

## Detailed Workflow of Borrowing and Lending With and Without NCIP

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Supplement to:  
 Staff Cost Savings from Implementing the NISO Circulation Interchange Protocol (NCIP)  
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BORROWING			LENDING	
	Without NCIP	With NCIP	Without NCIP	With NCIP
1	Patron signs into local ILL system.	Patron authenticates against local ILS, is linked to the ILL system, searches, finds item, places request, and request is sent to the first lender based on lenders selected by the borrowing library.		
2	Patron keys in bibliographic information into Web-based ILL request form.			
3	Patron submits request to ILL office.			
4	Staff search and find locations.			
5	Staff create ILL request and send to first lender.			
6			Lender prints off request.	
7			Staff check OPAC and write location and call number on request if not already included on request.	Lender receives request for available item, ILL system places a hold on item, and the circulation system prints a pick slip.
8			Staff retrieve item from stacks.	Staff retrieve item from stacks.
9			Staff update the ILL system to <i>Will Supply</i> .	
10			Staff check out item on circulation system.	Staff check out item on circulation system; circulation system assigns due date and updates the ILL system to <i>Shipped</i> .
11			Staff update the ILL system to <i>Shipped</i> and assign a due date, which may be different from the circulation system's due date.	

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12			Staff place a bookband on the item with the ILL system-assigned due date.	Staff place a bookband on the item with the circulation system-assigned due date.
13			Staff ship item.	Staff ship item.
14	Staff receive item.	Staff receive item.		
15	Staff update the ILL system to <i>Received</i> .	Staff update the ILL system to <i>Received</i> , which creates a temporary bib/item record in the local OPAC and places it on hold for the patron. The circulation system e-mails a notice to the patron.		
16	Staff create temporary bibliographic and item record in circulation system.			
17	Staff place a circulation hold/reserve on the item for the patron.			
18	ILL system e-mails a notice to the patron.			
19	Staff deliver the item to the pickup location.	Staff deliver the item to the pickup location.		
20	Patron picks up the item at the pickup location.	Patron picks up the item at pickup location.		
21	Staff check out the item on circulation system. Due date assigned by local circulation system.	Staff check out the item to the patron, using the due date assigned by the lender.		
22	Patron requests a renewal at the ILL office.	Patron requests renewal at the circulation desk and the circulation system sends a renewal request to the lending library's ILL system.		
23	Staff updates ILL system to <i>Request Renewal</i> .			
24			Lender receives renewal request on the ILL system.	Lender's circulation system receives renewal request and grants renewal based on local rules. Lender's circulation system sends "renewal granted" to the borrower's ILL system, which updates its circulation system with the new due date.

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25			Staff check the circulation system and renew the item.	
26			Staff update the ILL request on the ILL system to <i>Renewed</i> .	
27	Staff receive new due date via ILL system.	Circulation system updated with new due date and e-mails patron with the new due date.		
28	Staff notify patron of new due date.			
29	Staff update the circulation system with the new due date.			
30	Patron returns the item to ILL or circulation desk.	Patron returns the item to ILL or circulation desk.		
31	Staff check in the item from circulation system.	Staff check in the item from the circulation system, which results in the ILL system being updated to <i>Returned</i> . Or, staff update the ILL system to <i>Returned</i> , which discharges the item from the circulation system.		
32	Staff update ILL system to <i>Returned</i> .			
33	Staff ship the item back to the lending library.	Staff ship the item back to the lending library.		
34			Staff receive the returned item.	Staff receive the returned item.
35			Staff update the ILL system to <i>Checked In</i> .	Staff check in the item on the circulation system, which updates the ILL system to <i>Checked In</i> .
36			Staff discharge the item on the circulation system.	
Total # Steps	22	11	14	8