

# 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 (<u>https://duenorth.nnyln.org/</u>) click "Staff Login" in the upper right hand corner.

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Search	Simple Search Box	Click to log in or create an account
Search	Go	
Select category: All	or Advanced Search + Need help?	
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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.:
  - <u>Registration code</u>. The code can be obtained during a training session, or you can contact NNYLN.
  - <u>Username</u>. 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.

- <u>Email address</u>. 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: <u>christi+nnyln@nnyln.org</u>; or edemo+potsdam@sunypotsdam.edu.
- Enter information to identify yourself and the library where you work per that account.
- <u>ILL code</u> (Optional) ILL Codes can be found <u>here (https://tinyurl.com/y7dzcfeg</u>).
- <u>OCLC symbol</u> (Optional)
- <u>Home Library System</u> 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.

tang y User erround		
Search		
Select category: Alt	C or Advan	Go ced Search - Need help?
User account Greate the account	Log in	Request new password
tegistration Code =		
liasse enter your registration code. Jsername *		.00
ipacts are allowed, punctuation is not allowed ascent for	periods, hvolve	ns, apostrophes, and underscores
I-mail address *		mo201951280395395396345
valid e-mail address. All e-mails from the system will be not.	serit to this ad	idress. The e-mail address is not made
First Name *		
inst Name *		
inst Name * Ast Name * Your Institution *		
irst Name * ast Name * four Institution * truet Address *		
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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:



Figure 3: Filter Own System

→ If DueNorth is your primary catalog, ensure that this box is <u>unchecked</u> 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.

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.

	- Anna	
tello Richardt SUNY Potadam	Search	Ga
Jorary Staff	Select category: (All 2) or Advanced Search - Need help?	
Borrower Statistics Lander Statistics	Manage Library Profile	
Manage Library Profile Report a Problem	Library Name: Potstam State University of New York Library Allas: Potstam Crumo Library	
	Library ILL Email: testpuy@nnyin.org	
	Library Phone: (315) 267-3328	
	Library Address Dept: Frederick W. Crumb Library and Julia E. Crane Music Library	
	Library Address Street 44 Perreport Avenue	
	Library Address City and State Polsdam, NY 13676	
	OCLC Symbol:	
	ILL Code: 2QM	
	Suspend Your Library's lending status? No. 1 Setting this to YES will prevent your library getting BJ, requests	
	Setting this to NG will allow your binary to receive ILL requests. Library Systems forthern New York Library Network	
	Items willing to loan in DueNorth	
	Print Book	O Tes O No
	Print Journal or Article	O Yes O N
	Audio Video Materials	O Yes O No
	Reference	Tes O No
	Electronic Book	Tes O N

Figure 4: Manage Library Profile

#### **Searching the Catalog**

DueNorth		Home	Staff Login
Search	64		
Select category: All	a) 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.

and a	Artest Research	Cologour III		Help   Advanced Exercit	Cheerst mintage
-	Al formal Al Gamp grinty o ning 1 - 3 of 3 (Loncords)		Barth Extend		Pres 1 Adat
	Analysis Instance, Marine 1 Neuroscience of Contact	666-1967			Taquest
		To receive			-
	The granty lease family lease is identical designation in the Transmission of Data Billhards Taxanation of Data Billhards	The Handless, Marine 1988, 1984 P.p. verses in Available, and New Zealand in 1988 Index Burts	12	isath allowing " Anger Society	

Figure 6: Simple search results

1

#### **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."

DueN	orth	
spional Cataling and securca Sharing System	-	
This page allows you to en	ter more detailed search term	s. The more beins you fill in, the antalier your set of results will be.
Keywordini		4. At of Swam worth 3 Any of Swam worth 5 This physics
Title		# All of these worth 12 Ary of these worth 10 This phrase
Author		# All of these worth 😳 Any of these words 🗇 This phrase
Bulgeritic		# All of these words 2: Any of these words :: This phone
Burt by	ministering B	
Results per page	20-8	
Categories	(A8	
Your query	Use the form above an	ral your advanced asserb will appear here
		(manual)

Figure 7: Advanced search

DueN	orth	32.
search (Paring System)	Advanced in	and a second sec
This page allows plot to all	ter more detailed search terms. Th	to more fields you fill in, the analise your set of results will be.
Repeated		18 All of these works (). Any of these works (). The present
Title	Greet Cartolicy	12 All of Baser words 12 Arts of these words 19 This phrase
Author	Wingstond, P. Bastl	U All of Same works U Arts of Same works # The physics
Bulger (14)		4. All of France marries (2) Any of Stream works, (2). The physics
Bart by	version I	
Results per page	24.8	
Categories	. 44	1
Tear many	Or"Great Gallety" and aur	Thegenetic P. Scott
		Taxan (

Figure 8: Advanced search using Title and Author

1	1		
	DueNorth		
		Superintendent and Superintendent	
			2
		Stream State	-
	And the second s	A DESCRIPTION OF THE OWNER	
8	(A.V.)		
		A CO	-
	Entertainer*	T. T	-
			-
			-

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.

si-forest Genety' and BERNER	Congres M		Hep   Advanced Search   Search Halory
Bagelan Al Formid Millions Darry: 1	"Great Cataloy" and au-"Plogana	<b>1</b>	Per 1 2 3 Not
		Booking 1 - 20 of 50 (- Bart by Televan	for meaning and allow [22] meaning per page
The great Galety by Plager	ni, 7. Sunt 1925		Request
The great Galaxy Floger	ni, F. Swit 1953		
Jay Dataty had snow loved b	northic spoller Delay Buchersen, I	fren koel her to a rich July. Now, my	stationary estably, he is needy to the averything to
<u> </u>			Request

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

**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. Select a lending library.
- 8. Click Submit.
- 9. The system will send an email to the lending library that you have selected. You will also 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.

KITALIMAN LANDBOOK	Interlibrary loan Virginia Boucher	practices	ctices handbook,		
	Author Boucher, Virginia Title Interlibrary loan practices hand Description Request		Click Request		
Source CEF Library System CEF Library System SUNY Canton	Location Clinton Essex Franklin Library System Platteburgh Public Library SUNY Canton Library	Call Number 025.6/50u 025.6 BOU Ref. 2713 B7 1996	Local Availability Available Available Available	View MARC View MARC	RS

Figure 12: Title screen showing request



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.



Figure 14: ILL Request Email

If the lender responds 'Yes,' they are directed to the DueNorth request form (prompt to login if not logged in already) where they have the option to 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 15 & 16: 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.



Figure 17: 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:

Figure 18 & 19: ILL Request Reminder Emails

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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 (lb. bdg.) Call Number: Availability Status: UNKNOWN The request was created by: Edward Demo testpuy2@nnvin.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 (lb. bdg.) Call Number; Availability Status: UNKNOWN The request was created by: Edward Demo testpuy2@nnvin.org

Figure 20 & 21: ILL Request Expired Emails

As of Summer 2018, new Borrower and Lender Task Screens have been implemented.

The Lenders Task screen has three tabs: "New," "Open," and "Complete."

Hello Edwardl Potsdam Public Library (For Demo)	Search			Go			
Library Staff	Select cates	pory: Ált	1 or Advanced Se	arch - Need help?			
Bornawer History     Lander History     Bornawer Tasks     Lander Tasks     Bornawer Statistics     Lander Statistics     Manage Library Profile     Find Participating Libraries	Lender Ta News Display Reput	of the second se	•				
Report a Problem	11.L #	Title / Author	Need By	Borrower & Contact	Timestamp	Status	Actions
	2018- 🖨 12018 D	Ranger's apprentice Book 2 Flanagan, John		Ray Brook FCI Ray Brook	2018-09-06 18:18:17	Unsert	Mark Sent Answer No

Figure 22: The Lender Task screen shows red flames when new requests have been made.

Helio Edwardl Polsdam Public Library (For	Search	į.			_			
Deme)	Select cate	pory: All	E or Advanced	Generative And And Second Seco	0			
Library Staff								
Borrower History Lender History Borrower Taska	Lender Ta	isks						
Borrower Statistics	New	Open	Complete					
Lender Statistics	1 results							
manage Library Protein	ILL #	Title / Author	Need By	Borrower & Contact		Timestamp	Status	Actions
Report a Problem	2018-	Cibola burn Book four Corey, James S. A	of the expanse	Fred Demo Northern New York Library	Network	2018-09-12 08:20:30	Walting	Yes
	P							NO

Figure 23: Answer new requests with "Yes" or "No."

When a new request has been made, red flames will appear in the "New" tab alerting the lending library that there is a new request to answer. Once the request has been answered with "Yes," the item moves to the Open tab. If the answer is "No," the item moves to the Complete tab. You will have the opportunity to leave the borrower a note before clicking "Submit."

The ILL # is hyperlinked and opens a new tab that provides greater details on the request. Next to the ILL # are a printer icon which opens a printable pull-slip. You can detach the bottom portion of the pull-slip to mail the item to the borrowing library making sure to leave the remainder of the slip inside the item. Likewise the borrowing library can return the item using the remaining portion of the pull-slip with the owning library's address.



Figure 24: Printable pull-slip.

A chat bubble just below the printer icon indicates that there are notes attached to this particular request. Clicking on the ILL # will allow you to read those notes. Private notes are available only to library staff filling the request.

Search			Go			
Select cate	pory: (All E) e	r Advanced	Search - Seed help?			
Lender Ta	asks					
New	Open Complete	e				
Display Requi	ests for 30 days \$ clear Update					
2 results						
ILL #	Title / Author	Need By	Borrower & Contact	Timestamp	Status	Actions
2018- 12227 🖨	Cibola burn Book four of the expanse Corey, James S. A	•	Fred Dema Northern New York Library Network	2018-09-12 08:20:30	Unsent	Mark Sent Answer No
2018- D	Ranger's apprentice Book 2 Flanagan, John		Ray Brook FCI Ray Brook	2018-09-06 18:18:17	Unsent	Mark Sent Answer No
	Search Select cate Lender Ta New Display Require 2 results 111. # 2018- 12227 2018-	Search Setect category: All E  Lender Tasks New Open Complete Display Requests for 30 days 2 clear Lyster 2 results ELL # Title / Auther 2018:  Close burn book four of the expanse 12227 Close, Jennes S. A 2018:  Aunger's apprentice Book 2 12018:  Aunger's appre	Search Setect category: All  i or Advanced 1 Lender Tasks New Citori Complete Display Requests for 30 days i clear Lossee 2 results ILL  Title / Auther Lossee 2 results ILL  Citoria four flock four of the expanse Corey, James S. A 2018- Corey, James S. A 2018- Ranger's apprentice Book 2 12018 / Fanapar, Jobn	Search  Select category: All   Complete  Display Requests for 30 days 2 clear (usese)  2 results  Lt   Title / Author  Consplete  Consplex  Pred Deme  Convo, James 5. A  Software New Yank Library Network  2018  Pranagan, John  Region 2  Ray Brook  FCI Ray Brook	Search       Go         Select category:       All       I or Advanced Search - Need help?         Lender Tasks       New       Oparia       Complete         Display Requests for 30 days 2 clear:       Losse       Lender Tasks         2 results       Title / Author       Need By       Borrewer & Contact       Timestamp         2018       Obside turn Book four of the expanse       More By       Pred Deme       2018-09-12 d8:20:30         2018       Correy, James S. A       Northern Heav Mark Library Network       2018-09-12 d8:20:30         2018       Ranger's apprentice Book 2       Ray Brook       2018-09-12 d8:20:30	Search       Go         Setect category:       All       i or Advanced Search - Need help?         Lender Tasks       New       Open Complete         Display Requests for 30 days 1 clear (seles)       Serewer 6 Contact       Timestamp       Status         2 results       Status       Pred By       Borrewer 6 Contact       Timestamp       Status         2018       Chois burn flook four of the expanse       Northerm New Yark Library Network       2018-09-12 08:20:30       Unsert         2018       Correy, James S. A       Northerm New Yark Library Network       2018-09-06 18:18:17       Unsert         2018       Fred Dook       Ray Brook       2018-09-06 18:18:17       Unsert

Figure 25: Open tab shows items unsent.

Once the item has been located and you have followed procedures to lend the item in your own ILS, you can mark the item as "Sent" under the Actions column. If you initially responded "Yes" but could not locate the item, you can "Answer No." These actions move the item along to the Complete tab. You will have the opportunity to leave notes in both the public and private fields each time you change the status of an item.

Since the Actions are always available, it is possible to change the status of the book as needed especially when multiple staff are handling ILL requests. If you accidently mark and item sent, you can change it from the Completed tab back to "Unsent" so that other staff know that the item still needs to be sent to the borrower.

Use your own ILS to track the item until it is returned to your library. If you determine that an item is overdue with your ILS, contact information can be found in DueNorth under the Borrower & Contact column. The hyperlinked library name will open and email to the borrower. You can also 'right-click' the link to copy the email address.

The borrower task screen has two tabs: "Open" and "Complete."

Hello Fredi Northern New York Library Astwork	Search			Go			
Library Staff	Select cate	pory: Alt 1	er Altvanced 5	inarch - Need help?			
Barrower Hatory     Londer Hatory     Barrower Tasis     Lander Tasis     Barrower Statistics     Londer Statistics     Londer Statistics     Hanage Library Profile     Peul Participating Libraries	Borrower Display Requi	Tasks Complete ets © Will Fill © No Answer © Arrived	for ( all days	E Class ( Lipson )			
Report a Problem		Title / Author	Need By	Lender Destination & Contact	Timestamp	Status	Actions
	2018- 12227 O	Obola burn Book four of the expanse Conty, James S. A		Potalant Public Library	2018-09-12 08:20:30	war Pill	Hark Arrived Edit Notes

Figure 26: Borrower Tasks Screen

The "Open" tab highlights any requests that are still in progress; requests that you recently made that are waiting to be filled by the lending library or that you have received and given to a patron. The ILL # is hyperlinked and opens a new tab that provides greater details on the request. Next to the ILL # are a printer icon which opens a printable pull-slip (more on this under the lender tasks paragraph below). A chat bubble just below the printer icon indicates that there are notes attached to this particular request. Clicking on the ILL # will allow you to read those notes. Private notes are available only to library staff making the request. The last two columns are also updates from the previous user interface. Status shows where the request is in the process. In Figure 22, the status indicates that the lending library will fill the request.

The last column provides actions that the borrower can take. After the item has arrived, follow any procedures established to track the item in your own ILS, then you can mark the item "arrived" in DueNorth. This provides the opportunity to leave any notes (public and/or private) and change the status to "Arrived."

Hello Fred! Northern New York Library	Search		-
Network			Go
Library Staff	Select category: All	or Advanced Search - Need help?	
Borrower History			
<ul> <li>Lender History</li> </ul>	Modify Status		
O Borrower Tasks			
Lender Tasks	Changing status of 2018-12227 to 'arri	ived".	
Borrower Statistics			
Manage Library Profile	Borrower Public Note: (Visible to the Li	ender)	
Find Participating Libraries			
Report a Problem		Ł	
	Borrower Private Note: (Visible only yo	our library's staff)	
	100000		
	submit		

Figure 27: Modify Status Screen after clicking "Mark Arrived"

Helio Fred! Northern New York Library	Search			60			
Library Staff	Select cate	gory: All B a	r Advanced S	isarch + Need help?			
Burrower History     Lander History     Borrower Tasks     Lander Tasks     Borrower Statistics     Lander Statistics     Lander Statistics     Hange Library Profile     Find Participating Libraries	Borrower Display Regul	Tasks Complete ests © Will Fill © No Antwer © Armod 1	for all days	E chear uppers			
Report a Problem		Title / Author	Need By	Lender Destination & Contact	Timestamp	Status	Actions Hark
	12227 D	Clocia burn Book four of the expanse Corey, James S. A		Potadem Public Library	2018-09-12 08:20:30	Arrived	Returned Not Arrived Edit Notes



After clicking "Submit," the status changes to "Arrived and the Actions column is updated to the options: "Mark Returned," "Not Arrived," and "Edit Notes." Having this Status column allows you to track all of your Open Requests in one place. You can also sort the displayed results per each status as well as the number of days to be displayed. The default number of days to be displayed can be changed in your account settings.

After the item has been returned by the patron and you have followed the procedures in place for tracking the item in your own ILS, you can mark the item returned in DueNorth. This moves the item from the Open tab to the Complete tab. Again you will have the opportunity to add a note (both public and private) and change the status to "Returned."

Hello Fred! Northern New York Library Network	Search
Library Staff	Select category: (All a) or Advanced Search - Need help?
Borrower History	
Lender History	Borrower Taeke
Borrower Tasks	Donower rasks
Lender Tasks	
Borrower Statistics	Open Complete
C Lender Statistics	Display Requests O Will Fill O No Answer O Arrived for all days \$ clear Update
Manage Library Profile	
Find Participating Libraries	Nothing to see here! Move along!
Report a Problem	•

Figure 29: No unanswered requests. Check your "Complete" tab.

Hello Fred! Northern New York Library Network	Search			Go			
Library Staff	Select cate	any (Al. E)	er Advanc	ed Search - Need help?			
Bortwer Hatary     Lander Hatary     Lander Hatary     Lander Hatary     Lander Tasks     Lander Tasks     Lander Statistics     Lander Statistics     Manage Library Profile     Diol Refrancement University	Borrower Oper Ospiay Repu	Tasks Complete ests () No Fill () Expired () Canceled ()	Returned	t for [ all days 1] cloar [ Upower]			
Report a Problem	11.0	Title / Author	Need By	Lender Destination & Contact	Timestahp	Status	Actions
	2018- 12227 D	Cibola burn Book four of the expanse Corey, James S. A		Potsdam Public Library	2018-09-12 08:20:30	Returned	Mark Arrived Edit Notes
	2018- O	Dog Clutter-Brock, Juliet	NEVER	Peru Elementary School (Grades 3-5)	2018-05-10 14:46:31	No Fil	Edit Notes Search Again

Figure 30: The Complete tab contains items with a status of returned, filled, unfilled, and canceled as well as available actions.

The Complete tab includes all requests that have been returned back to the lending library as well as requests that lending libraries are unable to fill and canceled requests. Under the actions tab, you can change the status of the item or search again to make a new request for an item.

Since the Actions are always available, it is possible to change the status of the book as needed especially when multiple staff are handling ILL requests. If you accidently mark and item returned, you can change it from the Completed tab back to "Arrived" so that other staff know that the item still needs to be returned.

Please see the videos for the Borrower and Lender tasks screens linked here:

- Borrower Tasks: <u>https://youtu.be/G15gNz8R3Uk</u>
- Lender Tasks: <u>https://youtu.be/0eDyTsafv6A</u>

**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				
-	A date is listed. Example: 4/3/2016				
CHECKED IN	Item is checked out. Example: DUE 04-03-16				
	DUE 11-19-15 BILLED				
	Coming soon				
ON SHELF	Copies on order				
Check Shelves	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				

Figure 31: 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.

DueNorth Stats from 07/01/2017 to 07/01	Specified
Library System North Country Library System	Date Range
Total Request 20	
Muniter of Request Print 1 (5,26%)	
NUMBER OF ANDUNE NOT FIRST: 3 (15.79%)	and the second
Number of Report Expense: 13 (58-42%)	System/Library
Number of Anguesi Canoeleli. 3 (20.53%)	Mana
Murriller' of Anii Annanovill' Feb. (0.10274)	reating
Break down of requests	1
8 (31.59%) dramati tequarata areni made to Narthern Net	w York Library Astwork
5 (26.32%) of the request to Northern New York Library	y history wate back
1 (28.00%) were filled	
3 (50.00%) were not filed	
1 (20.00%) were inspired	
0 (0.80%) were carsoned	
0 (0.00%) of requests not answered set	
1 (5.35%) of the request to Northern New York Library	Selwork vore beak (deckrook)
0 (0.00%) were filled	
0 (0.00%) were not filled	
1 [188.00%] were expend	
0 (0.00%) were carcined	
Are between the association (#98.0) 0	
3 (23.79%) overall requires were made to Narth Causto	y Library System
3 (3.5. 79%) of the request to forth Country Library Sys	nen wen book
\$ (0.89%) were filed	
© (0.89%) were tot filed	
1 (23.33%) were expend	
1 (56.67%) were canceled	
0.10.80%) of requests not arcsenate un-	
I GR-30%) overall requires were made to Dawage Court	nty School Library Business at \$255
5 (29. 52%) of the request to Onango Courts School UP	trary Suvient at O/L wind book
© (0.00%) were filled	
0.00.00%) earn ruit filled	
\$ (155.00%) were expired	
# 20.89%) were canonical	
Available of responses and arconnected set.	
(5.20%) second requests over made to Barthern New	Tork Library Helwork
1 (5.39%) of the request to itsriftern item hork Library	Tellenore entry basis
@ (0.89%) were filled	
(0.10.00%) were rult filled	
1 (100.00%) were express	
@ (0.82%) were canonical	
0 (0.00%) of requests tot proceedings.	
3 (13.79%) social requests were made to Champion V	alley Balucation Berviore School Library Bystem
3 (15.79%) of the request to Champion Velay Beliceto	of Services School Library System were beek
0.10.80%) were filed	
0 (0.89%) ware not filled	
3 (100.00%) were sepres	
It (0.89%) were canceled	
8 (0.89%) of requests but processed on.	
1 (3.20%) second requests parts right to Martheon New	Yark Library Retwork
the second se	Selwork every black
1 (5.30%) of the request to Northern New York Library	
1 (5 32%) of the request to Rothern New York Library 0 (0.02%) were filled	
1 (5.35%) of the request to furthern New York Uprany 0 (5.35%) were filled 0 (5.35%) were filled	
1 (5.35%) of the request to furthern time hork Uprany 0 (5.35%) were titled 0 (5.35%) were total 1 (100.00%) were explore 1 (100.00%) were explore	
1 (5.35%) of the request to furthern time hork Library 0 (5.35%) were titled 0 (5.35%) were total 1 (151.05%) were copinal 0 (5.35%) were copinal	

Figure 32: DueNorth Statistics: Requests

22

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.

You can also perform "Old School" statistics by clicking on the link "Try this screen!" at the top of the System Statistics page:

Hello Christi! NNYLN	Search			-
Library Staff	Select category: All		) or Advanced Search - Nee	GO id help?
Borrower History				
E Lender History				
Borrower Tasks	System Statistics	S View Edit		
Lender Tasks		Internet work		
Borrower Statistics				
Lender Statistics	Looking for ICICILL-sty	le old school statistics? Try ti	his screen!	
Manage Library Profile	Enter your desired	data ranga		
Find Participating Libraries	Enter your desired	Gale range:		
Report a Problem	Start Date:	End Date:		
	Requesting Library Syst	tem: All		\$ Submit
System Staff				
All ILL Requests	Constate homewin	a atala far a anasifia libr		
Manage Libraries	Generate borrowing	g stats for a specific libr	ary:	
Manage Users	A-P-W Elementary Sci	nool Library	•) Supmi	
System Statistics	Generate lending s	tats for a specific library	y:	
	A-P-W Elementary Sch	hool Library	<ul> <li>\$) Submi</li> </ul>	t
NNYLN Staff	120000000000000000000000000000000000000			
Manage Content	Generate list of exp	bired requests:		
<ul> <li>Manage News</li> </ul>	Start Date:	End Date:	Submit	t.l
Registration Codes	Generate list of ton	10 libraries making reg	upete:	
Email Address Harvest	Start Date:	End Date:	Jucolo.	1
User Information	Start Gale.	End Date:	300m	ha c
More System Statistics	Generate list of top	10 libraries filling reque	ests:	

Figure 33: ICICILL-style old school statistics link.

## **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.

If you have questions about using the DueNorth catalog, please contact Christi Sommerfeldt at christi@nnyln.org or call (315) 265-1119 x4.