We’re a Happy Family: ILLiad/Alma NCIP Integration

LAPIS DAVID COHEN, UNIVERSITY OF PENNSYLVANIA
Lapis David Cohen
Library Specialist
The Vital Connection is Made

[ILLiad logo]  [NCIP addon]  [ExLibris Alma logo]

(Not an actual photo)
Order of the Day

- Installation and Settings
- Testing and Transition
- Workflows and Problem Solving
Dialogue, Not Monologue

Alas, poor NCIP! I knew them, Melvil, a NISO Circulation Interchange Protocol of infinite jest, of most excellent functionality.
Fantastic Addons and Where to Find (and Save) Them

Download the zip file from:
ILLiad Addon Directory -> ILLiad ALMA NCIP Client Addon
https://prometheus.atlas-sys.com/display/ILLiadAddons/ILLiad+ALMA+NCIP+Client+Addon

Save the extracted folder to: C:\Program Files (x86)\ILLiad\Addons
(This is the typical destination location, save where you normally save addons)

((To be added and activated on the machines of Borrowing staff who process Receives and Returns and Lending staff who process Shipping and Returned Loans))
Alma Set Up

1. **Create**: Resource Sharing Library

2. **Add**: Interlibrary Loan Resource Sharing Partner

3. **Edit**: Parameters
Resource Sharing Library Setup

- Under **General Configuration**, choose configuration.
- Under General, choose Libraries and select Add a Library or Edit Library Information.
- Choose the tab for libraries, select the Resource Sharing Library. Under Resource Sharing Information, check the **Is Resource Sharing Library** box.
- Under Lending Set up, choose a Default Location of **Lending Resource Sharing Requests**.
- Under **Fulfillment Configuration**, choose the Configuration menu and select the Resource Sharing Library from the “You are Configuring” dropdown menu.
- Under the **Physical Fulfillment** area, click Fulfillment Units. Click the Add Fulfillment Unit button. Name the unit, assign it a code, and set the On Shelf Request Policy to “No Requesting from available holding”.
- Open the Unit and click on the **Fulfillment Unit Locations** tab. Add a borrowing and a lending location and make their Location type “Open”. Under the Fulfillment Unit Rules tab, choose Rule Type of “loan” and apply the Default Loan rule, or your choice of loan rule.

Source: [https://github.com/kurtmunson/ILLiad-NCIP](https://github.com/kurtmunson/ILLiad-NCIP)

Note: Admin permissions needed!
## ILL Partner Setup

### Resource Sharing Partner List

<table>
<thead>
<tr>
<th>Name</th>
<th>Code</th>
<th>Status</th>
<th>Profile Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>BorrowDirect</td>
<td>BorrowDirect</td>
<td>Active</td>
<td>NCIP</td>
</tr>
<tr>
<td>BorrowDirect+</td>
<td>BorrowDirectPlus</td>
<td>Active</td>
<td>NCIP</td>
</tr>
<tr>
<td>E-ZBorrow</td>
<td>E-ZBorrow</td>
<td>Active</td>
<td>NCIP</td>
</tr>
<tr>
<td>Interlibrary Loan</td>
<td>ILLIAD</td>
<td>Active</td>
<td>NCIP</td>
</tr>
</tbody>
</table>
### ILL Partner Setup, continued

**Resource Sharing Partner**

#### Interlibrary Loan

<table>
<thead>
<tr>
<th>Code</th>
<th>ILLIAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profile Type</td>
<td>NCIP</td>
</tr>
<tr>
<td>System Type</td>
<td>ILLIAD</td>
</tr>
<tr>
<td>Average Supply Time</td>
<td>0</td>
</tr>
<tr>
<td>Currency</td>
<td></td>
</tr>
<tr>
<td>Supports Borrowing</td>
<td>✓</td>
</tr>
<tr>
<td>Supports Lending</td>
<td>✓</td>
</tr>
<tr>
<td>Locate Profile</td>
<td></td>
</tr>
<tr>
<td>Default Partner</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Interlibrary Loan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Active</td>
</tr>
<tr>
<td>Delivery Delay (days)</td>
<td>0</td>
</tr>
<tr>
<td>Borrowing Workflow</td>
<td></td>
</tr>
<tr>
<td>Lending Workflow</td>
<td></td>
</tr>
</tbody>
</table>

---

**RSC19 OCLC RESOURCE SHARING CONFERENCE #OCLCRSC19**
Parameters, part one

**GENERAL INFORMATION**

- **User Identifier type**: PennKey
- **URL template**: https://franklin.library.upenn.edu/redirect
- **Add user auto login to URL**: No
- **Disable service when**
  - Never
  - When resource is owned by the campus
  - When resource is owned by the campus and available
  - When resource is owned by the institution
  - When resource is owned by the institution and available
- **Loan period**: [Enter]
- **Request pushing method**: Open URL
- **Broker System NCIP URL**: https://na03.alma.exlibrisgroup.com/view/NCIPServlet
- **Enable service for guest user**: No
- **Default library owner**: Resource Sharing Library

**REQUEST ITEM**

- **Bibliographic record ID type**: OCLC Number
- **Support Borrowing**: [ ]
### Parameters, part two

**CHECK-OUT ITEM**

- **Default location**: Lending Resource Sharing Requests
- **Default item policy**: Borrow Direct

**ACCEPT ITEM**

- **Default location**: Borrowing Resource Sharing Request
- **Default pickup library**: Van Pelt Library
- **Automatic receive**: 

**LOOK UP USER**

- **Require Authentication**: No

**EXPORT TO THIRD PARTY**

- **Export to third party**: No

**CREATE USER FISCAL TRANSACTION**

- **Create fee using**: Ignore message
A Side Note on Due Dates

The default setting in the addon is for the NCIP message to send the ILLiad Due Date to Alma, unless a different policy is set under the Fulfillment Unit Rules for Resource Sharing Circulating Material.

Alma Location: Fulfillment | Physical Fulfillment | Fulfillment Units
ILLiad Set Up (System | Manage Addons)

<table>
<thead>
<tr>
<th>Name</th>
<th>Value</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCP_Responder_URL</td>
<td><a href="https://n03.oals.edu/irslabgroup.com/view/NCPServlet">https://n03.oals.edu/irslabgroup.com/view/NCPServlet</a></td>
<td>string</td>
<td>This setting value is the address for the NCP Responder URL. For Alma this will always be <a href="https://alma.exlibrisgroup.com/view/NCPServlet">https://alma.exlibrisgroup.com/view/NCPServlet</a> unless you are testing on a sandbox version of Alma.</td>
</tr>
<tr>
<td>acceptance_from_uniqueAgency_value</td>
<td>DCPEN3.Std</td>
<td>string</td>
<td>This is your institutional Alma Code.</td>
</tr>
<tr>
<td>ApplicationProfile</td>
<td>ALMA</td>
<td>string</td>
<td>Input the Resource Sharing Partner code used in Alma.</td>
</tr>
<tr>
<td>BorrowingAcceptItemFailedQueue</td>
<td>NCP Error: BorrowingAcceptItem Failed</td>
<td>string</td>
<td>This designates the name of the queue a Borrowing Transaction will be moved to if the BorrowingAcceptItem function fails.</td>
</tr>
<tr>
<td>BorrowingCheckOutItemQueue</td>
<td>NCP Error: BorrowingCheckOutItem Failed</td>
<td>string</td>
<td>This designates the name of the queue a Borrowing Transaction will be moved to if the BorrowingCheckOutItem function fails.</td>
</tr>
<tr>
<td>LendingCheckOutItemFailedQueue</td>
<td>NCP Error: LendingCheckOutItem Failed</td>
<td>string</td>
<td>This designates the name of the queue a Lending Transaction will be moved to if the CheckOutItem function fails.</td>
</tr>
<tr>
<td>LendingCheckOutItemQueue</td>
<td>NCP Error: LendingCheckOutItem Failed</td>
<td>string</td>
<td>This designates the name of the queue a Lending Transaction will be moved to if the CheckOutItem function fails.</td>
</tr>
<tr>
<td>EnableReturnBorrowingReturns</td>
<td>✔️</td>
<td>boolean</td>
<td>When this setting is enabled, patron returns will go through ILLiad and a message is sent to Alma. When this setting is disabled, patron returns will go through ILLiad and will need to also be returned through Alma.</td>
</tr>
<tr>
<td>UsePrefixes</td>
<td>✔️</td>
<td>boolean</td>
<td>Determines whether or not you want to change prefixes of a transaction based on specific criteria (below).</td>
</tr>
<tr>
<td>Prefix_for_LibraryUseOnly</td>
<td>LU.</td>
<td>string</td>
<td>The setting allows you to change the prefix of a transaction that is marked LibraryUseOnly Yes.</td>
</tr>
<tr>
<td>Prefix_for_RenewalsAllowed</td>
<td>TN.</td>
<td>string</td>
<td>The setting allows you to change the prefix of a transaction that is marked RenewalsAllowed Yes.</td>
</tr>
<tr>
<td>Prefix_for_LibraryUseOnly and RenewalsAllowed</td>
<td>LU.</td>
<td>string</td>
<td>This setting allows you to change the prefix of a transaction that is marked both LibraryUseOnly and RenewalsAllowed Yes.</td>
</tr>
</tbody>
</table>

* See next slide…
ILLIiad Set Up (bits and bobs)

- You may need to “Run as Administrator” in order to edit and save the addon settings in ILLIad

- **Use_Prefixes** adds information to the Transaction Number which may render the printed TN barcode on the ILL Loan slip not scannable

- You may need to include your specific Alma instance in the URL for the NCIP_Responder_URL field (e.g., [https://na03.alma.exlibrisgroup.com/view/NCIPServlet](https://na03.alma.exlibrisgroup.com/view/NCIPServlet), rather than [https://alma.exlibrisgroup.com/view/NCIPServlet](https://alma.exlibrisgroup.com/view/NCIPServlet))
Testing (Test Server/Alma Sandbox?)

Pros:
• Can't break anything
• Can set up to mirror your “post-transition” settings and workflow

Cons:
• Extra effort to set up

Goal:
• Testing as many scenarios as possible in a non-production environment

Alternative:
• Testing in production ILLiad, making TEST REQUEST situation very clear to other staff
Testing Hints

- ILLiad Client Log file (set to Debug mode) can let you know if the addon has initialized successfully (Search for: Starting script environment for addon ALMA_NCIP_Client -> Initialization Complete). Errors may also be checked in the log.

- Make sure ILLiad System Manager (timer) is ON (if running on a test server)

- Run through as many variations as possible – different patron statuses, loan restrictions, pick up locations, Due Date situations (Open Hours for the Resource Sharing Library may affect Due Dates), foreign language scripts

- Keep a running log of any settings or LUA code changes made (and repercussions)
Before Transition

- Decide on “go live” date (best during a slow period!)
- Decide Due Date policy
- Additional text to be added to the ILL Request Confirmation emails alerting patrons to the upcoming transition
- Staff education and training for changes in workflow (ILL, Circulation staff, Faculty Express, Departmental Circulation staff)
- If needed, prepare new ILL Loan Slips to be used after transition (for example, take out due date if using set loan period, patron due date to be stamped at check out)
- Install ILLiad/Alma NCIP Client addon on relevant staff computers
- Update your local Resource Sharing webpage and LibGuide with new policy information (and any other places on the library webpages with pertinent ILL policy info)
At Transition

• Turn off ILLiad email notifications for: Loan Pick Up and Overdues
• Turn off blocking for Overdues in ILLiad (all blocks and fines will be via Alma)
• Enable ILLiad routing rule to bypass customer notification email and move request to Checked Out to Customer in ILLiad
• Disable Due Date column and Renewal functionality on patrons’ View ILL Requests page, if necessary (for example, if ILLiad and Alma due dates will not match up).
• We added a note at the top of our local patron View ILL Requests page: Please see your [Local] Library Account for the real-time status of loans which are Checked Out to Customer, as well as current Due Date information.
Notification Routing Rule

Process Type = Borrowing
TransactionStatus = In Transit to Pickup Location
MatchString = t.RequestType = 'Loan'
NewTransactionStatus = Checked Out to Customer

This routing rule bypasses patron notification in ILLiad. Additional restrictions could be included in the MatchString, for example, specific patron status.
Go Live (or, is it wicked not to webcirc?)

• Patron notification prior to moving their requests into Alma accomplished with batch emails for loans in **Checked Out to Customer** and **Customer Notified via Email** statuses.
• In practice we were able to transition 1500+ received loans on to our patrons’ Alma accounts in less than a week. We exported all loans that were currently received (**Checked Out to Customer** or **Customer Notified via Email**) to an Excel spreadsheet and processed the loans into Alma from there by running the requests through the Receiving workflow. This allowed easy cutting and pasting of needed field information as well as clear noting of **Library Use Only** and **Special Collections Use** loans (and also aided processing all loans for a specific patron at one time).
• Can stop using Webcirc as soon as all loans are processed into Alma
• Added a **Custom Flag** for loans unable to be immediately transferred into Alma (Overdue, No Alma patron record)
Borrowing Workflow (Receive)

- ILLiad: Normal **Check In From Lending Library** workflow
- Note added in ILLiad record if successful: **NCIP Response for Borrowing Accept Item** received successfully
- Alma: **Scan In Items**

Scanning in TN moves the request to the Hold Shelf (or In Transit for delivery to departmental)
Checking Out to the Patron

- Patron receives pickup email notification from Alma when item moves to Hold Shelf (we added text: please wait 15-20 minutes before pickup)
- Loan checked out as per usual by Circ Desk staff
- We mirror our D2D service loan periods - **12 weeks, no renewals**

Clear and predictable loan periods!
### A Patron's Eye View

#### My Library Card

**Loans**

<table>
<thead>
<tr>
<th>Title</th>
<th>Due Date</th>
<th>Pick up Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>THE CHICAGO MANUAL OF STYLE</td>
<td>05/03/2019, 17:00</td>
<td>Resource Sharing Library Borrowing Resource Sharing Request</td>
</tr>
<tr>
<td>How to Serve Patrons</td>
<td>05/10/2019, 17:00</td>
<td>Library Borrowing Resource Sharing Request</td>
</tr>
<tr>
<td>The Vegan Alien's Guide to Patrons</td>
<td>05/03/2019, 17:00</td>
<td>Library Borrowing Resource Sharing Request</td>
</tr>
<tr>
<td>The collected works of G.K. Chesterton (v.12)</td>
<td>05/14/2019, 23:59</td>
<td>Library Van Pelt Library Van Pelt Library PRA453.C4 15886</td>
</tr>
<tr>
<td>The life and adventures of Martin Chuzzlewit / Dickens, Charles,</td>
<td>05/06/2019, 23:59</td>
<td>Library Van Pelt Library Van Pelt Library PRA463.A2 15414</td>
</tr>
</tbody>
</table>

**Due Date:** 05/03/2019, 17:00

**Pick up Location:** Resource Sharing Library

**Main Location:** Resource Sharing Library

**Secondary Location:** Borrowing Resource Sharing Request

**Loan Date:** 02/15/2019

**Loan Status:** Normal

**Item Status:** Loan

**Ils Institution Code:** 01UPENN_INST

**Ils Institution Name:** University of Pennsylvania

**Barcode:** 1571313
Borrowing Exceptions

In cases where a loan has to be checked out directly to a patron (for delivery to Faculty, or restricted to Special Collections Use):

- **ILLiad**: Send patron canned notification email (moves request to Checked Out to Customer)
- **Alma**: Fulfillment | Manage Patron Services
- Look up patron and open their record
- Scan Item Barcode (in Loans tab)
- Stamp Due Date on ILL slip
Borrowing Returns

- **Alma**: Return Items scan at Circ desk moves loan from patron’s Loan tab to the Returns tab and directs transit back to the ILL Office (Resource Sharing Library)

- **ILLiad**: Regular Return (**Check Item In**) procedure (Note will be added: **NCIP Response for Borrowing**Check**In**Item received successfully)

- Item record automatically deleted from Alma when successfully returned in ILLiad
Pickup Locations

If you have multiple pickup locations in Illiad you should Uncomment line 363 in the .lua file

```lua
-- m = m .. '<PickupLocation>' .. pickup_location .. '</PickupLocation>'
```

This is done by taking out the two dashes at the beginning of the line, so that it reads:

```lua
m = m .. '<PickupLocation>' .. pickup_location .. '</PickupLocation>'
```

Please note that the line number of this code may vary, or you may be opening the LUA code using a program which does not display the line numbers. One way to find the line is to use the find text (often CTRL-F) functionality available in most text reading programs to search for the original line of code.
We Could Not Get Sublibraries.txt to Work

So we took out the following code from the LUA file:

**Original code:**

```lua
local pickup_location_full = GetFieldValue("Transaction", "Location");
local sublibraries = assert(io.open(AddonInfo.Directory .. "\sublibraries.txt", "r"));
local pickup_location = ""
local templine = nil;
if sublibraries ~= nil then
    for line in sublibraries:lines() do
        if string.find(line, pickup_location_full) ~= nil then
            pickup_location = string.sub(line, line:len() - 2);
            break;
        else
            pickup_location = "nothing";
        end
    end
    sublibraries:close();
End
```
We Hardcoded Our Pickup Locations in the LUA Code

New code:

```lua
local templine = nil;
local pickup_location = "";
local pickup_location_full = GetFieldValue("Transaction", "NVTGC");
if pickup_location_full == "VPL" then pickup_location = "VanPeltLib";
elseif pickup_location_full == "BIOMED" then pickup_location = "BiomLib";
elseif pickup_location_full == "VET" then pickup_location = "VetPennLib";
elseif pickup_location_full == "DENTAL" then pickup_location = "DentalLib";
else
    pickup_location = "EMPTY";
End
```

VPL, BIOMED, VET and DENTAL are our local User NVTGCs, to designate patron pickup location. VanPeltLib, BiomLib, VetPennLib and DentalLib are the Alma codes for the corresponding physical locations.
More Pickup Location Fun

- The physical library location codes should be accessible in Alma: Configuration menu> General> Libraries> “add a library or edit library information”> Click Libraries tab> select each library> note code under details header. **Access to this route requires the General Administrator user role.**

- The Alma Library Codes may also be found at: Fulfillment -> Fulfillment Configuration -> Configuration Menu -> You Are Configuring [choose library] -> Library Management -> Library Details -> Summary Tab -> Code. Again, **access may well be restricted by user role in Alma.**

- Fields other than NVTGC (such as an ItemInfo field) can be used to designate patron pickup location from ILLiad

- In the LUA code “NVTGC” would be replaced with whatever ILLiad field name you wanted to use (these are the column header names for fields in ILLiad)
A Word (or Two) on Multi-volume Loans

- **Multi-volume sets** are charged out under a single barcode (TN)
- Number of pieces are noted in the Special Instructions field and ALSO added in the Title field in ILLiad (and so transferred to the Alma record for the item), e.g. **Gao deng shu xue**FOUR VOLUMES**
- Bright green sticker: Multi-volume is placed on each ILL Loan slip
- **If a patron returns only part of a multi-volume set** a Custom Flag is put on the request in Illiad: Multi-volume Incomplete Awaiting Return
- Patron is sent a canned email letting them know only part of their multi-volume loan has been received back in the ILL office and we are charging the title back to their library account
- Charge the loan back out to patron in Alma (adjusting due date as needed)
Ramifications of a Set Loan Period

• ILL staff manually request renewals for ILL items

• ILL staff Recall loans that have reached their final due date, have renewal requests denied or are recalled by the lender

• Recall in Alma: Search for Physical Item by Barcode (TN) -> Item Record -> Request -> Move Temporarily
Lending Workflow

Enter the item barcode for the loan in the **Ref Num** field! Some documentation may indicate using an ItemInfo field, but the field in the LUA code is Reference Number:

```lua
local refnumber = GetFieldValue("Transaction", "ReferenceNumber");
```

(or you can edit the LUA code to use your preferred ILLiad request form field for the barcode)
Lending Check Out

- [ILLiad] Item in **In Stack Searching** status -> open request
- [ILLiad] Paste item barcode into the **Ref Num** (Reference Number) field and verify Due Date
- [ILLiad] **Mark Found**
- [Alma] Item should be **automatically Checked Out in Alma** with due date as per ILLiad (item moved to Resource Sharing Library)
- [ILLiad] **NCIP Response for LendingCheckOutItem received successfully** message added
- [ILLiad] Print Shipping Labels -> request moves to Item Shipped
Lending Check In

- [ILLiad] Lending Ribbon -> **Lending Returns** -> enter request TN or ILL request number -> **Process Returns**

- [Alma] Item should be automatically **Checked In**

- [ILLiad] **NCIP Response for LendingCheckInItem** received successfully message added

- [Alma] Resource Requests -> **Scan In Item** to move from **In Transit** to **Reshelving** at permanent location
But We Don’t Use the Lending Side!

So we got errors!
- NCIP Error: LendingCheckOutItem Failed (instead of: Awaiting Shipping Label Printing)
- NCIP Error: LendingCheckInItem Failed (instead of: Request Finished)

So we deleted the following lines from the LUA code!

```lua
RegisterSystemEventHandler("LendingRequestCheckOut", "LendingCheckOutItem");
RegisterSystemEventHandler("LendingRequestCheckIn", "LendingCheckInItem");
```

Reason for not using Lending component: issues with multiple volumes, all ILL loans would be checked out to Resource Sharing Library, rather than the pseudo-patrons we currently use. **Only need to take out this code if Borrowing + Lending done on same computer.**
Error Messages

Errors get routed to an error queue (named per values in the ILLiad addon settings) and add a note in the Note field of the ILLiad request, for example:

**ILLiad queue: NCIP Error: BorrowingAcceptItem Failed**

```xml
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><ns1:NCIPMessage xmlns:ns1="http://www.niso.org/2008/ncip"
ns1:version="http://www.niso.org/schemas/ncip/v2_0/imp1/xsd/ncip_v2_0.xsd"><ns1:AcceptItemResponse><ns1:ResponseHeader>
<ns1:FromAgencyId><ns1:AgencyId>01UPENN_INST</ns1:AgencyId></ns1:FromAgencyId><ns1:ToAgencyId><ns1:AgencyId>01UPENN_INST</ns1:AgencyId></ns1:ToAgencyId></ns1:ResponseHeader><ns1:Problem><ns1:ProblemType>Unknown User</ns1:ProblemType><ns1:ProblemDetail>failed to get user by identifier: pennkey and institution: 3681</ns1:ProblemDetail><ns1:ProblemElement>//AcceptItem/UserId/UserIdentifierValue</ns1:ProblemElement><ns1:ProblemValue>[Unique User ID Here]</ns1:ProblemValue></ns1:Problem><ns1:AcceptItemResponse></ns1:NCIPMessage>
```

The devil is in the ProblemDetail!
More Problems, More Solutions

Problem: Failed to get user by identifier
Solution: Unique Patron Identifier needs to be added in Alma account (or Alma account needs to be activated)

Problem: Failed to create stub item without mmsId.
Solution: Route request back to Request Sent status and attempt to Check In again

Problem: Failed to search the inventory for barcode
Solution: Search patron’s record in Alma and click on Requests. Click on the zero in the Place in Queue column for the problem ILL title. On the Request Queue page click on the Barcode link (ILLiad TN). On the Physical Item Editor page click on the SAVE button at the upper right side of the page. A confirmation will appear that the item has been successfully updated: “The data for [Your Book Title Here] has been successfully updated”. The origin of the problem appears to be that the item record was not saved initially.

Problem: Temporary Processing Failure (or, Exception creating the NCIPInitiationData object from the servlet's input stream)
Solution: The problem seems to originate from the loan title imported from OCLC as simply <> (most often found with Hebrew titles, cataloged at libraries in Israel. Copy and paste the full title, which should be in the Original Loan Title field into the Title field (overwrite the <>). Route the request back to Request Sent and go through the receiving process again.
Higher! Further! Faster! Resources

- Kurt Munson's Github page: https://github.com/kurtmunson/ILLiad-NCIP
- https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_(English)/030Fulfillment/050Resource_Sharing/060Configuring_Alma_Broker_Integration
- https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_(English)/030Fulfillment/080Configuring_Fulfillment/020Library
- https://prometheus.atlas-sys.com/display/ILLiadAddons/ILLiad+ALMA+NCIP+Client+Addon
Questions? (hopefully answers too!)

With (alphabetical) thanks to: Chris Clement (Penn), Bill Jones (YGM), Heather Klish (Tufts University) and Tom McNulty (VCU), Kurt Munson (INU), and DaVonne Rooney (Penn)!

Shyness may be nice

(However!)

Ask me, ask me, ask me…