



# Relais ILL

## Virtually Unlimited Flexibility

Today's information professionals need flexibility not limitations. It's time to take advantage of a system that helps you eliminate obstacles and overcome the complex challenges of today's resource sharing activities. Relais ILL is a highly configurable resource sharing solution designed from the ground up to meet all of your interlibrary loan and document delivery needs. It's a perfect match for those libraries and document delivery operations that prefer the option of fast tracking or simplifying their implementation. Processing requests from your patrons or other libraries in a cost effective quick and proficient manner, this proven standards-based system is easy to implement, easy to use, and saves staff time.

## "FRIENDLY" Sharing With All Environments

Running quietly in the background, this smart and flexible solution is the result of a standards-based open system design that 'plays nice' and is friendly with all environments. Fully compliant with all industry standards Relais ILL permits libraries to exchange requests across multiple systems including to and from OCLC without staff intervention. Requests from ISO ILL, or GSM compliant systems may be received and parsed automatically into Relais ILL.

Relais' Z39.50 automated search client can be configured to check your own local catalog as well as searching other pre-defined catalogs. A request is printed including call number and location specific information if you hold the item, if not; the request is placed in a queue for staff to review. On the flip side for borrowing, Relais ILL automatically verifies your pre-defined catalogs using Z39.50, and creates a routing list based on the results for the submitted request. Whether searching catalogs using our Z39.50 client to retrieve holdings and circulation information, or using NCIP to look up patron information directly from your ILS, it's all standard fare with Relais ILL.

*"We were initially worried about the integration of the system with our lending partners, but everything worked seamlessly. Relais' adherence to standards paid off for us."*



## Streamlined Work Flows

*“Our students have been using the improved requesting functionality to request more ILL’s in one term than they did all last year, with little to no impact on our staff.”*

A superior solution with unmatched benefits and features, Relais ILL increases your efficiencies by automating and reducing the number of steps required for processing a request. Libraries can begin to maximize their resource sharing abilities starting with easy configuration into local policies and procedures. Streamline your sharing experience even more with the ability to choose and easily profile preferred lending partners.

With flexible, smart workflows that seamlessly integrate scanning and delivery, our **RequestFlow** electronic workflow component comes pre-configured to efficiently manage the entire ILL process. **RequestFlow** also provides libraries with a high level of flexibility to tailor their configuration to match their specific needs.

Requests are routed from one event to another in a systematic effective manner, ensuring that the only delays in processing are the result of a requirement for manual intervention. Request updates, such as ILL Answers, occur automatically when received via ISO ILL or GSM format and then the request is sent to the next supplier on the routing list.

## Key Benefits & Features

- Virtually unlimited flexibility in terms of configuration
- Permits libraries to exchange requests across multiple systems using industry standards, including to and from OCLC
- Automated search of catalogs using our Z39.50 client to retrieve holdings and circulation information
- Look up patron information directly from your ILS using NCIP
- Gets the requested item to the patron without staff intervention in a quick & efficient manner — frees up staff to focus on other matters
- Increases efficiencies by automating repetitive labor-intensive tasks saving staff time
- Easy configuration into local policies and procedures
- Ability to choose and easily profile preferred lending partners
- Flexible, smart workflows that seamlessly integrate scanning and delivery
- Anytime, anywhere submit requests from your Web browser, including from search and discovery tools using OpenURL
- Libraries with existing web forms can use Relais web services to submit requests
- Provides a simplified method for patrons to create and monitor their ILL requests and keep in touch with ILL staff

## Clean And Simple For Patrons And Staff

Anytime, anywhere Relais makes it easy for patrons to find, request, and monitor the materials they want from a variety of local and remote resources via the web. Staff uses a GUI interface when working with and updating requests. Automated delivery applications are scheduled on a regular basis to ensure the requester receives the material or the message in a timely manner. Patrons can choose from multiple delivery options to automatically deliver their items.

Supported options include E-mail delivery with TIFF or PDF attachment, Post To Web, Fax, Mail, or Ariel. Whether it’s direct delivery to their desktop, Post to Web, or Ariel, libraries now have a clean and simple way to deliver information from these sources to their patrons.

*“The system has greatly improved our ability to meet the demands of our patrons, and they love the fact that they can now use the web to initiate and monitor their requests.”*

## The Big Picture Includes CONSORTIA

Providing the same robust functionality as Relais ILL, our Enterprise solution is focused primarily on larger libraries and document delivery operations, specialty libraries like national libraries, and shared/consortia systems. Partnering and working closely with these customers, our talented implementation professionals work directly with your staff to develop a customized configuration that matches your specific needs.

- Automated delivery of items based on patrons preferences; multiple delivery options (E-mail TIFF / PDF formats, Post to Web, Fax, Mail, or Ariel)
- A single staff GUI interface to all requests
- Support for a wide range of scanners that support a TWAIN, or KOFAX driver as well as WideTEK and Bookeye scanners using an http interface
- Support for NCIP to enable patron authorization, ISO 10160/10161, OpenURL, Web Services XML, Z39.50



**SHARING MADE SIMPLE**  
Intelligent, Flexible, Open Solutions

