paper articles, you should create a routing rule which will automatically move these requests from “In Transit to Pickup Location” to whatever queue is appropriate for them.

### Library Use Only

By default, NCIP is not configured to process Library Use Only items. You should create a routing rule to move these requests from “In Transit to Pickup Location” to whichever queue is appropriate.

### Pickup Location Not Configured

If a sublibrary / pickup location is not configured in the addon settings, then the NCIP addon will ignore all requests destined for that location, without generating an error message.

## Requests Appear in “NCIP Error” Queue

Each request that appears in this queue should contain a note explaining the error.

### Addon Configuration Errors

The following message indicates that there is likely an error in your addon settings:

“NCIP Addon: Unable to process this request. Please check your addon configuration”

Check your settings carefully. If some requests are affected by this error, but others are not, then the problem is likely with the fields that define library- and pickup-location-specific settings. Pay particular attention to the following settings:

ILLiadLocationCodes

AlephLocationCodes

UserPrefixes

Sublibraries

ItemBarcodePrefixes

These fields **must** all have the same number of entries, separated by commas, **even if** this means repeating the same value multiple times.

If you are able to identify and correct the cause of the problem, you can route the affected requests back to “In Transit to Pickup Location”, where the addon should process them as normal.

### User Account Errors

If a user’s account does not exist in Aleph, is expired, or does not have the expected Local ID, then the Aleph NCIP responder will return an error message, which will be added to the request as a note. The error message will contain a description like “User Not Authorized.”

If this error occurs for only one patron’s requests, this is likely the cause. If the problems in Aleph can be corrected, you can route the affected requests back to “In Transit to Pickup Location”, and the addon should process them as normal. If the problem cannot be corrected (because the user does not have an active Aleph account), then the request(s) cannot and should not be processed in Aleph.

If this happens for all requests processed, it likely means that your library has the wrong UserPrefix defined in the NCIP Addon settings. Look up a few currently-active patron accounts in Aleph and check their Local IDs to determine the correct prefix. If the local IDs contain a hyphen, you must include that hyphen in the prefix. If you are able to identify and correct the problem, you can route the affected requests back to “In Transit to Pickup Location”, and the addon should process them as normal.

### Problems with Aleph configuration

If you have ruled out any user-account related problems, **and** the error is affecting all requests that the addon processes, there may be a problem with the configuration of your NCIP collection or ILL item status in Aleph.

Look up the Rx ticket that you submitted to have the collection and item status created. Make sure that your request contained the correct information, and that CLAS was able to complete it.

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