



Library Staff Instructions

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How to Register

Anyone can come to this site and begin searching. However, if you will process interlibrary loan requests for your library, you need to create a user account.

From DueNorth's homepage (<https://duenorth.nnyln.org/>) click "Staff Login" in the upper right hand corner.

The screenshot shows the DueNorth homepage with several callout boxes pointing to specific features:

- Simple Search**: Points to the search bar at the top left.
- Click to Login or create an account**: Points to the "Staff Login" link in the top right corner.
- Advanced Search - use to combine terms**: Points to the "Advanced Search" link below the search bar.
- New section which includes updates**: Points to the "News" section, which lists upcoming DueNorth implementation dates and updates.
- Directory of participating DueNorth ILL System libraries**: Points to the "Find Libraries" section, which lists participating libraries.
- Delivery Services**: Points to the "Delivery Services" section, which lists various delivery options.
- Tutorials including printable, video, and FAQs**: Points to the "Library Staff Instructions" section, which contains various guides and FAQs.

The homepage layout includes a header with the DueNorth logo and navigation links (Home, Staff Login). The main content area features a search bar, a welcome message, a news section, and several resource links. The footer contains the Northern NY Library Network logo and the DueNorth logo.

Figure 1: DueNorth Home Page

Click "Create new account" and proceed to fill out the form. The Registration Code is provided by system staff.

1. Go to the DueNorth Staff login: <https://duenorth.nnyln.org/user/login> or use the Staff Login found on the DueNorth gateway page: <https://duenorth.nnyln.org/>
2. Click "Create new account."
3. Fill in the following information, a red asterisk indicates a required field.:
 - Registration code. The code can be obtained during a training session, or you can contact NNYLN.
 - Username. Use this format: first.last - if you work in multiple libraries, you must create a DueNorth for each library using the same first.last username but add another identifier, for example: christi.sommerfeldt.nnyln.
 - Email address. Enter your work email address. This email address will be used for contacting you to confirm your account or if you forget your password. If you have multiple DueNorth accounts for multiple libraries, you will still use the same email but add the identifier from your username to your email after a '+' sign, for example: christi+nnynln@nnynln.org; or edemo+potsdam@sunypotsdam.edu.
 - Enter information to identify yourself and the library where you work per that account.
 - ILL code – (Optional) ILL Codes can be found [here](https://tinyurl.com/y7dzcfeg) (<https://tinyurl.com/y7dzcfeg>).
 - OCLC symbol (Optional)
 - Home Library System – Select the library system to which your library belongs from the following:
 - Champlain Valley Education Services School Library System
 - Clinton Essex Franklin Library System
 - Franklin-Essex-Hamilton School Library System
 - Jefferson-Lewis BOCES School Library System
 - North Country Library System (NNYLN)
 - Northern New York Library Network
 - Oswego County School Library System at CiTi
 - St. Lawrence-Lewis BOCES School Library System
4. Check the box next to Accept Terms & Conditions of Use.
5. When you are finished, click 'Create new account.'

You will receive an email from duenorth@nnynln.org confirming your account. The email will include a link for you to login and set your password.

User account
Create new account
Log in
Request new password

Registration Code *

Please enter your registration code.

Username *

Spaces are allowed; punctuation is not allowed except for periods, hyphens, apostrophes, and underscores.

E-mail address *

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

First Name *

Last Name *

Your Institution *

Street Address *

City State Zip *

Work Phone *

Extension

ILL Code (Optional)

OCLC Symbol (Optional)

Home Library System *

Select a value

Terms and Conditions of Use

- We will keep our contact information current. If our lending email address changes, we will update it in DueNorth. We further agree to suspend DueNorth when we are closed so that requests will not be made to libraries that cannot respond promptly.
- We agree to abide by the following fundamental resource sharing concepts:
 - Interlibrary loan is based on a tradition of sharing resources among various types and sizes of libraries and rests on the belief that no library, no matter how large or well supported, is self-sufficient. The system of interlibrary loan rests on the belief that all libraries should be willing to lend if they wish to borrow.
 - Timeliness of inter-sharing is vital: Participants agree to check for requests every day the library is open and respond within one business day.
 - A requesting library bears responsibility for the safety of the borrowed item from the time the material leaves the lending library until it is received back at the lending library.
 - Libraries participating in DueNorth will not charge other libraries in the region for loans or for photocopies.

☐ Accept Terms & Conditions of Use *

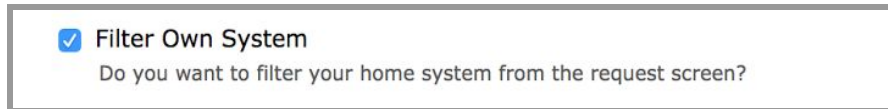
Create new account

Figure 2: Create new account

Managing Your Account

Once you have created a staff account, use the My account link on the bottom of the DueNorth home page to:

- Edit your information
- See All Requests PLACED By Your Library
- See All Requests RECEIVED By Your Library
- Manage your Library Lending Profile including suspending ILL for staffing issues or library renovations and relocations.
- You may also select “Filter Own System” in order to filter your home system from the request screen:

A screenshot of a user interface element. It consists of a rectangular box with a thin gray border. Inside the box, on the left, is a blue square containing a white checkmark. To the right of the checkmark, the text "Filter Own System" is displayed in a bold, black font. Below this text, in a smaller, regular black font, is the question "Do you want to filter your home system from the request screen?".

☒ **Filter Own System**
Do you want to filter your home system from the request screen?

Figure 3: Filter Own System

- If DueNorth is your primary catalog, ensure that this box is unchecked in order to access all items including your own in catalog searches.

Managing Library Options

Via the “Manage Library Profile” link, you may edit your library’s profile including contact information, ILL code, and lending status and items. The Library Profile **must** include an email address. Multiple emails may be entered separated by a semicolon with no spaces (eg: librarian@school.edu;library@library.org).

To **suspend** ILL requests (if you will be closed/unavailable for any reason), under ‘Suspend Your Library’s Lending Status?’ select ‘Yes’ from the drop down menu. Libraries will be unable to request items from your library. To begin **receiving** ILL requests, select ‘No’ on the drop down menu.

You may also limit what items your library will loan in DueNorth by selecting the appropriate responses for each type listed. Make sure to select “Submit” at the bottom of the page to update and save the changes to your profile.

DueNorth

Home

Hello Richard!
SUNY Potsdam

Library Staff

- Request History
- Sender History
- Borrower Statistics
- Lender Statistics
- Manage Library Profile
- Report a Problem

Search

Select category: All or Advanced Search - Need help? **Go**

Manage Library Profile

Library Name: Potsdam State University of New York

Library Alias: Potsdam Crumb Library

Library ILL Email: testguy@nnyln.org

Library Phone: (315) 267-3328

Library Address Dept: Frederick W. Crumb Library and Julia E. Crane Music Library

Library Address Street: 44 Pierrepont Avenue

Library Address City and State: Potsdam, NY 13676

OCLC Symbol:

ILL Code: ZQM

Suspend Your Library's lending status? No

Setting this to **YES** will **prevent** your library getting ILL requests.
Setting this to **NO** will **allow** your library to receive ILL requests.

Library System: Northern New York Library Network

Items willing to loan in DueNorth

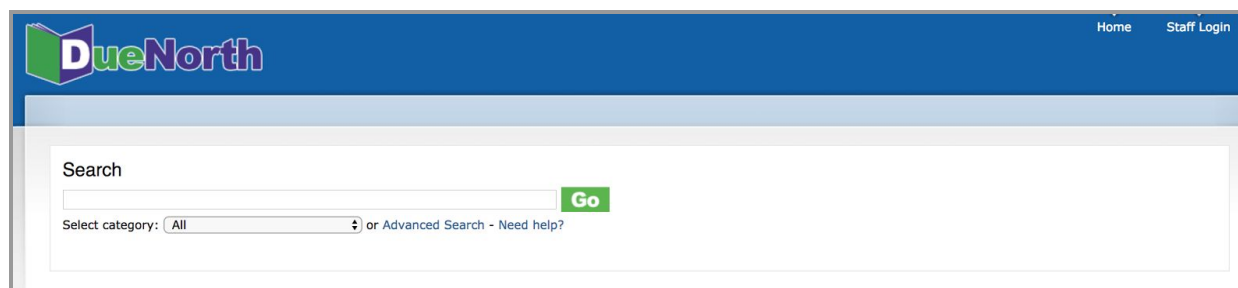
Print Book	<input checked="" type="radio"/> Yes <input type="radio"/> No
Print Journal or Article	<input checked="" type="radio"/> Yes <input type="radio"/> No
Audio Video Materials	<input checked="" type="radio"/> Yes <input type="radio"/> No
Reference	<input type="radio"/> Yes <input checked="" type="radio"/> No
Electronic Book	<input type="radio"/> Yes <input checked="" type="radio"/> No

Please click on Submit to save your profile

Submit

Figure 4: Manage Library Profile

Searching the Catalog

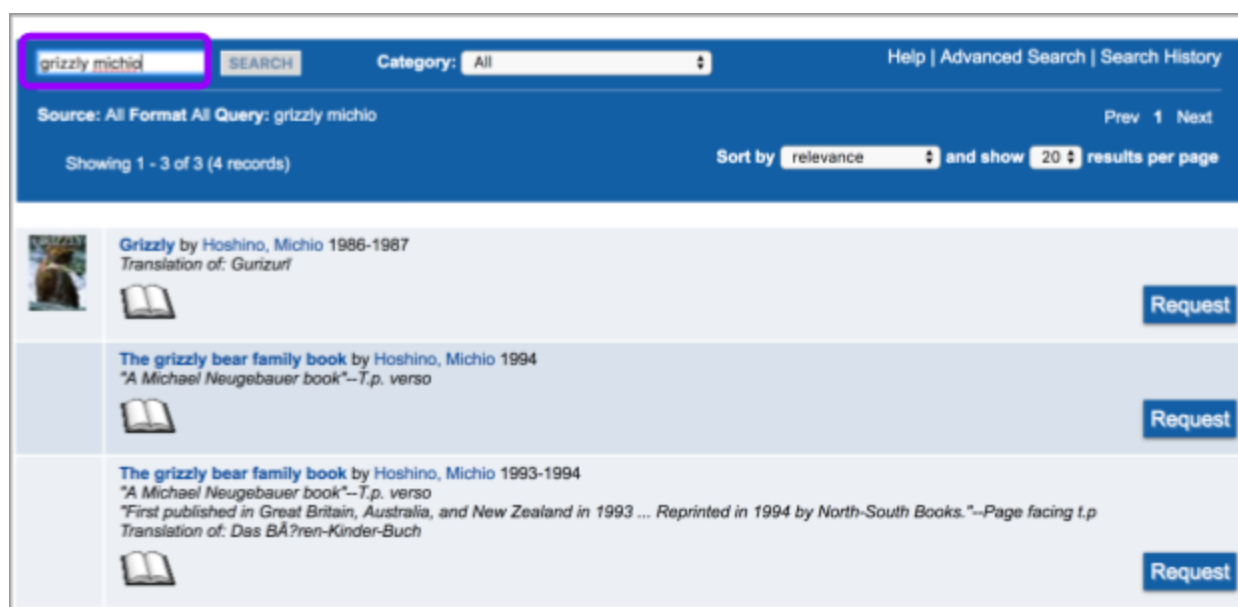


The screenshot shows the top of the DueNorth website. The header is blue with the 'DueNorth' logo on the left and 'Home' and 'Staff Login' links on the right. Below the header is a white search box. Inside the search box, there is a text input field with the placeholder 'Search', a green 'Go' button, and a dropdown menu labeled 'Select category: All' with a link to 'or Advanced Search - Need help?'.

Figure 5: Simple search

Simple Search

The Search box at the top of the DueNorth home page is also called Simple Search. It allows for keyword searching. You can combine terms from a title and author. A common title such as *Tale of Two Cities* or the terms “Dickens tale” will return a large number of hits. Following is an example of a simple search that returned a small number of hits. This search was for the title *The grizzly bear family book* by Michio Hoshino. The words ‘grizzly’ and ‘michio’ were entered.



The screenshot shows the search results page for the query 'grizzly michio'. The search box at the top contains the text 'grizzly michio' and a 'SEARCH' button. The results are displayed in a table with three rows. Each row includes a book cover, the title, author, and publication year, followed by a 'Request' button. The first row is for 'Grizzly' by Hoshino, Michio (1986-1987). The second row is for 'The grizzly bear family book' by Hoshino, Michio (1994). The third row is for 'The grizzly bear family book' by Hoshino, Michio (1993-1994). The search results are sorted by relevance and show 20 results per page.




Book Cover	Title	Author	Year	Action
	Grizzly	Hoshino, Michio	1986-1987	Request
	The grizzly bear family book	Hoshino, Michio	1994	Request
	The grizzly bear family book	Hoshino, Michio	1993-1994	Request

Figure 6: Simple search results

Advanced Search

The advanced search lets you:

- Combine terms, author and title as well as subjects and ISBNs.
- Change the sorting of the results list.
- Change the number of results per page.
- The system defaults to “All of these words.”

DueNorth
Regional Catalog and
Resource Sharing System

Advanced Search

This page allows you to enter more detailed search terms. The more fields you fill in, the smaller your set of results will be.

Keyword(s)

Title

Author

Subject(s)

☒ All of these words ☐ Any of these words ☐ This phrase

☒ All of these words ☐ Any of these words ☐ This phrase

☒ All of these words ☐ Any of these words ☐ This phrase

☒ All of these words ☐ Any of these words ☐ This phrase


Sort by

Results per page

Categories

Your query: Use the form above and your advanced search will appear here

Figure 7: Advanced search



DueNorth

Regional Catalog and Resource Sharing System

Advanced Search

This page allows you to enter more detailed search terms. The more fields you fill in, the smaller your set of results will be.

Keyword(s)
Title
Author
Subject(s)

Great Gatsby
Fitzgerald, F. Scott

☒ All of these words ☐ Any of these words ☐ This phrase
☐ All of these words ☐ Any of these words ☒ This phrase
☐ All of these words ☐ Any of these words ☒ This phrase
☒ All of these words ☐ Any of these words ☐ This phrase

Sort by
Results per page
Categories

relevance
20
All

Your query: ti="Great Gatsby" and au="Fitzgerald, F. Scott"

Search!

Figure 8: Advanced search using Title and Author



Regional Catalog and Resource Sharing System

Category:

All Academic Libraries
Public Libraries
School Libraries and Systems
Special Libraries

Help | Advanced Search | Search History

Source: All Format All Query: ti="Great Gatsby" and au="Fitzgerald, F. Scott"

Showing 1 - 20 of 26 (45 records)

Sort by: relevance and show 20 results per page

Format
Books
Recordings
CD Recordings
Videos
DVD Videos
VHS Videos
Audio Visuals
Cassette Recordings
More...

Source
St. Lawrence-Lewis
Oswego County School
More...

Subject
Audiobooks
Closed caption
video recordings
Compact disc
Feature films
Film adaptations
Fitzgerald, F. Scott
Long Island (N.Y.)
Love stories
Man-woman relationship
Man-woman relationships
Rich people
United States
Upper class
Video recordings for the hearing impaired

Author
Bennett, Sara
Fitzgerald, F.
Scott, Piper
Henry Dan

The great Gatsby by Fitzgerald, F. Scott 1925

The great Gatsby by Fitzgerald, F. Scott 1992
The story of the fabulously wealthy Jay Gatsby and his love for the beautiful Daisy Buchanan, of lavish parties on Long Island...
30 copies

Three novels of F. Scott Fitzgerald
The great Gatsby...

The great Gatsby by Fitzgerald, F. Scott 2002
Includes readings of letters written by Fitzgerald to his editor, his agent, and his friends
Compact disc
Jay Gatsby: a self-made millionaire, devotes himself to reclaiming the affections of Daisy Buchanan, a young woman he met before acquiring his fortune...

The great Gatsby by Fitzgerald, F. Scott 1925-2004
Tells the tragic love story of Gatsby and Daisy Buchanan, a dashing, enigmatic millionaire obsessed with an elusive, spoiled young woman

The great Gatsby by Fitzgerald, F. Scott 2007
Playmate™-Container
Based on Playmate, a dedicated audio media player
Originally released by BBC Audiobooks America in 2002

The great Gatsby by Fitzgerald, F. Scott 1953

The great Gatsby by Fitzgerald, F. Scott 1984
Unabridged
Tells the tragic love story of Gatsby and Daisy Buchanan, a dashing, enigmatic millionaire obsessed with an elusive, spoiled young woman

Request

Request

Request

Request

Request

Request

Request

Request

Narrow results list

Narrow results using library category

Click on the title to display holding libraries

Direct request

Figure 9: Results display

The format Books was selected to narrow the search below. In the Search box, the word All is now highlighted in an amber color. Click on All to undo the narrowing selection and return to the previous screen.

Click on the title to display the holding libraries.



Figure 10: Limited results display

The title screen displays holding libraries. Many catalogs will display the local availability. If it does not, click on the name of the library to go to that library's catalog and identify the circulation status of the material. For some libraries, a '-' or dash indicates that the item is available; a date listed indicates the items is checked out.

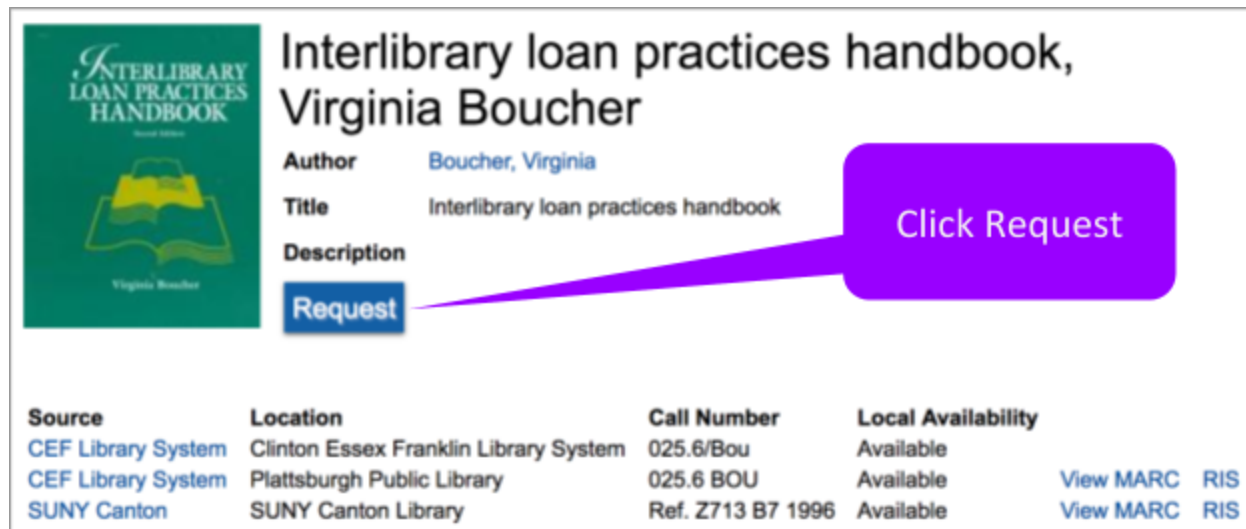


Figure 11: Title screen showing availability

Requesting and Providing Items

Request Procedure

1. Login and Search for the title.
2. Click on the title to review holdings.
3. Click on the Request button for the request form.
4. Your user information will display.
5. Enter a need by date or leave blank.
6. Select Yes or No for "Is this a request for an article?" (Defaults to No if no selection made)
7. Click on the drop down menu and select a lending library. Your request will be emailed to this library.
8. Click Submit.
9. The system will send an email to the lending library that you have selected. You will receive an email copy of your request.
10. When the lender responds to the email, the borrower will receive an email indicating if the request was filled or not filled.



Interlibrary loan practices handbook, Virginia Boucher

Author Boucher, Virginia
Title Interlibrary loan practices handbook
Description
Request

Click Request

Source	Location	Call Number	Local Availability	
CEF Library System	Clinton Essex Franklin Library System	025.6/Bou	Available	
CEF Library System	Plattsburgh Public Library	025.6 BOU	Available	View MARC RIS
SUNY Canton	SUNY Canton Library	Ref. Z713 B7 1996	Available	View MARC RIS

Figure 12: Title screen showing request

Requester Details
 First Name: Christi
 Last Name: Sommerfeldt
 E-mail: christi@nnyln.org
 Institution: NNYLN
 Work Phone: 315-265-1119
 Mailing Address:
 6721 US-11
 Potsdam

Need by date: August 1, 2017

Note: _____

Is this a request for an article? Yes ☐ No ☒

Requested Title:: **Interlibrary loan practices handbook**
 Requested Author:: **Boucher, Virginia**
 Item Type: book
 Publication Date: 1996
 ISBN: 0838906672

Please select the library you would like to request from. Libraries in need of multiple copies may select more than one library.

☒ **Clinton-Essex-Franklin Library System**, Availability: UNKNOWN, Call Number: 025.6/Bou
☒ **Plattsburgh Public Library**, Availability: UNKNOWN, Call Number: 025.6 BOU

Defaults to 'No'

Select a library - libraries may select multiple copies on special occasions, for example public libraries for book clubs or school libraries for classes

Figure 13: ILL Request Form

When a borrowing library's staff member selects a library for a loan and clicks Submit for an ILL request, the system sends both the lending and borrowing library an email.

An ILL request (2017-13) has been created for the following:

Title: Bottom dogs :
 Author: Dahlberg, Edward
 Item Type: book
 Publication Date: 1930

Call Number: PS3507.A33 B6
 Availability Status: Available
 Location:

The title is requested by the following library:
 NNYLN
 6721 US-11
 Potsdam, NY 13676

The request was created by:
 Chuck Henry
chuck@nnyln.org
 315-265-1119

Will you fill this request? [Yes](#) [No](#)

An ILL request (2017-13) has been created for the following:

Title: Bottom dogs :
 Author: Dahlberg, Edward
 Item Type: book
 Publication Date: 1930

Call Number: PS3507.A33 B6
 Availability Status: Available
 Location:

[Do you need to cancel this request?](#)

Figure 14 & 15: ILL Request Emails

The lender responds to the email 'Yes' or 'No.'

If the lender responds 'Yes,' they are directed to the DueNorth request form (prompt to login if not logged in already) where they can write a note and fill the request. Both receive an email that the request has been filled. It is recommended that you have the item in hand before committing to fill a request. The email can be printed for records and pull slip. If the item does not have a pull slip or identifying information about destination, the request may end up unfilled and returned to the owning library.

Your ILL request 2017-13 for Bottom dogs : will be filled by Potsdam State University of New York

The lending library has noted the following
Mailing 7/17/17 via USPS

Please email testguy@nnyln.org for future communications regarding this request

Your ILL request 2017-13 for Bottom dogs : will be filled by Potsdam State University of New York

The lending library has noted the following
In USPS mail today (7/17)

Figure 16 & 17: ILL Request Filled Emails

If the lender responds 'No', they are directed to the DueNorth request form (prompt to login if not logged in already) where they can write a note and deny the request. Both receive an email that the request has not been filled.

Your ILL request 2017-40 for Bottom dogs can not be filled by Potsdam State University of New York.

The lending library has noted the following:
Book lost.

[Would you like to try a different library?](#)

Figure 18: ILL Request Not Filled Email with note "Book lost."

If the request has not been filled after 3 days, the system will send each library a reminder email.

An ILL request (2017-23)has been created for the following:

Title: Bob :
Author: Pearson, Tracey Campbell
Item Type: book
Publication Date: 2002
ISBN: 0374399573

Call Number:
Availability Status: UNKNOWN

The title is request to delivered to the following institution:
Northern New York Library Network
6721 US-11
Potsdam, NY 13676

The request was created by:
Chuck Henry
chuck@nnyln.org

Will you fill this request? [Yes](#) or [No](#)

An ILL request (2017-23)has been created for the following:

Title: Bob :
Author: Pearson, Tracey Campbell
Item Type: book
Publication Date: 2002
ISBN: 0374399573

Call Number:
Availability Status: UNKNOWN

The title is requested by the following library:
Northern New York Library Network
6721 US-11
Potsdam, NY 13676

The request was created by:
Chuck Henry
chuck@nnyln.org

Figure 19 & 20: ILL Request Reminder Emails

If the request has not been filled after 5 days, the ILL request expires and the system will send each library an Expired email.

ILL request (2017-37) has EXPIRED and was not be filled by Oswego - Kingsford Park Elementary School Library, please resubmit to a different library:

Title: Cat :
Author: Rayner, Matthew
Item Type: book
Publication Date: 2004
ISBN: 0836841026 (lib. bdg.)

Call Number:
Availability Status: UNKNOWN

The request was created by:
Edward Demo
testguy2@nnyln.org

ILL request (2017-37) has EXPIRED and was not be filled by Oswego - Kingsford Park Elementary School Library, please resubmit to a different library:

Title: Cat :
Author: Rayner, Matthew
Item Type: book
Publication Date: 2004
ISBN: 0836841026 (lib. bdg.)

Call Number:
Availability Status: UNKNOWN

The request was created by:
Edward Demo
testguy2@nnyln.org

Figure 21 & 22: ILL Request Expired Emails

Guidelines for Requesting

1. Check your own library catalog or shared circulation system first and if possible, place a hold.
2. When you cannot reasonably obtain an item through your system's circulation holds or the item is not owned by your library or shared circulation system, use DueNorth.
3. Determine whether or not the request is appropriate for a DueNorth request. Material that is very new, on reserve, on hold, or located in reference, local history or rare book collections will not be available.
4. Materials in electronic format including audiobooks, e-books and online videos are not available for interlibrary loans. Copies from articles in most journals in electronic format will not be available via interlibrary loan.



Potentially Available via DueNorth	Not Available via DueNorth
<p>-</p> <p>CHECKED IN</p> <p>Available</p> <p>ON SHELF</p> <p>Check Shelves</p>	<p>A date is listed. Example: 4/3/2016</p> <p>Item is checked out. Example: DUE 04-03-16</p> <p>DUE 11-19-15 BILLED</p> <p>Coming soon</p> <p>Copies on order</p> <p>e-Books </p> <p>e-Recordings </p> <p>Books circulated on electronic devices such as Amazon Kindle, Nook readers, and Playaway</p> <p>Electronic book</p> <p>IN LIBRARY USE</p> <p>LIB Use Only</p> <p>IN PROCESSING</p> <p>IN TRANSIT +1 HOLD</p> <p>LOCAL HISTORY or LH or HHHC</p> <p>LOST AND PAID</p> <p>New books designated for local patrons only</p> <p>ON HOLDSHELF</p> <p>ONLINE</p> <p>Reference or REF</p> <p>REPAIR</p> <p>Reserve</p> <p>Titles with hold lists Example: 151 holds on first copy returned of 72 copies</p>

Figure 23: DueNorth availability potential

Producing Statistics

Statistics may be generated via the links “Borrower Statistics” and “Lender Statistics.” Simply select the appropriate dates and click “Submit.” To view total statistics, leave ‘Start Date’ blank.

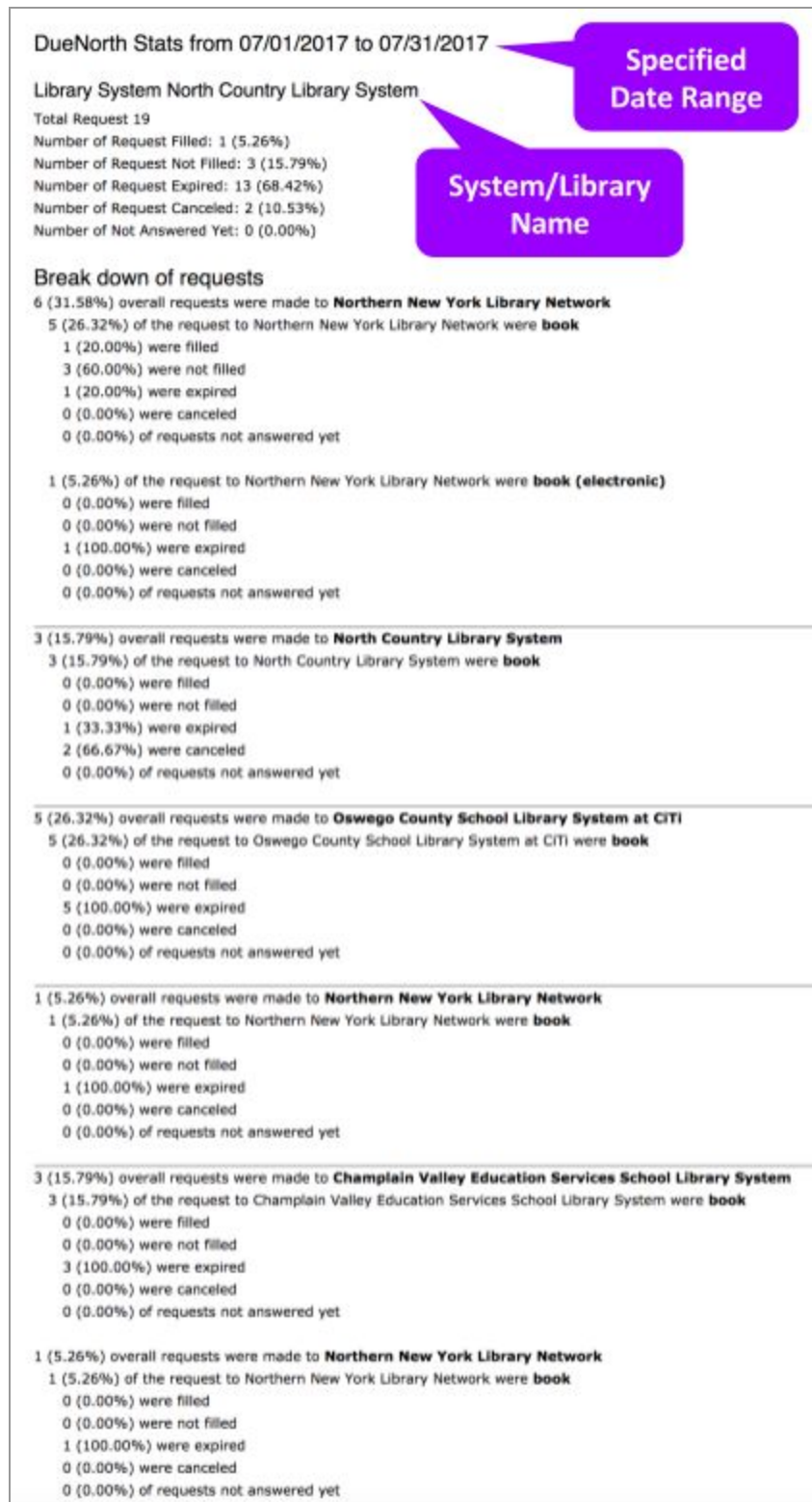


Figure 24: DueNorth Statistics: Requests

Systems level staff has the ability to view more statistics at the system level including detailed statistics for specific libraries, expired requests, top ten lending and requesting libraries.

Reporting Problems

Please use the form listed on the menu 'Report a Problem' and be as detailed as possible - detailed information makes diagnosing the problem easier. Please include specific details like these when appropriate: A description of the steps taken when the error occurred, a copy of the error message if one is displayed, the URL the error or problem occurs on, the names of the libraries involved (both lender and borrower), the Identifier number of the transaction.



The screenshot shows a web form titled "Report a Problem". At the top, it displays the date and time "Fri, 06/30/2017 - 14:53" and the user "chuck.henry". Below this are several labeled input fields: "First Name" with the value "Christi", "Last Name" with "Sommerfeldt", "Email Address" with "christi@nnyln.org", and "Phone Number" with "315-265-1119". There is a "Problem Report" section with a large text area. Below the text area, a small note reads: "Detailed information makes diagnosing the problem easier. Please include specific details like these when appropriate: A description of the steps taken when the error occurred. A copy of the error message if one is displayed. The URL the error or problem occurs on. The names of the libraries involved (both lender and borrower). The Identifier number of the transaction." At the bottom left of the form is a "Submit" button.

Figure 25: DueNorth Report a Problem

If you have questions about using the DueNorth catalog, please contact Christi Sommerfeldt at christi@nnyln.org or call (315) 265-1119.