

IOWA LIBRARY INFORMATION TELETYPE EXCHANGE

REGULATIONS
AND
OPERATIONAL TECHNIQUES

A
MANUAL
FOR
LIBRARY ADMINISTRATORS
AND
TWX OPERATORS

EDITED BY SHEILA SCHAUMBURG

STATE LIBRARY COMMISSION OF IOWA
DES MOINES, IOWA

JANUARY 1, 1974

**State Library Of Iowa
State Documents Center
Miller Building
Des Moines, Iowa**

TABLE OF CONTENTS

INTRODUCTION	1
SYSTEMS DESCRIPTION	2
GENERAL REGULATIONS	2
Message Identifications	2
Message Serial Number	3
Uniform Date Identification	3
TWX Typing Procedures	4
REFERENCE REGULATIONS	6
Subject Specialization Libraries	8
INTERLIBRARY LOAN REGULATIONS	9
Verification	10
Documents	11
Overdue Books	12
Lost Books	12
Interlibrary Loan Procedures	13
Procedures for the Lending Library	13
Procedures for the Borrowing Library	14
Renewals	15
Patron Request Slips	16
I-LITE WHEELS	19
I-LITE Configuration	19
Wheel Description	19
Public Library Section	19
Academic Library Section	23
I-LITE Wheel Report Heading	25
I-LITE Wheel Report Ending	25
IOWA STATE UNIVERSITY LIBRARY RESOURCE CENTER	26
IOWA UNION CATALOG	27
I-LITE ILLRQ	28
Book Requests - General Form	28
I-LITE Wheel Request	29
Specific Editions	29
Multi-volume Titles	29
ILLRP to I-LITE Request	29
ILLRP to Wheel Request	30
ILLRP to OBO Message	30

BIBLIOGRAPHICAL CENTER	32
Interlibrary Loan from Locations Supplied by the BIB Center	34
Other Services	34
Regulations on BIB Center Requests	35
PERIODICAL REQUESTS	36
AUDIO - VISUAL REQUESTS	37
Visual Materials	37
Audio Materials	38
INTERLIBRARY MESSAGES	39
NON - LIBRARY MESSAGES	40
SUPPLIES	41
TROUBLE REPORTING	41
APPENDIX	
I-LITE Time Line	43
Teletype Directory of Iowa Libraries	45
Sending TWX Log	46
Receiving TWX Log	47
I-LITE Patron Request Slip	48
Public Library Wheel Map	49
Academic Library Wheel Map	50

INTRODUCTION

The Iowa Library Information Teletype Exchange (I-LITE) is a program of the State Library Commission of Iowa. The I-LITE network began in the Fall of 1969 with eleven libraries interconnected by TWX teletype machines. The network has grown to include the State Library, ten public libraries offering regional service to every resident in the state of Iowa, a public library union file of monograph holdings, seven academic libraries offering service to small private college libraries in Iowa, a university resource center, and a graduate library school reference service.

The State Library Commission of Iowa contracts with the Bibliographical Center for Research, Rocky Mountain Region, Inc., which files locations for over eight million titles.

This manual is specifically designed to facilitate the use of this system in participating libraries.

SYSTEMS DESCRIPTION

The I-LITE System is designed to provide for a thorough search of the participating libraries' collections through the use of a public library wheel network and an academic wheel network, both of which include the State Library Commission of Iowa.

A list of unfilled requests is sent to the Resource Center at the Iowa State University Library, Ames. Requests that are still unfilled may be sent to the Bibliographical Center for Research for locations of desired materials.

The maps on pages 49 & 50 of the appendix are graphic representations of the flow of the wheels.

I. GENERAL REGULATIONS

A. MESSAGE IDENTIFICATIONS

Standard abbreviations (followed by the sequential serial number and date) will be used to identify the type of message and will be considered as part of the serial number:

- ILLRQ - Interlibrary Loan Request, for each title.
- ILLRP - Interlibrary Loan Report and Renewal Approval.
- ILLRN - Interlibrary Loan Renewal Request.
- REFRQ - Reference Question or Verification Request.
- REFRP - Reference Report in Response to Above.
- I-LITE WHEEL - Proper Message Identification for Iowa
Library Information Teletype Exchange
Interlibrary Loan Wheel.
- ILMSG - Interlibrary Plain Text Message.
- MSG - Plain Text Message to a Non-Library Teletype.
- OBO - "Owned But Out" - Book May Be Reserved.
- NIC - Material Not In Collection.

B. MESSAGE SERIAL NUMBER

Starting July 1, each year, a new message numbering period begins:

ILMSG 1 1/JUL/74

and every message following is numbered sequentially. Reference to the log (see page 46 for sample) for the number of the last message will indicate the next number to be used. All requests, questions, reports and messages should be so numbered. Under this one system for all messages, providing unique identification for each message, the chance for error will be very slight. Referral to a past message by its serial number is the best positive way in which to identify it.

C. UNIFORM DATE IDENTIFICATION

The form for dates should be standardized for uniformity, ease of reading, and computer usage, as:

DATE/MONTH/YEAR

12/JUN/74

Please use the standardized ALA approved three letter abbreviation for each month:

JAN, FEB, MAR, APR, MAY, JUN,
JUL, AUG, SEP, OCT, NOV, DEC.

D. TWX TYPING PROCEDURES

A message is prepared by turning the TWX machine on LOCAL and turning the tape punch ON. Begin by running about two inches of rubouts (hold down the RUBOUT and REPEAT keys together). The first line of the message includes the message identification symbol, the number, five spaces, and the date:

ILMSG 412 12/JUN/74

Then the RETURN, LINEFEED and RUBOUT keys are hit in that order.

The text of the message follows. Call attention to a particular person by typing:

ATTN: HOVDE

FROM: MARTIN

Remember to hit RETURN, LINEFEED and RUBOUT at the end of each line.

After the message hit RETURN, 2 LINEFEEDS and RUBOUT, then type the ending:

END ILMSG 412
IA MORN CL SOU
END.

Then hit RETURN, 11 LINEFEEDS (to bring the whole message above the plastic guide), RUBOUT, CONTROL "D" (hold the red control key down and strike D; this is an EOT, end of transmission, and will automatically shut off the TWX machine), and run about two inches of RUBOUTS.

When sending a message to the ISU library hit CONTROL "L" after each request you send. The ISU library's TWX machine is equipped with a sprocket-feed device and perforated paper. The CTRL "L" advances the paper to the next perforation so that there is only one request on each section of paper. After the message ending on an ISU message hit RETURN, 11 LINEFEEDS, RUBOUT, CONTROL "L", RUBOUT, CONTROL "D", and two inches of RUBOUTS.

To send the message press the ORIG (originate) button. When you hear the dial tone, dial the TWX number you desire. If you get a busy signal, press the CLEAR button and call later. If the library answers, quickly check to see that the answerback corresponds with the station you are calling. Then move the tape feed lever to START. Your message will go through and the machine will automatically shut off at the end.

II. REFERENCE REGULATIONS

A. GENERAL

For reference work, libraries will teletype directly to the State Library, to the School of Library Science at the University of Iowa, or to another library with the appropriate subject specialty. Requests for verification of bibliographic information should normally be sent to the State Library Commission unless it is likely that the publication date is before 1956, in which case requests for verification should be sent to the School of Library Science for verification in NUC Pre-56 Imprints.

Reference inquiries will be numbered serially with all other interlibrary messages. The reference inquiry should state clearly, completely, and concisely the desired information and should include the following:

1. Exactly what information is requested;
2. What form do you expect the answer to take (an article citation, statistics, a declaratory statement, etc.);
3. What sources have already been checked at the requesting library;
4. Level of Information desired:
 1. Elementary
 2. General Adult
 3. Academic
 4. Specialized

5. Any other relevant information (be as specific and complete as possible; such as where patron heard about the book or what brought about this question);
6. Date needed -- indicate if there is no deadline.

EXAMPLE:

REFRQ 143 16/MAY/74

PLEASE VERIFY:

1. POWERS, PATRICIA. THIS DEADLY GAME.
2. VERIFICATION CITATION
3. HAVE CHECKED: BIP 72; CBI 1928 - 1956.
4. ADULT
5. PATRON SAYS THIS IS AN OLD BOOK.
6. NEED WITHIN TWO WEEKS.

END REFRQ 143
 IA PUB LIB CDR
 END.

REFRQ 396 12/JUN/74

1. WHAT ARE THE DIMENSIONS OF THE SCORE-BOARD AT THE HOUSTON ASTRODOME?
2. DECLARATORY STATEMENT, ALSO PICTURE, IF POSSIBLE.
3. HAVE CHECKED: WORLD ALMANAC, INFORMATION PLEASE.
4. HIGH SCHOOL
5. - -
6. NEED BY 20/JUN/74

END REFRQ 396
 IA BURLING FPL
 END.

The State Library and the School of Library Science will work together to answer reference questions. If the in-state resources have been exhausted, the request may be sent to the Bibliographical Center, if the requesting library has indicated that the search should be continued (see page 32 for Bibliographical Center operations).

B. SUBJECT SPECIALIZATION LIBRARIES

The following list of subject specialization in particular libraries is intended to help guide the search for information. This list is by no means complete; it serves only as a guide:

INDEX TO SPECIALIZATIONS

AMERICAN HISTORY.....	CLINTON PUBLIC LIBRARY
AMERICAN LITERATURE.....	MASON CITY PUBLIC LIBRARY
DRAMA.....	DES MOINES PUBLIC LIBRARY
ENGLISH HISTORY.....	COUNCIL BLUFFS FREE PUBLIC LIBRARY
ENGLISH LITERATURE.....	COUNCIL BLUFFS FREE PUBLIC LIBRARY
FINE ARTS.....	IOWA CITY PUBLIC LIBRARY
HISTORY-AMERICAN.....	CLINTON PUBLIC LIBRARY
HISTORY-ENGLISH.....	COUNCIL BLUFFS FREE PUBLIC LIBRARY
HISTORY-IOWA.....	STATE LIBRARY COMMISSION OF IOWA
HISTORY-WORLD.....	SIOUX CITY PUBLIC LIBRARY
IOWA HISTORY.....	STATE LIBRARY COMMISSION OF IOWA
LITERATURE-AMERICAN.....	MASON CITY PUBLIC LIBRARY
LITERATURE-ENGLISH.....	COUNCIL BLUFFS FREE PUBLIC LIBRARY
MUSIC.....	DES MOINES PUBLIC LIBRARY
PHILOSOPHY.....	MARSHALLTOWN PUBLIC LIBRARY
POLITICS.....	STATE LIBRARY COMMISSION OF IOWA
PSYCHOLOGY.....	MARSHALLTOWN PUBLIC LIBRARY
PUBLIC ADMINISTRATION.....	STATE LIBRARY COMMISSION OF IOWA
SOCIAL SCIENCE.....	BURLINGTON FREE PUBLIC LIBRARY
(Less Education and Economics)	
THEATRE.....	DES MOINES PUBLIC LIBRARY
TRAVEL.....	CATTERMOLE MEMORIAL LIBRARY (Fort Madison)
USEFUL ARTS.....	WATERLOO PUBLIC LIBRARY
WORLD HISTORY.....	SIOUX CITY PUBLIC LIBRARY

III. INTERLIBRARY LOAN REGULATIONS

A. GENERAL

1. While no title shall be considered absolutely ineligible for loan, borrowing libraries will not ordinarily request:

a. Usually materials for mass study assignments will not be requested.

b. (1) PUBLIC LIBRARIES:

No titles published less than three months prior to the date of the request may be requested on the Public Library Wheel (if in doubt, see Cumulative Book Index or Forthcoming Books for month and year of publication). This does not include reprints or revised editions.

(2) ACADEMIC AND UNIVERSITY LIBRARIES:

No titles published less than six months prior to the date of the request will be circulated on the academic wheel or on the ISU residue list.

(3) DENVER BIB CENTER:

No titles published less than twelve months prior to the date of the request may be sent to the Denver BIB Center.

c. A large number of titles for one person at any one time.

d. Art prints or framed reproductions.

e. In-print mass market paperbacks costing less than \$2.00.

2. All requests must be verified before they are transmitted by TWX. The standard verification format for all ILLRQ's includes the source of verification, the date, volume number, and page number. The following examples from some major verification tools (listed in descending order of preferability) show how to abbreviate a complete verification citation:

NATIONAL UNION CATALOG, 1970, V. 14, P. 915	NUC 70 14:915
CUMULATIVE BOOK INDEX, MARCH 1972, P. 313	CBI MAR 72:313
AMERICAN BOOK PUBLISHING RECORD, APRIL 1970, V. 11, P. 148	BPR APR 70 11:82
BOOKS IN PRINT, 1972, V. 1, P. 148	BIP 72 1:148
SUBJECT GUIDE TO BOOKS IN PRINT, 1972, V. 2, P. 1872	SGBIP 72 2:1872
FORTHCOMING BOOKS, JULY 1973, P. 78	FB JUL 73 73:78
(For individual periodical requests) READER'S GUIDE TO PERIODICAL LITERATURE MARCH 1970 - FEB. 1971, V. 30, P. 671	RG MAR 70-FEB 71 30:671

Librarians are reminded that the title and subject volumes of Books in Print seldom give the publication dates, but the author volume of BIP almost always does.

For verification from a bibliography or footnote appearing in a book or journal, give author, title, publisher, and copyright date and page number from the source:

VER: PASSELL, PETER. RETREAT FROM RICHES. VIKING 73 P. 191

Use this only if you are unable to verify a request in one of the standard sources listed above.

If you have received verification from another library, such as the University of Iowa Library School, use the verification citation in its complete form in your ILLRQ. Do not put as verification U of I LIB SCHOOL or CAT.

Additional research and verification sources such as these listed below may also be used:

APPLIED SCIENCE AND TECHNOLOGY	ASTI
ART INDEX	AI
BIOGRAPHY INDEX	BI
BIOLOGICAL AND AGRICULTURAL INDEX	BAI
BUSINESS PERIODICALS INDEX	BPI
EDUCATION INDEX	EI
ESSAY AND GENERAL LITERATURE INDEX	EGLI
INDEX TO LEGAL PERIODICALS	ILP
PAPERBOUND BOOKS IN PRINT	PBIP
PUBLIC AFFAIRS INFORMATION SERVICE BULLETIN	PAIS
SHORT STORY INDEX	SSI
SOCIAL SCIENCES AND HUMANITIES INDEX	SSHI

Complete verification citations further aid in accurately and efficiently filling requests. An ILLRQ is a favor you ask of another library. By providing an accurate and complete citation on every ILLRQ you simplify everyone's job.

3. Government documents may be requested on the wheel or from various Iowa depositories (State Library, ISU, U of Iowa, Drake). You must label each document request with DOCUMENT. Many libraries do not file their document

holdings in their card catalog. By calling attention to the document request you are assured of a complete search.

EXAMPLE:

SWITCH-ISU
DOCUMENT
2453. U.S. GOVT NATIONAL INSTITUTION OF MENTAL
HEALTH. AREA D
COMMUNITY MENTAL HEALTH CENTER, PROGRAMS & SERVICES
(DOC #HE 20.2422:C73/971). 71. OI.
U.S. GOVT PUB SEP 71:14161

4. Loan period overdues, and reserves are to be handled by the normal interlibrary loan process for each library.
5. Lost books will be handled according to the I-LITE code. The safety of borrowed materials is the responsibility of the borrowing library until receipt of the material in the holding library. The borrowing library will meet all costs of repair or replacement in accordance with the preferences of the lending library.

B. INTERLIBRARY LOAN PROCEDURES

1. PROCEDURES FOR THE LENDING LIBRARY

- (a) The lending library will report daily on the I-LITE Wheel report the requests they are sending. (See pages 22 & 30). Direct ILLRP's will be sent to borrowing libraries in response to direct requests for books, audio-visual equipment, etc. Photocopy requests will be filled within 48 hours of receipt. ILLRP's will be sent only if the photocopy request cannot be filled at the lending library..
- (b) The loaned book must contain something to indicate the following:
- (1) Name of borrowing library;
 - (2) Name of lending library;
 - (3) Date loaned;
 - (4) Date due; and
 - (5) Author, title and ILLRQ No. of request.

To insure uniformity it is recommended that the following 3 x 5 slip (here-in referred to as the "I-LITE Slip") be inserted into the book pocket. Such slips can be mimeographed on card stock or on paper.

The name of the borrowing library and the DATE LOANED can be handwritten or typed. The LENDING LIBRARY can use rubber stamps to indicate library name and DATE DUE, or the lending library's name and address can be mimeographed when the slip is prepared.

This book is an I-LITE
interlibrary loan TO:

(name of borrowing library)

FROM:

(name and address of lending
library)

DATE LOANED: _____

DATE DUE: _____

ILLRQ # _____

AUTHOR _____

TITLE _____

Please return this slip with
the book to the lending library

Occasionally the lending library
may have special instructions
concerning the use of the material.
Such messages could be placed on
this "I-LITE Slip" or attached
to it.

- (c) The lending library should enclose
in the book (perhaps by attaching
it to the I-LITE Slip) a mailing
label containing the return ad-
dress.

2. PROCEDURES FOR THE BORROWING TWX LIBRARY

- (a) Borrowing libraries without TWX transmit their requests
to their regional library in the agreed-upon manner (mail
or phone).
- (b) Regional TWX libraries upon receipt of the wheel report
or an ILLRP, must inform the borrowing library by mail
or telephone of the following:
- (1) Title of the request being sent;
 - (2) Name of the lending library;
 - (3) Approximate date the item was sent;
 - (4) If the item was placed on reserve, or if there
was other disposition of the request.

- (c) Borrowing libraries must record on the local patron request form the fact that requested material is being sent. (See page 48). If the material is not received within a reasonable time (2 weeks), the lending library should be contacted, either directly or through the cooperative headquarters library, so that a search for the material may be made.
- (d) When circulating borrowed items to local patrons, the library should preserve the return mailing label. The "I-LITE Slip" remains in the book pocket to alert the staff (when the book is returned) that it is an inter-library loan.
- (e) Renewals of interlibrary loans will be requested by TWX or mail. Renewal requests (ILLRN) must be sent well in advance of the due date so that the lending library still receives the book by the due date if renewal is not possible.
- (f) The "Date due" is the date the book is to be received at the lending library. Be sure to allow ample mail time to insure receipt of materials by the due date.

C. PATRON REQUEST SLIPS

The interlibrary loan requests to be added to the wheel should be prepared in advance by the TWXing library. The preparation should start at the desk where most patron requests are taken. (See page 48).

1. The author and title of the book and the patron's name, status (occupation), and phone number should be recorded on the request form. Also, the extent to which a request should be searched must be indicated. The extent of the search depends upon the date by which the patron must have the material (there is a blank for recording this information on the Patron Request Slip, see page 48). The desired extent of the search must be marked in the blank in front of the word WHEEL, SWITCH, or BIB, in accordance with the following:

- (a) A check in front of "WHEEL" only, indicates that the TWX operator should terminate the search after the request has circuited one wheel without attempting to switch the request to the other wheel.
- (b) A check in front of both "WHEEL" and "SWITCH" indicates that the TWX operator should send a SWITCH-PLL or SWITCH-ISU ILLRQ. After the request has circulated one loop unsuccessfully, the State Library TWX operator will switch the ILLRQ to the alternate wheel.

- (c) A check in front of "SWITCH" only, indicates that the request should be sent directly to the State Library with instructions to place the request on the alternate wheel (and ISU, if SWITCH-ISU is indicated). Requests can be switched directly, only if the specialized nature of the material makes it appear unlikely that it will be found on that portion of the wheel to which the requesting library belongs.
- (d) A check in front of "BIB" indicates that the TWX operator should send a SWITCH-BIB request to the State Library with instructions to forward the request to Denver Bibliographical Center for Research. Ordinarily, requests will have circulated at least one if not both wheels before being sent to Denver. This blank will almost never be checked if neither "WHEEL" nor "SWITCH" has been checked.
- (e) If all three blanks are checked, then the request will receive complete service.
- (f) When a wheel request is sent to the State Library the ILLRQ# is recorded and the date is written in the space DATE TWXed. LENDING LIBRARY means the name of the library that replied to the request and is sending the book to the borrowing library. DATE SENT is also indicated in the

reply as the day on which the book was sent to the borrower. DATE RECEIVED, DATE DUE and DATE RETURNED are filled in by the requesting library.

2. The form on page 48 may be used by the TWX library for preparing an entry to be added to the wheel. It is suggested that a number of these forms be kept at the desk where a patron is most likely to make his request. Of course, regional libraries may use their own interlibrary loan form when processing the requests of borrowing libraries. It is suggested that if your library's form should be revised, it be made to resemble this form.
3. If these forms are not essential to some other phase of the library's interlibrary loan procedure, it is suggested that when the transaction is completed (whether successfully or not), the slips be kept in a separate file, arranged by author's name. Such a file could be checked before requests were put into I-LITE to determine if the item had been requested before, and if so, its possible location.

IV. I-LITE WHEELS

A. I-LITE CONFIGURATION

The network consists of two message circuits or "wheels", one consisting of public libraries and the State Library Commission, the other consisting of academic libraries and the State Library Commission. Requests are sent daily from each library to the State Library. The State Library fills all requests possible and makes an alphabetized list of the unfilled requests. These requests are sent, via computer, to each library on the respective wheel, where the requests are filled, if possible. The unfilled requests may be switched from one wheel to the other wheel if they are eligible (see Regulations, Sec. #III). Requests not filled on the Academic wheel (both academic requests and switched public library requests) are sent to the Iowa State University Library Resource Center. Any requests that are still unfilled may be sent by the State Library to the Denver Bibliographical Center for Research for appropriate service.

B. WHEEL DESCRIPTION

1. PUBLIC LIBRARY SECTION

(a) Public Library Request Schedule

This schedule gives a specific time each day for each public library to send its requests to the State Library. Requests may also be sent in at night any time after 5:30 p.m.

(a) Public Library Request Schedule

4:30 p.m. - Marshalltown
 4:35 p.m. - Des Moines
 4:40 p.m. - Council Bluffs
 4:45 p.m. - Burlington
 4:50 p.m. - Davenport
 4:55 p.m. - Waterloo
 5:00 p.m. - Fort Madison
 5:05 p.m. - Cedar Rapids
 5:10 p.m. - NILE
 5:15 p.m. - Sioux City

(b) Wheel Request Format

(rubouts)
 (SWITCH DESIGNATION)
 (ILLRQ) ##. AUTHOR. TITLE. PUB DATE. ALPHA
 CODE (Borrowing library and TWX headquarters)
 (VERIFICATION)

EXAMPLE:

SWITCH-BIB
 942. CREASEY, JOHN. DEATH OUT OF DARKNESS
 54. GD-BA
 NUC 70 2:1034

SWITCH-ISU
 1624 CREELEY, ROBERT. GOLD DIGGERS. 72.
 NH-NA
 BIP 72. 1:581

1. Wheel requests must be alphabetized!
2. The total extent of search must be indicated at the top of each request.
3. Please note that a period is placed after each part of the request to avoid confusion between author, title, publishing date, etc.

These requests will be searched at the State Library.

The State Library's TWX operator will alphabetize these groups of requests with the academic switches and the State Library's local requests, and prepare the computer tape.

At 11:00 a.m. daily the State Library TWX operator will send the wheel list to the computer. Public libraries will receive the wheel between 11:00 a.m. and 12:30 p.m. The TWX lines should be kept open until the wheel is received.

Each library will search the wheel in the card catalog. Books need not be pulled from the shelves until the wheel report is received.

(c) Searching Procedure

When the first reporting library receives the wheel, they will check the list against the card catalog, pull the books they can send, and type up the I-LITE WHEEL REPORT. This report is sent to the second reporting library. The second library may already have checked the wheel list in their card catalog. They will mark each request that the first library has filled on the wheel list, and pull all the remaining books that they can send. Then they type up a wheel report using the first library's wheel report tape and adding the requests that they can send or reserve. The second library sends this wheel report to the third reporting library. The wheel report circulates among the libraries with each library filling as many unfilled requests as possible.

At 3:00 p.m. the last reporting library sends the wheel report to the State Library. This final wheel report is placed at the head of the next day's wheel. Since a Public Library wheel report takes two days to complete its circuit, there will be two Public Library wheels circulating at all times.

(d) Public Library Wheel Report Schedule -
(See Map-page 49).

The first reporting library moves to the last place on the first of each month. For example, NILE would report first at 2:00 p.m. in month #1. Siouxland would report first at 2:00 p.m. in month #2 with NILE reporting last at 1:15 p.m. the following day.

2:00 p.m.	NILE	sends	Wheel	Report	to	Sioux City
2:45 p.m.	Sioux City	"	"	"	"	Council Bluffs
3:30 p.m.	Council Bluffs	"	"	"	"	Ft. Madison
4:15 p.m.	Ft. Madison	"	"	"	"	Burlington
5:00 p.m.	Burlington	"	"	"	"	Davenport
9:15 a.m.	Davenport	"	"	"	"	Iowa City
10:00 a.m.	Iowa City	"	"	"	"	Cedar Rapids
10:45 a.m.	Cedar Rapids	"	"	"	"	Waterloo
11:30 a.m.	Waterloo	"	"	"	"	Marshalltown
12:30 p.m.	Marshalltown	"	"	"	"	Des Moines
1:15 p.m.	Des Moines	"	"	"	"	State Library

(e) Wheel Report Format

I-LITE PUBLIC LIBRARY WHEEL REPORT #1
1/JUL/74
IA NILE MACY
REPORTING

942 - CREASEY - NA TO GD-BA.
743 - NELSON - NA OBO IA.

END I-LITE PUBLIC LIBRARY WHEEL REPORT #1
IA NILE MACY
END.

The State Library will transfer academic replies to the Academic Wheel Report. The replies to Public Library requests on the Academic Wheel Report will be transferred to the Public Library Report. The replies to Public Libraries from the ISU Library Resource Center are sent to the State Library and included on the wheel report.

The State Library will continue switching the designated requests through the Academic Wheel, to ISU, and to the Denver Bib Center until the total search indicated is completed.

2. ACADEMIC LIBRARY SECTION

(a) Academic Wheel Request Schedule

This schedule gives a specific time each day for each academic library to send its requests to the State Library. Requests may also be sent in at night anytime after 5:30 p.m.

1:00 p.m.	Drake
1:05 p.m.	Luther
1:10 p.m.	Cornell
1:15 p.m.	Coe
1:20 p.m.	Grinnell
1:25 p.m.	Graceland
1:30 p.m.	Morningside

(b) Wheel Request Format

(See IV, B, 1, b through preparing computer tape)

At 4:00 p.m. daily the State Library TWX operator will send the wheel list to the computer. Academic libraries will receive the wheel between 4:00 p.m. and 5:30 p.m. The TWX lines should be kept open until the wheel is received.

(c) Searching Procedure
(See IV, B, 1, c)

At 1:45 p.m. the last reporting library sends the Academic Wheel Report to the State Library. This final wheel report, the Public Libraries' replies to Academic switches, the ISU report and the State Library report are all placed on that day's wheel which is sent to the computer at 4:00 p.m.

(d) Academic Wheel Report Schedule -See Map-Page 50).

The first reporting library moves to the last place on the first of each month. For example, Drake would move from 9:00 a.m. to 1:45 p.m. in the Academic Wheel Report Schedule after one month.

9:00 a.m.	Drake	sends	Wheel	Report	to	Luther
9:45 a.m.	Luther	"	"	"	"	Cornell
10:30 a.m.	Cornell	"	"	"	"	Coe
11:15 a.m.	Coe	"	"	"	"	Grinnell
12:00 p.m.	Grinnell	"	"	"	"	Graceland
1:00 p.m.	Graceland	"	"	"	"	Morningside
1:45 p.m.	Morningside	"	"	"	"	State Library

(e) The residue list from the Academic Wheel is sent to the Iowa State University Library each day. ISU reports back to the State Library. The State Library puts these reports on the appropriate wheel. The State Library will continue switching the designated requests through the Public Library Wheel and to the Denver Bib Center until the total search indicated is completed.

3. I-LITE WHEEL REPORT HEADING

a. PUBLIC LIBRARIES

The Public Library Wheel Report is numbered in correspondence to the Wheel that it reports on. This number is assigned at the State Library where each wheel is numbered consecutively. The heading includes this number, the date, the reporting libraries' answerback, and the word "Reporting".

I-LITE PUBLIC LIBRARY WHEEL REPORT #51
12/DEC/73
IA SIOUXLAND
REPORTING

b. ACADEMIC LIBRARIES

I-LITE ACADEMIC WHEEL REPORT #142
10/NOV/73
CORNELL CLB MV
REPORTING

4. I-LITE WHEEL REPORT ENDING

a. PUBLIC LIBRARIES

END I-LITE PUBLIC LIBRARY WHEEL REPORT #51
IA SIOUXLAND
END

b. ACADEMIC LIBRARIES

END ACADEMIC LIBRARY WHEEL REPORT #142
CORNELL CLB MV
END

V. IOWA STATE UNIVERSITY LIBRARY RESOURCE CENTER

A. No requests for books will be teletyped directly to ISU.

Requests will reach ISU in the following manner:

1. Public Library requests switched to but not filled on the Academic Wheel will automatically be sent to ISU, if the requests conform to I-LITE regulations (see Section III).
2. Unfilled Academic Wheel requests will automatically be sent to ISU, unless the requests are for juvenile titles.
3. ISU will report daily to the State Library on the status of these requests. The State Library will place the ISU report to Public Libraries on the Public Library Wheel. The State Library will place the ISU report to Academic Libraries on the Academic Wheel.
4. Books must have been published at least six months prior to the date of request. No juvenile titles may be requested from ISU.
5. SWITCH-ISU-BIB requests not filled at ISU will be forwarded to the BIB Center by the State Library in the usual manner.

B. Requests for photocopy of journal articles may be teletyped directly to ISU from I-LITE libraries. ISU will bill for photocopy at a rate of 10¢ per page with a minimum fee of 50¢ per article requested. Actual journals will not be loaned. Journal articles should be requested from the ISU

library only after the resources of the Iowa Union List of Serials (IULS) have been exhausted.

- C. ISU's TWX machine is equipped with a sprocket feed device. Every 5-1/2 inches the two-part paper is perforated. Each time the control key and the "L" key are punched together, the paper is automatically advanced to the next perforation. ISU wants only one request on each section of paper. Therefore, whenever you are sending requests directly to ISU, push the control key and "L" after each individual request.
- D. Requests originating at the ISU library will be placed on the appropriate wheel by the State Library. Materials and messages will be sent directly to ISU.

VI. IOWA UNION CATALOG

The Iowa Union Catalog is a card index of public library holdings. The cards come from the NILE and Keosippi Processing Centers and from several large public libraries. I-LITE requests not filled on the wheels are searched in the Union Catalog and locations of requested items are sent to the requesting library. Any material with an Iowa location will not be sent to the BIB Center.

VII. I-LITE ILLRQ

A. BOOK REQUESTS - GENERAL FORM

The standard interlibrary loan form should be used when sending for a book from a non-Iowa library. This form is taken from Sarah Katharine Thomson's Interlibrary Loan Procedure Manual, ALA, 1970, p.56-9.

1. Lending library identification code.
(linefeed)
2. Message type, serial number, and date
(3 linefeeds)
3. Borrowing library's full name, address, and TWX number
(3 linefeeds)
4. Reader's name, status, department
(1 linefeed)
5. Author
Title Publisher, Pub. date
6. Verification
7. Borrowing Library's alpha code
8. Requesting library's answerback
9. Authorizing librarian
(3 linefeeds)
10. Remarks (BIB Center location, etc.)
(3 linefeeds)
11. Message ending

EXAMPLE:

UNIV COLO LIB
ILLRQ 674 16/AUG/74

INTERLIBRARY LOAN DEPARTMENT
DAVENPORT PUBLIC LIBRARY
4TH & MAIN
DAVENPORT, IOWA 52881
TWX 9105251198

JOHN SMITH, CONSERVATIONIST

LAMBE, WILLIAM
RESEARCHES INTO THE PROPERTIES OF SPRING WATER.
LONDON, 1803
VER: LC CAT 42 83:558
AA
IA PUB LIB DVP

AUTHZD: JUDY ELLIS

REMARKS: LOCATION FROM DENVER BIB CENTER

END ILLRQ 674
IA PUB LIB DVP
END.

B. I-LITE WHEEL REQUEST

Requests for the wheel are very compact:

SWITCH DESIGNATION
(ILLRQ) #. AUTHOR. TITLE. PUB. DATE. ALPHA CODE FOR
BORROWING LIBRARY AND TWX HEADQUARTERS.
VERIFICATION

SWITCH-ISU
1460. QUIGLEY CARROLL. TRAGEDY AND HOPE. 66. TY.
CBI 65-66:2712

No date is needed as these are sent daily. The local patron's request form will provide the date if one is needed for the local records.

C. SPECIFIC EDITIONS

If a specific edition is needed, the word "ONLY" must be inserted following the publication date. Otherwise, the library filling the request may send any edition it has.

D. MULTI-VOLUME TITLES

When a requested title consists of more than one volume, each request should be considered as a separate request.

1024. BLAVATSKY, HELENE PETROVNA. COLLECTED WRITINGS
V. 1 1874 - 1878. 66. PL
NUC 70 2:315

1025. BLAVATSKY, HELENE PETROVNA. COLLECTED WRITINGS
V. 2 1879 - 1880. 66. PL
NUC 70 2:315

E. ILLRP TO AN I-LITE REQUEST

1. GENERAL ILLRP

This message is sent in reply to direct ILLRQ's for books, audio-visual materials, etc. Be sure to

identify the ILLRQ# and author of each request:

IA NILE MACY
ILLRP 1354 23/AUG/74

ILLRQ 162 - FILM: LAUREL & HARDY, MURDER CASE - IA TO NA

ILLRQ 1362 - THE OBJECTIVIST, p. 10-11 - IA NIC NA.

END ILLRP 1354
IA LIB CCM DMS
END.

2. ILLRP TO WHEEL REQUEST.

This message is placed on the I-LITE Wheel Report and is more abbreviated than a general ILLRP:

962 - JONES - PM TO PR
1421 - SIKES - PM OBO PL

If a book is in a branch collection use the following reply:

162 - SUSANN - SF IN BR. COLL. RESERVE BA?

3. ILLRP TO OBO MESSAGE

- (a) When you receive an OBO report, you may reserve the item at the holding library. If the request is a SWITCH, you may want to wait a few days to see if the request is filled on the alternate wheel.
- (b) If, for some reason, you do not wish to reserve an item, it is not necessary to TWX the holding library. Merely disregard the reserve message.
- (c) Libraries sending "OBO" messages should not reserve an item until they receive a TWX request to do so,

and this may be several days after the request was originally received.

- (d) When requesting another library to reserve an item, be certain to include not only your own ILLRQ number, but the author and title as well:

```
IA   DESM   MLSA
ILMSC 662   2/JUL/74
```

```
PLS RESERVE   ILLRQ 463 - COKE, A DISCOURSE
ON TRADE FOR ND.
```

```
END ILMSC   662
IA   NILE   MACY
END.
```

- (e) Any SWITCH-BIB request that has an Iowa location will not be sent to the BIB Center. Please reserve the item at the Iowa location.
- (f) When an item on reserve is finally loaned, an ILLRP identifying the ILLRQ number, the book's author and title, and the borrowing library should be sent by the lending library to the requesting TWX Center:

```
IA   NILE   MACY
ILLRP 706   26/JUL/74
```

```
ILLRQ 463 - RESERVED ITEM: COKE, DISCOURSE
ON TRADE - BA TO ND-NA.
```

```
END   ILLRP 706
IA   DESM   MLSA
END.
```

VIII. BIBLIOGRAPHICAL CENTER

The Bibliographical Center for Research, Rocky Mountain Region, Inc., (BIB Center), located in Denver, Colorado, is a Regional Library Agency with an expertly trained staff providing information for the cultural-industrial-scientific research needs of the Mountain-Plains States.

The BIB Center supplements local library service, locates hard-to-find research materials, makes literature searches, and functions as an interlibrary clearing house and communication center.

The State Library will receive your unfilled request in the manner previously described (see page 31) and TWX the BIB Center for a location of desired material.

- A. Requests to be sent to the BIB Center should come to State Library in the following format:

SWITCH - ISU - BIB

41. GAZDA, GEORGE M. INNOVATIONS TO GROUP PSYCHO-
THERAPY. THOMAS. 68. GD - BA
CBI 68: 421

MARY C. PATRON STUDENT

BIB Center Requests should be verified in NUC if possible. The publisher should be given. The patron's name and status are also needed.

- B. The State Library uses the following format to send the request to the BIB Center:

```

ILLRQ    41    BA    12/JUL/74
MARY C. PATRON      STUDENT
GAZDA, GEORGE M.
INNOVATIONS TO GROUP THERAPY    THOMAS    68
VER:  NUC 68 4:786
GD
IA    LIB    COM    DMS

```

- C. REPLIES FROM BIB - GENERAL FORM

The State Library will forward to the TWXing library the codes received from BIB. For example, the above request will be forwarded to the BIB Center and they will reply to the State Library:

```

IA DESM MLSA
ILLRP 1078    23/DEC/69
BIB CTR RPT

ILLRQ 41-GAZDA, GEORGE M.-COD    K    CO    COC    COGRS
UU    SDB    UPB    ULA

END ILLRP 1078
IA STATE T LIB
END

```

This would mean that the request made by the Des Moines TWX Center, numbered 41, could be found at the libraries listed by the codes. The first one listed is "COD" which is the Denver Public Library, 1357 Broadway, Denver, Colorado. The rest of the codes can be found by turning to the section of "BIB Center List of Frequently Used Codes".

D. INTERLIBRARY LOAN FROM LOCATIONS SUPPLIED BY BIB CENTER.

When locations are received, it is then the responsibility of the TWXing Center to send to one of the coded libraries for the material desired. Send an ILLRQ by TWX if possible. If the holding library has no TWX, standard ALA Interlibrary Loan forms are used. Notify each location you request material from that the BIB Center supplied them as a location (see example p. 28).

Please keep track of the libraries you most frequently use, and be sure you do not over-use some libraries.

E. BIB CENTER - OTHER SERVICES

The BIB Center provides the following types of service, any combination of which may be requested. The cost to the State Library of sending a request to the BIB Center depends on how many of these services are requested.

1. Search of the Regional Union Catalog for locations of requested titles. These locations are then reported to the requesting library, which may order the item directly from the holding institutions. This is the basic type of service which has been utilized by I-LITE members in the past.
2. Referral of requests to a lending library. The BIB Center will, if requested, both refer the request and report additional locations.
3. Circularizing: The BIB Center will seek to determine locations of a title by going beyond their regional union catalog. It may query the National Union Catalog

or place the request on other regional networks similar to I-LITE.

4. Priority handling will be provided for requests designated RUSH, NEEDED BY (date) . The BIB Center will process these within a maximum time of 48 hours after receipt.

F. REGULATIONS ON BIB CENTER REQUESTS

1. Books must have been published for at least 12 months before they are eligible for the BIB Center. Twelve months is the minimum time it takes at the BIB Center to acquire and file locations.
2. Books that are in print must cost at least \$5.00 (five) before they are eligible for transmission. Anything less expensive is more easily and economically purchased by the requesting library or the patron.
3. VERIFICATION - Please verify all requests in National Union Catalog, if you own this. If not, use Cumulative Book Index. If you do not own either of these, use Books In Print. The State Library will attempt to reverify all requests in NUC before sending them to BIB Center.

IX. PERIODICAL REQUESTS

A. GENERAL FORM

Periodical requests follow the same verification and form as book requests. These are NOT, however, placed on the wheel. They are individual requests to the library holding the serial. The holdings are listed in the IOWA UNION LIST OF SERIALS.

Your periodical request may be answered by a single issue, a bound volume containing the issue, or a photo-copy of the article being sent. If you specifically desire a photocopy, the words (PHOTO ONLY) should follow pagination of the article on line three.

MESSAGE IDENTIFICATION CODE NO. DAY/MONTH/YEAR
 PERIODICAL TITLE, VOLUME, DATE OF PERIODICAL
 AUTHOR, TITLE OF ARTICLE, PAGINATION OF ARTICLE
 VERIFICATION
 REQUESTING LIBRARY IDENTIFICATION CODE
 SENDING TWX LIBRARY ANSWERBACK CODE

ILLRQ 234 7/NOV/74
 IOWA BUSINESS INDUSTRY MAGAZINE VOL. 25, MAY 66
 NO AUTHOR, IOWA MAN OF THE MONTH P. 23 (PHOTO ONLY)
 VER: IULS P.641
 YT
 IA CY 7 RIVERS

The State Library has Union List of Serials for the State Universities in Iowa and for many surrounding states. The State Library may be TWXed at any time for locations.

X. AUDIO-VISUAL REQUESTS FROM THE STATE LIBRARY

A. VISUAL MATERIALS -- FILMS, FILMSTRIPS, SLIDES

For a visual ILLRQ you must state the type of materials desired if the request is for anything other than a 16mm film, i.e., filmstrip, 8mm film, slide set, etc. Give the date or dates needed. Be sure that when an item is needed for more than one day you give the date span of the showings. Do not make "when available" film requests. Films to be used for only one showing are usually booked for just one day. If the film is requested by title and you cannot use a substitute use the words NO SUBSTITUTE. If the film is not available and you wish a substitute use SUBSTITUTE followed by the type of audience or audience interest.

ILLRQ # DATE
 TYPE OF MATERIAL AND TITLE
 DATE NEEDED
 SUBSTITUTION INFORMATION
 BORROWING LIBRARY ALPHA CODE
 REQUESTING TWX LIBRARY ANSWER BACK CODE

ILLRQ 8246 7/NOV/74
 FILM: RED BALLOON
 NEEDED: 15/DEC/74
 SUBSTITUTE: STORY HOUR FILM, AGES 3-7
 DH
 IA NILE MACY

Film requests will be answered "Not available" if the film has already been booked for another borrower. If we are able to schedule the film the reply will be "booked" then 3 dates given. The first is the outgoing date, the second is the showing date, and the third is the date due back.

X. AUDIO-VISUAL REQUESTS FROM THE STATE LIBRARY - (cont'd.)

B. AUDIO MATERIALS -- RECORDS AND CASSETTE TAPES

A master collection of records and cassette tapes are housed at the State Library for loan by special title request. When giving format the word "recording" should be used when either a phonograph record or tape may be used to fill the request. If it must be either a record or cassette use the appropriate word instead of the word "recording." Popular, country western and some children's recordings are not a part of the master collection and are not available on title request basis.

When known include the name of the composer or performer as well as the album title. When requesting a song instead of an album be sure to indicate that it is a song title, not an album title. If a work has been performed by more than one artist or group, be sure to indicate a preference, if important. The record serial number and/or label may be given if known. The Schwann Catalog, Harrison Tape Catalog, The Library of Congress National Union Catalog, Music and Phonorecords and commercial catalogs may be used for verification.

ILLRQ # DATE
 RECORDING, RECORD OR TAPE TITLE
 DATE NEEDED
 RESERVE IF NOT AVAILABLE, SUBSTITUTE, OR CANCEL
 BORROWING LIBRARY ALPHA CODE
 REQUESTING LIBRARY ANSWER BACK

ILLRQ 2354 9/SEP/75
 RECORD: DVORAK, ANTONIN. NEW WORLD SYMPHONY, SYMPHONY #9
 op. 95. COLUMBIA
 LSC 2970
 NEEDED: 15/DEC/75
 SUBSTITUTE: SAME WORK, ANOTHER VERSION
 WH
 IA SIOUX CITY

XI. INTERLIBRARY MESSAGES

These are messages to people located in the library. The message may be about staff meetings, administrators' decisions, future plans, or projects. These messages can be directed to a particular person by using the abbreviation "ATTN:". Also, "FROM" may be used to tell from whom the message originated. Use only last names after the words "ATTN" and "FROM" unless there are two people with the same last name.

ILMSG 946 7/NOV/70
ATTN: SWANSON
FROM: SCHAILE

WE WILL BE ATTENDING THE 10:00 A.M. MEETING IN DES MOINES
CONCERNING THE NEW RULES AND REGULATIONS.

END ILMSG 946
IA BURLING FPL
END.

XII. NON-LIBRARY MESSAGES

These messages are to companies, vendors, or businesses. These may be used to inquire about invoices, make hotel reservations, or to order books and supplies. These messages can be sent to firms maintaining TWX service, and most companies will accept collect calls.

MSG 959 7/NOV/69

TWX ORDER
CEDAR RAPIDS PUBLIC LIBRARY
428 THIRD AVENUE
CEDAR RAPIDS, IOWA 52401

BILL TO: SAME
SHIP TO: SAME

AA1 (1) 0236 2709592
ETC.

END MSG 959
IA PUB LIB CDR
END.

(book orders to McClurg's computer)

MSG 560 17/DEC/74

SINGLE RESERVATION FOR MR. BARRY PORTER
JAN 15 - THRU AND INCLUDING 19. LATE ARRIVAL,
GUARANTEE TO STATE LIBRARY COMMISSION OF IOWA
HISTORICAL BUILDING, DES MOINES, IOWA, 50319.
PLEASE CONFIRM TO SAME.

END MSG 560
IA LIB COM DMS
END.

XIII. SUPPLIES

Normal TWX supplies will be sent to you from the State Library. These are the TWX paper (8-7/16" wide, 4-1/2" diameter roll, color white), paper tape (8-channel, 1" wide, 8" diameter roll, 2" I.D., color white, uncoiled, unperforated) and ribbons (nylon teletype black record medium, 1/2" wide).

Anticipate your supply needs 2 months in advance of requesting them from the State Library.

XIV. TROUBLE REPORTING

Three kinds of problems may occur. Machine problems, operator technique problems, and management problems.

A. MACHINE PROBLEMS

When machine problems occur you should follow all of the steps outlined in your TWX Manual provided by Western Union entitled "Teletypewriter No. 33 Operating Instructions". If following these instructions does not clear the trouble, then call your local Western Union service man.

B. OPERATOR TECHNIQUES AND MANAGEMENT PROBLEMS

If problems arise in the techniques of handling the I-LITE wheel or other problems, then TWX the I-LITE Department at the State Library (910-520-2665) or phone (515) 281-5237, -5236, or -3634.

#

APPENDIX

I - LITE TIME LINESept. 1969

I-LITE begins

Sheldon - Co-op. reorganized; TWX out Mar. '70
 Mason City
 Cedar Falls
 Iowa City
 Jefferson - Co-op. reorganized; TWX out Mar. '70
 Sioux City
 Ottumwa
 Shenandoah - Co-op. reorganized; TWX out Mar. '70
 Keokuk
 Des Moines
 Burlington
 Marshalltown
 Council Bluffs
 Fort Madison

Dec. 1969

Waterloo

June 1970

Luther
 Clinton - Off Dec. '70

Aug. 1970

Drake

Jan. 1971

Academic Loop and Public Library Loop
 Coe
 Cornell
 Grinnell

Mar. 1971

University of Iowa Library School Reference Service

May 1971

Two Public Library Loops - East and West
 Davenport
 Cedar Rapids

Feb. 1972

Graceland

June 1972

Iowa State University Library Resource Center

Feb. 1973

Academic Wheel

May 1973

Morningside

June 1973

Public Library Wheel

Oct. 1973

Regional Library System, Cedar Falls and Ottumwa off Wheel

Nov. 1973

Iowa City and Keokuk off Wheel

TELETYPE DIRECTORY OF IOWA LIBRARIES

BURLINGTON FREE PUBLIC LIBRARY	IA BURLING FPL	910-525-1145
CEDAR RAPIDS PUBLIC LIBRARY	IA PUB LIB CDR	910-525-1336
COE COLLEGE LIBRARY	COE CLIB CR	910-525-1308
CORNELL COLLEGE LIBRARY	CORNELL CLB MV	910-525-2810
COUNCIL BLUFFS PUBLIC LIBRARY	IA C BLUFFS PL	910-966-8020
DAVENPORT PUBLIC LIBRARY	IA PUB LIB DVP	910-525-1198
DES MOINES PUBLIC LIBRARY	IA DESM MLSA	910-520-2567
DRAKE UNIVERSITY LIBRARY	IA DRAKE U LIB	910-520-2552
FORT MADISON PUBLIC LIBRARY	FORT MAD LIB	510-331-7130
GRACELAND COLLEGE LIBRARY	GRA C LIB LAMO	910-520-1021
GRINNELL COLLEGE LIBRARY	GRINNELL CL GN	910-520-2820
IOWA STATE LIBRARY COMMISSION	IA LIB COM DMS	910-520-2665
IOWA STATE UNIVERSITY LIBRARY	IAST U LB AMES	910-520-1159
LUTHER COLLEGE LIBRARY	IA LUTH COL LB	910-525-2082
MARSHALLTOWN PUBLIC LIBRARY	IA MARSHTN PL	910-520-1427
MASON CITY PUBLIC LIBRARY	IA NILE MACY	910-523-6964
MORNINGSIDE COLLEGE LIBRARY	IA MORN CL SOU	910-968-1730
NORTH IOWA LIBRARY EXTENSION	IA NILE MACY	910-523-6964
OTTUMWA PUBLIC LIBRARY	IA SILC OMW	910-520-1454
SCHOOL OF LIBRARY SCIENCE (UNIVERSITY OF IOWA)	IA SUI LIB SCI	910-525-1391
SIOUX CITY PUBLIC LIBRARY	IA SIOUXLAND	910-968-1734
UNIVERSITY OF NORTHERN IOWA	UNLIB CFLS	910-525-2450
WATERLOO PUBLIC LIBRARY	IA WATERLOO PL	910-525-1277

