Inter-Library Loan (ILLiad)

Service Owner Patrick Stone
YUL Service Domain Resource Sharing Systems [1]
Short Description: ILLiad is a resource sharing management solution used for borrowing, lending, and document delivery at Yale and through various consortial lending arrangements (e.g. BorrowDirect, RapidILL).
Description
ILLiad is a resource sharing management solution used for borrowing, lending, and document delivery at Yale and through various consortial lending arrangements (e.g. BorrowDirect [2], RapidILL [3]).

The service comprises a local installation of ILLiad and includes custom server and client add-ons that extend core functionality. Staff primarily interact with the service through a workstation installed client. The public interface is a web based service used by patrons to request materials via discovery services at Yale such as Quicksearch and ORBIS. The core ILLiad application is a fully supported vendor solution, custom add-ons and peripheral applications are fully supported by Library IT.

Visibility No visibility restrictions
Who is elegible to use this service offering? Anyone in the Yale community with an active and valid NetID
Staff
Affiliations that can use this service offering Active NetIDs
Staff
Is there a specific area that your user can go to for help?

- ILLiad User Group list [4]
- ILLiad User Group SharePoint site [5]

Do you have specific Documentation and Support outside of the Knowledge Base?

- ILLiad User Group SharePoint site [5]
- Get it @ Yale: Interlibrary Loan FAQ [6]

Are there any specific policies and procedures outlined for your service offering?
An operating agreement, known locally as a service overview, is available for this service. A service overview is a document that defines expectations and resources required to provide ongoing operational support for the service. You can view it here. [7]

Are there Rates & Charges Associated to this Service Offering? No
Categories Add, Install, Move, Modify
Enhancement
Inquiry
Outage
Performance Issue
Scheduling and Support
Something Broken
Tier 1 Support YUL Support Group (listed above)
Sub-category needed? No
Generic Request? No
URL to service application (if any) https://ill.library.yale.edu [8]
Can users request access to your service offering? Yes
Support Group Client Services & IT Operations [9]

Links

[1] https://web.library.yale.edu/service-domains/resource-sharing-systems [2] http://guides.library.yale.edu/getit/bd
[3] http://rapidill.org/ [4] mailto:illiad_users@mailman.yale.edu; [5]
https://yaleedu.sharepoint.com/sites/yul/committees/illiad/SitePages/Home.aspx [6]
https://guides.library.yale.edu/c.php?g=296263&p=1976789#17251827 [7]
https://yale.box.com/s/5rdkud0on9c3ekjdeq7rqvgsey9dvckb [8] https://ill.library.yale.edu [9]
https://web.library.yale.edu/service-support-groups/client-services-it-operations