NCIP: A Case Study

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Agenda

- Brief(est) overview
  - MeLCat environment
  - NCIP history and functionality

- Case study
  - UPRLC environment
  - Workflow before NCIP
  - Decisions to be made
  - Workflow with NCIP
MeLCat: By the numbers

- ~ 425 libraries
  - 75% public
  - 12% academic

- 21 different ILSs
  - 19% Innovative Interfaces
  - 28% Symphony
  - 13% Auto−Graphics
  - 10% Horizon
  - 3% TLC
MeLCat: How it works

- INN–Reach
  - Central server
  - 3 DCB servers [~335 libraries]
  - 38 Innovative Interfaces local servers
NCIP: NISO Circulation Interchange Protocol

- **NCIP 1.0**
  - 3 application areas
    - Self-service circulation
    - Circ – ILL Interaction
    - Direct Consortial Borrowing
  - 40+ messages

- **NCIP 2.02**
  - 2 application areas
    - Self-service circulation
    - Resource sharing
  - 9 core messages
NCIP Messages

- Pairs
  - ItemRequested / ItemRequestedResponse

- Elements
  - Required
  - Optional
But it’s not that simple

- **Standard**
  - services, data objects and data elements

- **Implementation Profile**
  - message, character, and data encoding; required components and behavior; network transport; network security; scheme registration; and provision for extension

- **Application Profiles**
  - describes how to support a specific application with a given set of practices and policies.
# Lending Behaviors

<table>
<thead>
<tr>
<th>NCIP Message (Action Taken)</th>
<th>Auto-Graphics Verso</th>
<th>Evergreen</th>
<th>SirsiDynix Symphony</th>
<th>TLC</th>
</tr>
</thead>
<tbody>
<tr>
<td>ItemRequested (patron places request)</td>
<td>hold created on Verso; associated with borrowing library account; if account does not already exist, will be created</td>
<td>hold created on Evergreen; associated with generic MeLCat user; status is Hold</td>
<td>hold created on Symphony; associated with generic MeLCat user</td>
<td>no action taken</td>
</tr>
<tr>
<td>CheckoutItem (lending library puts item in transit)</td>
<td>item checked out on Verso to borrowing library account</td>
<td>item checked out on Evergreen to generic MeLCat user; status is In Transit</td>
<td>Symphony automatically checks out item to generic MeLCat user</td>
<td>TLC automatically checks out item to borrowing library</td>
</tr>
<tr>
<td>AcceptItem (borrowing library receives item)</td>
<td>no NCIP message sent</td>
<td>no NCIP message sent</td>
<td>no NCIP message sent</td>
<td>no NCIP message sent</td>
</tr>
<tr>
<td>ItemCheckedOut (borrowing library checks item out to patron)</td>
<td>no NCIP message sent</td>
<td>no NCIP message sent</td>
<td>no NCIP message sent</td>
<td>no NCIP message sent</td>
</tr>
<tr>
<td>ItemCheckedIn (borrowing library checks item in from patron)</td>
<td>no NCIP message sent</td>
<td>no NCIP message sent</td>
<td>no NCIP message sent</td>
<td>no NCIP message sent</td>
</tr>
<tr>
<td>CheckInItem (lending library checks item in)</td>
<td>item is checked back in on Verso</td>
<td>item is checked back in on Evergreen</td>
<td>Symphony automatically checks in item</td>
<td>TLC automatically checks in item</td>
</tr>
<tr>
<td>ItemRequestCancelled (request is cancelled by patron or lending library)</td>
<td>hold removed from item on Verso</td>
<td>hold removed from item on Evergreen</td>
<td>hold automatically removed from item on Symphony</td>
<td>no action taken</td>
</tr>
<tr>
<td>RenewItem (patron renews item)</td>
<td>being tested (Nov. 2012)</td>
<td>due date on Evergreen updated to match DCB server</td>
<td>due date on Symphony automatically updated to match DCB server</td>
<td>being tested (Nov. 2012)</td>
</tr>
</tbody>
</table>
Upper Peninsula Region of Library Cooperation (UPRLC) is a consortium of mostly public, public/school, and K-12 school libraries

UPRLC is currently running Symphony 3.4.1 SP3

700,000+ bibs and 2,000,000 items in our local database

36 UPRLC member libraries participate in the State of Michigan’s (MeLCat) Resource Sharing Program
MeLCat Participation Before NCIP

- Staff Created Brief Titles in WorkFlows for MeLCat items
- Items had to be checked out/checked in twice
- Outdated patron information
- Symphony custom report to send patron data nightly to the MeLCat system.
Implementing NCIP

- SirsiDynix NCIP Profiling Doc and Setup Guide

- Create a visual of how NCIP will function for your library.
**UPRL PATRON IS BORROWER**

- **Action**
  - UPRL Patron Requests Item on MelCat
    - Staff at Item Library pull item and perform a Library Checkout
      - UPRL Staff perform a Not My Item Checkin on the DCB
        - UPRL Staff perform a Patron Checkout on the DCB
          - UPRL Staff perform a Not My Item Checkin on the DCB
            - Staff at Item Library perform a My Item Checkin to receive item

- **NCIP Message**
  - Item Requested
    - Item Shipped
      - Accept Item
        - Item Checked Out
          - Item Checked In
            - Item Received

- **Symphony Response**
  - Symphony looks for item to place on hold but doesn't find one
    - Since no item or hold exists at this time, nothing happens. (Message not supported by SirsiDynix)
      - Symphony creates an item with the unique item ID and a hold is made available for the patron
        - Symphony checks out the virtual item with the due date that is supplied by the NCIP Item Checked Out message
          - Symphony checks in the virtual item. As far as Symphony is concerned, the transaction is complete
            - NOTE: Reports from the DCB will alert if item is "Returned Too Long"
Patron requests UPRL item on MelCat → Item Requested → Hold for generic MELCAT user is created and appears in the onshelf hold report

UPRL Staff pull the item and perform a Library Checkout on DCB → CheckOut Item → Item is checked out to the generic MELCAT user

Borrowing library does a Not My Item Checkin → Accept Item → Lender doesn’t see this message

Borrowing library does a Patron Checkout → Item Checked Out → Lender doesn’t see this message

Borrowing library does a Not My Item Checkin when item is returned → Item Checked In → Lender doesn’t see this message

UPRL staff perform a My Item Checkin to receive (checkin) material on DCB → Check In Item → Item is checked in on Symphony and routed to appropriate location.
More questions to be addressed during implementation

- Will all patrons be able to use the ILL system?
- How will the loan period for ILL items be determined?
- Is there one hold pickup location or multiple?
- What happens to holds that are not picked up by the patron?
More questions to be addressed during implementation (con.)

- How will hold/overdue notification be handled?
- How will renewals be handled?
- How will temporary records be removed from the ILS after the transaction is complete?
- How will ILL statistics be collected?
Many libraries did NOT have circulation staff use the DCB client to process MeLCat transactions.

UPRLC provided 2 connection profile options.
Getting Ready to Go Live

- Talk to libraries about current process
- Select appropriate connection profile

- Documentation and Training for Staff
  - One hour training
    - Overview of NCIP
    - Demo/practice both lending and borrowing
    - Review updated quick reference sheets
    - Plan for cut over to new process
Patrons authenticate in real time. LookupUserResponse used to create or update the patron record in the DCB.

Patrons must be in good standing when request is made.

- Patrons can pay fines in eLibrary or WorkFlows, and immediately place a MeLCat request.
- Patrons can extend an expired privilege and then immediately place a request*

No more patron extracts.
- If patron record exists in Symphony, it will be created or updated on the DCB at the time of the request.
Brief titles/items and holds are created automatically in Symphony when a requested item is received.

Paged items for both MeLCat and local ILS show up on the same pull list in Symphony.

Ability to email and telemessage patrons about ILL holds and/overdues from the Symphony.

Less duplication of transactions for staff.
Questions?