# 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.
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+nnyln@nnyln.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).**
   - **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@nnyln.org confirming your account. The email will include a link for you to login and set your password.
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:

![Filter Own System](image)

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.
Searching the Catalog

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.

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.”

Figure 7: Advanced search
Figure 8: Advanced search using Title and Author

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.

Figure 12: Title screen showing request
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

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

The request was created by:
Chuck Henry
chuck@nynln.org
315-205-1119

Will you fill this request? Yes No
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.

![Image](image1.png)

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.

![Image](image2.png)

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.

![Image](image3.png)

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.

![Figure 21 & 22: ILL Request Expired Emails](image)
### 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.

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

![Report a Problem Form]

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.