Tech Tip: Interlibrary Loan Requests Via E-Mail

Using Interlibrary Loan Linking in EBSCOhost

With this new option, librarians can set up a link on the Result List or Detailed Display page to an Inter-Library Loan (ILL) request form.

When the user clicks on the link, he is presented with a form that he completes and submits via e-mail to the library's ILL department. The e-mail identifies the user, the item and delivery information, as well as additional information such as the user's status, the date needed, and the maximum cost for the item. If the user does not fill in all required fields, he is prompted with an error message.

If the item has full text available, the user is shown the message: "Note: The requested item is available in full text on EBSCO*host*." Using EBSCO*admin*, the library administrator can choose to hide the link for items that have full text.

After the e-mail has been submitted, EBSCO*host* e-mails the request to the ILL department, and the requestor receives an acknowledgement.

Setting Up the ILL Link in EBSCOadmin

To add an ILL link:

1. From the Main Menu, click the **Site/Group Maintenance** button located in the upper-right hand corner.
2. Click the **Go** link in the **CustomLinks** column
3. Click **Add New CustomLink**.
4. Choose the **Copy from existing CustomLink** radio button, and click **Continue**.
5. From the **Choose category** drop-down menu, select **ILL**
6. Click on **++show other available CustomLinks.**
7. Select **EBSCO ILL Form (all content)**
8. In the Query String field, enter the e-mail address where the ILL request should be sent to by replacing the word **EMAIL** in the string.
9. Under **Advanced Settings**, be sure to fill out the remaining fields with information corresponding to your ILL link.
10. To save your changes, click **SUBMIT**; or click **Cancel**.

To add the ILL form to a profile:

1. Click the **Customize Services** tab.
2. Choose the profile that the links are being added to from the **Choose Profile** drop-down list.
3. Choose the **Linking** sub-tab.
4. Click the **Modify** link to the right of the CustomLinks field.
5. Click **Add New CustomLinks**.
6. Under the **Select** column, place a check mark next to each CustomLink you would like added.
7. Click **Submit**.
8. Repeat steps 2 - 7 for each profile.

The parameters used by EBSCO are *{issn}*, *{issn1}*, *{title}*, *{journal}*, *{volume}*, *{issue}*, *{author}*, *{authors}*, *{date}*, *{an}*, *{HasFullText}*, *{Database}*, *{FMT-P}*, *{FMT-T}*, *{IsLocal}*, *{dbCode}*, *{CustID}*, *{GroupID}*, *{ProfileID}* and *{strtpage}*.

Not all of these parameters are available for every database.

Parameters	Description	Example
issn	ISSN without a dash	01939459
issn1	ISSN with a dash	0193-9459
title	Article Title	"Respite - A Coping Strategy for Family Caregivers"
journal	Journal Title	*Western Journal of Nursing Research*
volume	Volume number	21
issue	Issue number	4
author	First author	Strang, Vicki R.
authors	All authors in a semi-colon delimited list	Strang, Vicki R.; Haughey, Margaret
date	Date of publication in YYYYMMDD format.	19990801
an	Accession number or Unique ID	12345679
has full text	Indicates if text is available on EBSCO*host*	Yes (or No)
database	Long database name	CINAHL w/MeSH
FMT-P	PDF available	Yes (or No)
FMT-T	ASCII Full Text available	Yes (or No)
IsLocal	Indicates if the journal is held locally.	Yes (or No)
dbCode	Short database name or code	Cin20
CustID	Customer ID	
GroupID	Group ID	
ProfileID	Profile ID	
strtpage	Page number	
sendto	E-mail address	
form	ILL e-mail request form	1, 2, or 3

Available ILL Forms

Administrators can display one of three forms by specifying the form number in the URL mask. In the **form** parameter, the administrator should enter one of the following: **form=1**, **form=2**, or **form=3**. The form types are described below.

Form Type	Entry	Description
Basic Form	form=1	Includes basic information required to identify the end user, including ☐ name ☐ library card number ☐ department name ☐ address ☐ e-mail address ☐ phone number ☐ date needed
Delivery Methods Form	form=2	In addition to all fields included on the basic form, adds ☐ status ☐ department ☐ choice of delivery methods— e-mail, fax, mail, or pick up at library.
Cost Not to Exceed Form	form=3	In addition to all fields included on the delivery methods form, adds ☐ Cost Not to Exceed field that lets the end-user enter a dollar amount maximum.

The end user is prompted to fill in the required fields on the request form. The end user sees the fields in the Item Details section already filled in with the information related to the journal article he is requesting. He cannot edit these fields.

In EBSCO*admin*, the administrator must enter a URL that includes all required fields following the format shown earlier.

Form 1— The Basic Form

Form 1 (Basic Form) is used to identify the requester and where the item should be sent.

EBSCO HOST — Interlibrary Loan Request Form

Please enter the information below in order to send an Interlibrary Loan request to your library administrator. The request will be sent via e-mail.

*Name: _____

Library Card #: _____

Department: _____

*Address: _____

*E-mail: _____

*Phone: _____

*Date needed: _____

Comments: _____

* Indicates required field.

_____

Item Details

Journal Title: {JOURNAL}

ISSN: {ISSN1}

Volume: {VOLUI Issue: {ISSUE Date: {DATE}

Article Title: {TITLE}

Author: {AUTHORS}

Start Page: {STRTPAGE}

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Submit Reset

Form 1 (Basic Form) includes the following fields for the end-user to enter request information:

Field Name	Description	Field Size	Default	Required Field
Borrower Name	Person requesting	50	From cookie	Y
Borrower ID	Patron number or ID	25	From cookie	Y
Department	Text box for department	50	From cookie	
Mailing Address	Text box for address	120	From cookie	Y
E-mail	E-mail address	25	From cookie	Y
Phone	Phone number	25		Or Y
Date needed	Date needed by	15		Y
Comments	Text box— could be used to include notations such as "Please deliver ASAP" or "Priority Request."	40		

Note: At the end of the session, the cookie is cleared.

Form 2 (Delivery Methods Form) adds in status information and the ability to indicate a preferred method of delivery— e-mail, fax, mail, or pick up at library.

Interlibrary Loan Request Form

Close Window

Please enter the information below in order to send an Interlibrary Loan request to your library administrator. The request will be sent via e-mail.

*Name: [   ]

Library Card #: [   ]   Status: [Undergraduate ▼]

Department: [   ]

*Address: [   ]

*E-mail: [   ]

*Phone: [   ]

Fax: [   ]

Delivery Option: [Email ▼]

*Date needed: [   ]

Comments: [   ]

* Indicates required field.

_____

Item Details

Journal Title: [{JOURNAL}]

ISSN: [{ISSN1}]

Volume: [{VOLU|] Issue: [{ISSUE] Date: [{DATE}]

Article Title: [{TITLE}]

Author: [{AUTHORS}]

Start Page: [{STRTPAGE}]

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[Submit] [Reset]

Form 2 (Delivery Methods Form) includes the following fields for the end-user to enter request information:

Field Name	Description	Field Size	Default	Required Field
Borrower Name	Person requesting	50	From cookie	Y
Borrower ID	Patron number or ID	25	From cookie	Y
Status	Undergraduate, graduate, faculty, or staff	1	From cookie	Y
Department	Text box for department	50	From cookie	
Mailing Address	Text box for address	120	From cookie	Y
E-mail	E-mail address	25	From cookie	Y
Phone	Phone number	25	From cookie	Or Y
Fax	Fax number	25		Y if Delivery option set to Fax
Delivery option	E-mail, fax, mail or pick up at library	1		
Date needed	The date the item is needed by	15		Y
Comments	Text box— could be used to include notations such as "Please deliver ASAP" or "Priority Request."	40		

Note: At the end of the session, the cookie is cleared.

Form 3— The Cost Not to Exceed Form

Form 3 (Cost Not to Exceed Form) includes a field the user can use to indicate a maximum amount he is willing to pay for the requested item.

EBSCO HOST   **Interlibrary Loan Request Form**   Close Window

Please enter the information below in order to send an Interlibrary Loan request to your library administrator. The request will be sent via e-mail.

*Name: [_____]

Library Card #: [_____]   Status: [Undergraduate ▼]

Department: [_____]

*Address: [_____]

*E-mail: [_____]

*Phone: [_____]

Fax: [_____]

Delivery Option: [Email ▼]

*Date needed: [_____]   *Cost not to exceed: [_____]

Comments: [_____]

* Indicates required field.

_____

Item Details

Journal Title: [{JOURNAL}]

ISSN: [{ISSN1}]

Volume: [{VOLU] Issue: [{ISSUE] Date: [{DATE}]

Article Title: [{TITLE}]

Author: [{AUTHORS}]

Start Page: [{STRTPAGE}]

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[Submit] [Reset]

Form 3 (Cost Not to Exceed Form) has the following fields for the end-user to enter request information:

Field Name	Description	Field Size	Default with	Required Field
Borrower Name	Person requesting	50	From cookie	Y
Borrower ID	Patron number or ID	25	From cookie	Y
Status	Undergraduate, graduate, faculty, or staff	1	From cookie	Y
Department	Text box for department	50	From cookie	
Mailing Address	Text box for address	120	From cookie	Y
E-mail	E-mail address	25	From cookie	Y
Phone	Phone number	25	From cookie	Or Y
Fax	Fax number	25		Y if Delivery option set to Fax
Delivery option	E-mail, fax, mail, or pick up at library	1		
Date needed	Date item needed by	15		Y
Cost not to exceed	Data entry	10	From cookie	Y
Comments	Text box— could be used to include notations such as "Please deliver ASAP" or "Priority Request," or billing code information.	40		

Note: At the end of the session, the cookie is cleared.