



New SILO Inter Library-Loan Update October 28, 2017

Transaction is not marked "Returned"



Ask ILL Marie

Dear Marie:

A library book made its way back into our library after its journey to another Iowa library for interlibrary loan purposes. In the new SILO ILL system the transaction for this book has a status of RECEIVED, which means the borrowing library shipped the book back but did not mark the transaction RETURNED. I cannot mark the transaction closed, even though it should be, because I have the book back in our library. What can I do?

Marie says:

As users get more used to the new work flow this problem will gradually lessen. The concept of marking a transaction "Received" and then "Returned" is new to most users. It is the most drastic change from the old SILO ILL system to the new SILO ILL System. In the old SILO ILL system, the transaction was closed after the lending library marked it "Will Send". The new SILO ILL tracks the transaction from the initial request all the way through completion when the item is back at the Lending library.

But the tracking only works when every user marks each transaction at each point along the way.

You may contact the borrowing library directly to remind them to mark the transaction, or you can report the transaction to the SILO Helpdesk.

The State Library have support staff (the fabulous LRT's) who will either contact the borrowing library, or log in as a user of the borrowing library and mark the item "Returned" so that you can close the transaction. Report the transaction by copying the transaction number from the top of the transaction display and paste it into an e-mail message. Send the message to helpdesk@silolibrary.org

-----sample message-----

Lender Transaction #3015252 Status: Received

This item is back at <my library>. Please mark it "Returned" so I can mark it "Completed".

Thanks-

-----end sample message-----

Because this is a training issue and not a technical issue, the New SILO ILL System cannot be modified to allow the lender to mark a transaction as returned.

Do you have a question about the new SILO ILL System? Send a message to [Marie Harms](#). We take your ideas and suggestions for improvements seriously. Our development team meets regularly to discuss and prioritize the work. Thank you for using and evaluating the new SILO ILL system.