

DOCUMENT DELIVERY

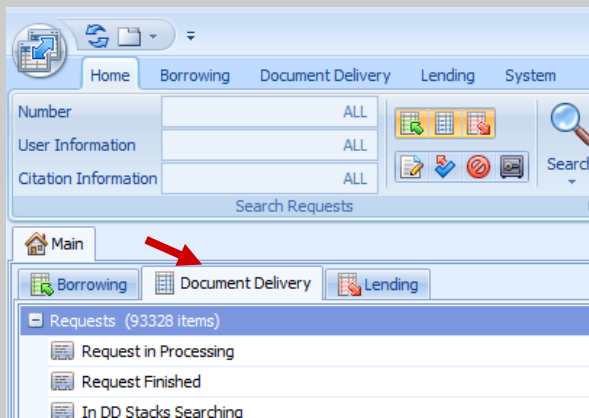
Updated 4/12/2019 DCP

MONITORING THE QUEUE

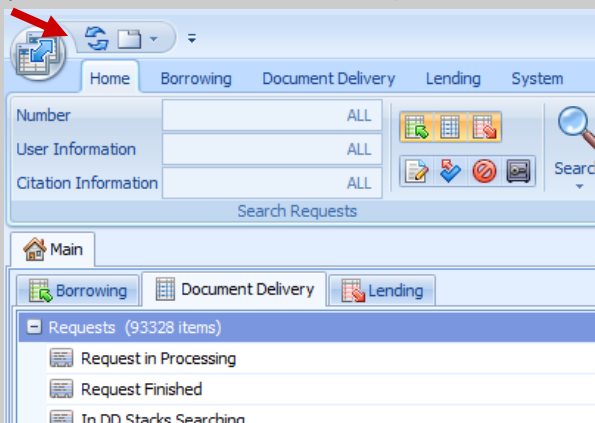
1. Open ILLiad client software and log in (username XXXXX, password XXXXX)



2. Select Document Delivery module in Main window



3. Check to see if there is an **Awaiting Vet Med Printing queue**. If not, re-open ILLiad Client or **click Refresh button** in one hour. If there is an Awaiting Vet Med Printing queue, move to the next step.



GENERATING PULL SLIPS

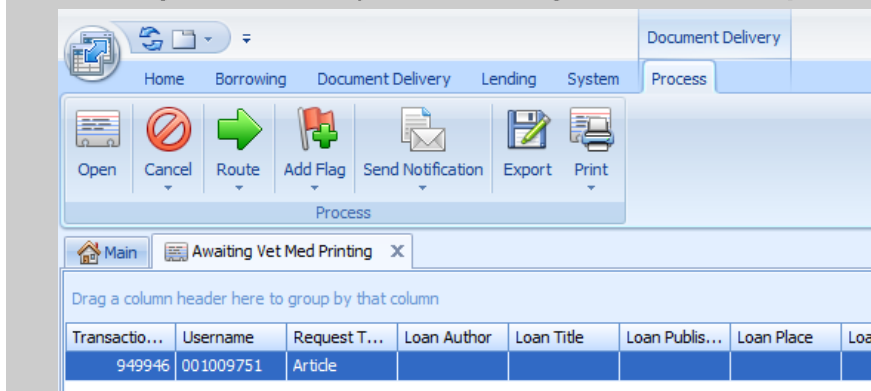
1. Right-click the Awaiting Vet Med Printing queue and select View Requests



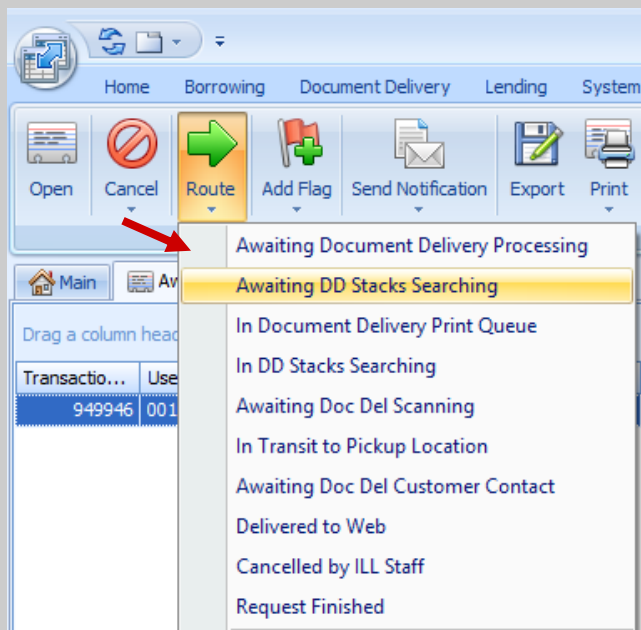
NOTE

If there is only one request, it will open in a new window.

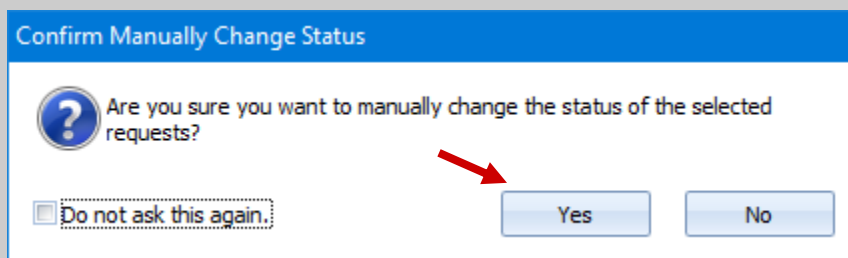
2. If there are multiple requests, select them all by **clicking on the first request, then holding the Shift key and clicking on the last request.**



3. Route to **Awaiting DD Stacks Searching**.

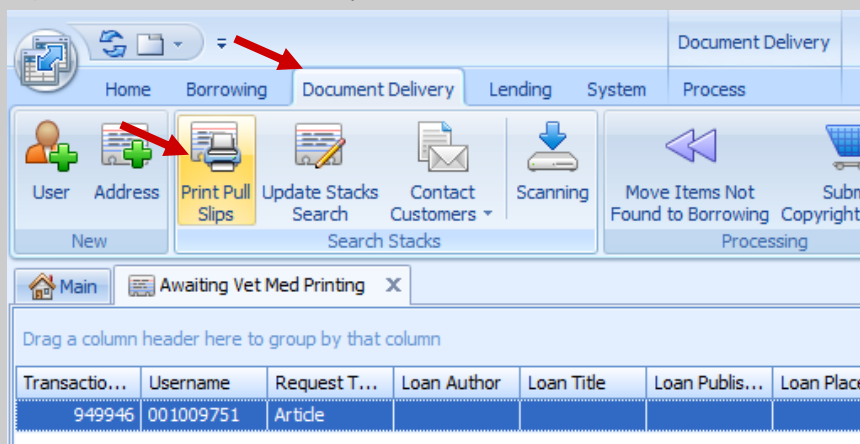


4. Answer **Yes** if it asks for confirmation

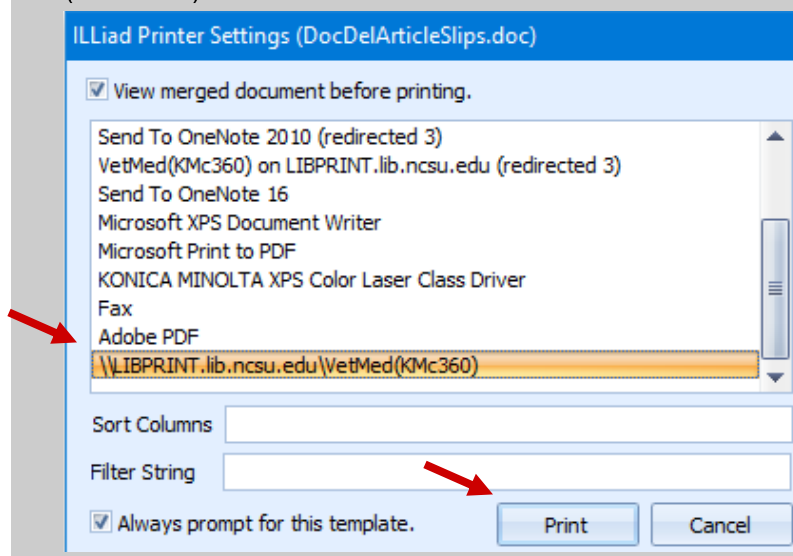


5. **Close** the open Request windows, if any.

6. Open Document Delivery tab **in tab bar above ribbon** and select Print Pull Slips



7. Select Print in the dialog box that opens, and make sure the Service Desk printer (KMc360) is selected.



8. A Word document called **Form Letters1** will open. [\[see note below\]](#)
9. **Edit** the resulting Word document, if needed. For example, remove empty space to consolidate pull slips onto fewer pages.
10. **Print** the document.

NOTE

Up to two pull slips will print on each page. Be sure to **cut the page as needed** so that each pull slip is its own sheet of paper.

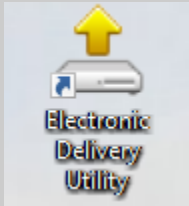
11. Close and **do not save** the Word documents once they have printed successfully. This **automatically routes requests to In DD Stacks Searching** queue.

NOTE

If additional documents open (pull slips for other NCSU Libraries branches), close the documents without printing or saving and **email xxxxxxx@ncsu.edu** (from the xxxxxxx account) with the Transaction Number(s) in the Subject line and the message "TN ##### {include appropriate number(s)} were inadvertently moved to In DD Stacks Searching when we printed our pull slips."

SCANNING THE REQUESTS

1. Use printed pull slip to retrieve correct volume and **positively identify requested article**. [\[see note below\]](#)
2. **Scan article with pull slip as first page** and all citation information (include title/copyright pages if needed).
3. **Open scanned article in Adobe Acrobat** to ensure pages are cropped neatly, text is legible, and figures and images are of good quality. Use Adobe Acrobat tools to crop or edit pages, or re-scan article if necessary.
4. Save the article, using the Transaction Number (TN) included on the pull slip as the filename in **G:/Access Services/Interlibrary Services/Images** folder.
5. **Open Electronic Delivery Utility** (previously called Odyssey Helper) and log in (username XXXXX, password XXXXX). Wait until it opens in a new window.

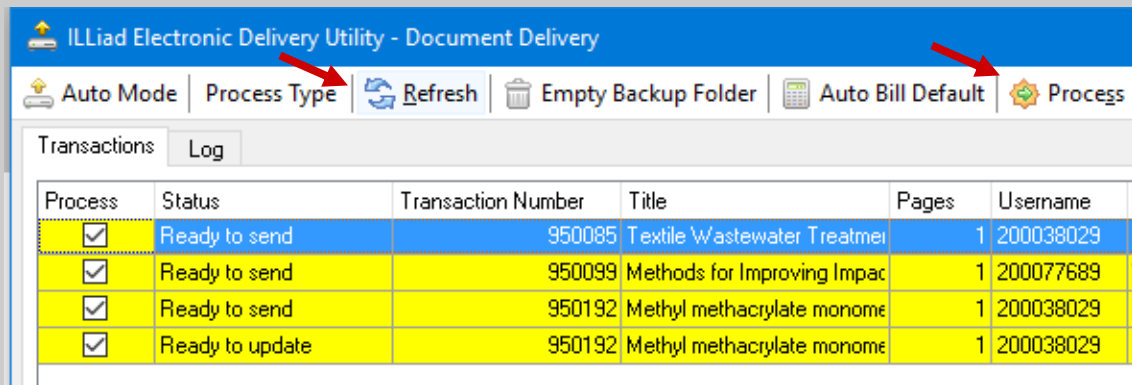


IMPORTANT NOTE

Your transaction should be already in the list, and in **Ready To Send** status. Click Refresh if not.

If the transaction still does not appear in the list, see **Step 2 of the TripSaver ILL Delivery Instructions** in this binder for an alternate way to complete the transaction.

6. **Click Process** to send the article



7. **Use SIRSI's Mark Item Used** wizard to mark the journal volumes as used.

8. Write "Filled" along with the date and your initials on the completed pull slips. Leave the pull slips in the Completed Assignments tray at the Service Desk to complete the task.

PROBLEMS WITH REQUESTS

If you have difficulties finding, scanning or sending the requests, please hold the pull slips and items to be scanned at the Service Desk until the next business day for VML staff to investigate. Include a note about the request in the End-of-Shift report.

NOTE

If you are confident that an item or article is not available at VML and was sent to us in error, you can route the request to another library by moving the request out of the VML queue. Be sure to save the pull slip and note the request in your End-of-Shift report for follow up from full-time staff.

To do so, open the request in question by double clicking on it. In the box that pops up, click the Route to Borrowing icon and select the Awaiting RAPID Local Sending queue to send the request to another library.

The screenshot shows a software interface for document delivery requests. The window title is '950391 - Doc Del Request'. The interface includes a toolbar with icons for 'Cancel Request', 'Send Delivery Notification', 'Mark Found', 'Mark Found Scan Now', 'Route', 'Route to Borrowing', 'Add Flag', 'Remove Flag', 'Clone to Current User', and 'Clone to Another User'. Below the toolbar, there are tabs for 'Detail', 'History', 'OCLC', 'Z39.50', and 'PubMed/DoiLine'. The 'Detail' tab is active, showing transaction information: Transaction Number 950391, Transaction Status 'In DD Stacks Searching', Transaction Date '5/26/2017 12:04 PM', Call Number 'QR188 .C58 v.23 no.3 2003', and ISBN '08998561'. Below this, there are sections for 'Article Info' and 'Loan Info'. The 'Article Info' section shows 'Journal Title: Immunology and allergy clinics of', 'Volume/Issue: 23 3', 'Month/Year/Pages: 2003 443-468', 'Article Author: Arlan, Larry G', and 'Article Title: Biology, ecology, and prevalence'. The 'Loan Info' section shows 'Original Journal Title' and 'Date: 5/26/2017 11:21 AM'. A 'Note' section contains the text: 'RAPID request held in Main Library | VETME Main Library | VETME Main Library | VETME Main Library | VETME'. At the bottom, there is a 'Reason For Cancellation' field and a section titled 'In DD Stacks Searching'. The 'Route to Borrowing' dropdown menu is open, showing a list of options: 'Awaiting Copyright Clearance', 'Awaiting Doc Provider Processing', 'Awaiting Request Processing', 'Awaiting ALA Request Processing', 'Request Sent', 'Received Partial/Incorrect Item', 'Awaiting Odyssey Processing', 'Awaiting Post Receipt Processing', 'In Transit to Pickup Location', 'Awaiting Customer Contact', 'Customer Notified via E-Mail', 'Awaiting Return Label Printing', 'In Print Queue', 'In Return Address Print Queue', 'Checked Out to Customer', 'Delivered to Web', 'Cancelled by ILL Staff', 'Request Finished', '30 Days Overdue', '30 Days Overdue - BILLED', 'Awaiting Conditional Processing', 'Awaiting Customer Contact - HILL', 'Awaiting Direct Request Sending', 'Awaiting Docline Processing', 'Awaiting Duplicate Review', 'Awaiting Extensive Searching', 'Awaiting Int'l Request Processing', 'Awaiting Library Use Only Cust Contact', 'Awaiting RAPID Local Request Processing', and 'Awaiting RAPID Local Sending' (which is highlighted).