

# **Report on the Relais International Inter-Library Loan Product**

Prepared by the  
Libraries of Rhode Island (LORI) Inter-Library Loan Working Group

January 21, 2009

## Executive Summary

In conjunction with the OLIS Network Services, the Library of Rhode Island Interlibrary Loan Working Group has devoted much of its time seeking an alternative to the aging LORI ILL systems that has been in place and administered by OLIS for more than 10 years. While the state is still working toward the goal of “One Catalog” for Rhode Island libraries, resource sharing among LORI libraries remains critical library services to our patrons.

The group is looking for a system that will facilitate one search interface to the three library network catalogs and an embedded delivery mechanism that will facilitate ILL requests. We approached Relais International in 2007 for information about Relais Enterprise. In December 2007, a demonstration about the product was held in Cranston High School West Library. Those who participated found the tool very powerful and believe it generally met our needs for LORI ILL. However, we also realized the client-based application can potentially be a challenge for network security in most libraries. Responding to Rhode Island’s concern, Relais promised to invest its resources into developing a complete web-based application for the same product.

In addition to Relais Enterprise, the group has reviewed a number of resource sharing solutions for the past three years including Illiad and Webfeat. The choices are limited and most are cost prohibitive or a challenge to the library networks’ administrative capabilities. The group feels Relais Enterprise is an ideal resource sharing tool and economically obtainable for LORI Network libraries.

A second demonstration by Relais International was held on December 9, 2008 on the Providence College Library. Attending the demo were librarians from multi-type libraries and representatives from the Library Networks. We had 25 attendees for the demo and 17 completed the comment sheet. Of the 17, 13 answered the first question, “Would Relais Enterprise work better than the existing LORI ILL system?” The majority indicated it would fix the problems. The second question asked if your library would use Relais for more than LORI ILL. Of the 14 who answered this question, the majority indicated they would use Relais for most or all their ILL needs.

### Recommendations for the Office of Library & Information Services

1. Negotiate a sustainable contract with Relais International for a hosted LORI-wide access to the Relais Enterprise system. The contract should address the following:
  - Identify the type of statistics that will be essential to OLIS and libraries. Incorporate them into the canned statistics that Relais International will provide as part of the contract with RI.
  - Finalize the pricing formula for adding new libraries to the system as more libraries join the LORI network in the coming years
  - Establish the pricing scale per transaction range as the usage will go up in the future
2. Develop an implementation plan with a designated project manager. This plan should include:
  - Training based on “train the trainer” workshops and follow-up with trainings to every LORI member library.
  - Scheduled switch-off date for OLIS hosted LORI ILL system three months after Relais Enterprise is fully configure and functional for LORI libraries.
3. Experiment with patron direct access to Relais and using Relais Enterprise as one stop shop for all ILL activities with one library from each of the three library network and an independent library. Based on the experience from the pilot libraries, conduct a study at the end of the first year for possible statewide implementation of such practice. The study should include a funding model to cope with the likely fee

increase caused by the surge of transactions should the state and the LORI libraries decide to use Relais Enterprise exclusively for all interlibrary activities.

## **Current Situation and Problems**

### **Background**

In 2001, the Interlibrary Loan Working Group was formed and charged by the Library of Rhode Island Committee to facilitate the improvement of interlibrary loan services among all LORI libraries. In 2006, the charge of the Working Group was revised to reflect its new capacity, as an advisory to OLIS on ILL policies and procedures.

The working group is made up of representatives from 2 Academic, 2 Public, 1 Health Sciences, 2 School, 1 Special libraries, representative from the Statewide Reference Resource Center, and representatives from the three major Rhode Island library consortia – HELIN, OSL, and RILINK. A list of the LORI ILL Working Group can be found at Addendum A.

### **Overview of current ILL activities among LORI libraries**

Currently, there are **180** systems or **212** facilities participating in the LORI network. All but 18 libraries belong to one of the three major library consortia. The followings are steps taken by libraries when the locally accessible resources are unable to fulfill an item request. These are in addition to requests made through mail, fax, or over the phone. The steps are also illustrated in the flowchart of figure 1 below.

#### **Libraries with Access to One Local Library System/Network**

Most of the public, school and college/university libraries are on one system. Libraries search other library catalogs to identify potential lending libraries in RI. When the item can be found in RI, LORI ILL forms provided on the OLIS website are used to request the material. When it is necessary to borrow the item from out-of-state libraries, the requesting library searches for the item in FirstSearch and OLIS ILL Clearinghouse submits the ILL request through OCLC on behalf of the library.

#### **Libraries with Direct Access to OCLC or Other Regional/National Level ILL Utilities**

Academic, health science, and some private school libraries have their own access to OCLC and other national ILL utilities and use them to fulfill the majority of the ILL/Document Delivery requests. However, they also take advantage of the LORI ILL forms when the desired item belongs to another LORI library without direct access to one of the national or regional ILL networks. For example, a health science library will use the LORI ILL request system when requesting an item from a public or school library. Since the LORI ILL system is the only common ground between the borrowing and the lending libraries, the LORI ILL form is used for requests.

The primary regional/national ILL utilities used by Rhode Island libraries include:

- OCLC which all libraries use either through their own accounts or the OLIS account
- DOCLINE for the health sciences libraries and most of the academic libraries
- Brown University also has unique relationships which include membership in Rapid, Borrow Direct, and the Boston Library Consortium

**Flowchart of ILL Process among LORI libraries**

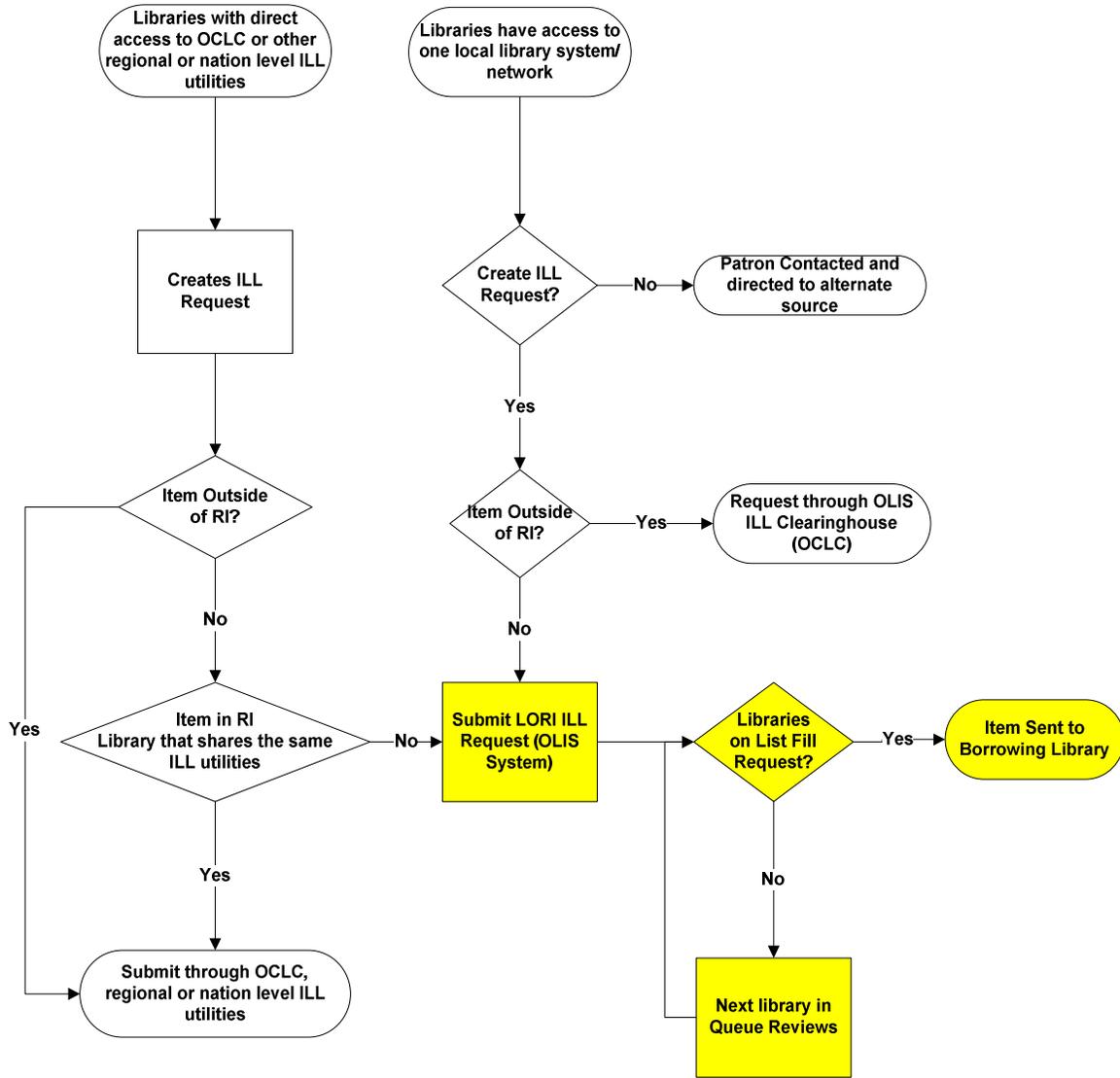


Figure 1: Current ILL activities among LORI libraries

## **Problems with the Current System**

The current LORI ILL system requires that ILL staff complete the preliminary research about the item they intend to request. Armed with the citation and the holding libraries information, staff fills out the ILL forms hosted on the OLIS web site. Once the form is submitted, the request is sent to the lending library's ILL email. It is up to the lending library staff to check the email and to respond to the request.

For the system to work, it requires that every LORI library diligently checks the email on a daily basis and respond to the request/question in a timely manner. It is a process that is completely separate from most libraries' ILL routine. The outcome of the LORI ILL is a mix of appreciation and frustration. The response rate and turnaround time is extremely variable. Experienced ILL staff learns how to weigh the choice of the lending libraries carefully based on the past encounters and make requests to libraries they know have a history of being more responsive. However, this also creates an unbalanced lending and borrowing load in the system because the more responsive libraries fill the majority of requests.

The problems with the current system can be summarized below:

- The request is sent via a web form to email. When the email becomes undeliverable, no notification was sent leaving the borrowing libraries wondering if the request was even received.
- It is up to the first library on the lending string to forward the request to the next potential lending library via email. When the first library fails to check the email, the borrowing attempt is terminated prematurely.
- The system does not support open URL standards. All citations have to be entered manually.
- There is inadequate tracking for when materials are sent and received. The current process is dependent on staff from the borrowing library sending a confirmation email to the lending library. Not all libraries have made this a part of their workflow so confirmation and tracking is not universal.
- The ILL form does not work with automatic document delivery systems such as ARIEL or ILLIAD. Document delivery between LORI libraries still generally requires delivery of hard copy.
- LORI ILL is not integrated into individual library's ILL system and therefore requires an added process in the ILL workflow.

## RELAIS Technology and Functionality

### Technology

- Web based access for all patrons
- Web based applications for staff (starting January 2009)
- Turnkey solution or on-site hosting are options
- Database Technology: SQL server, Oracle, or MDSE (only available for turnkey solution)
- Staff Workstation and Scanning Workstation for the window client

<b>Operating System</b>	2000/XP ***	
<b>Recommended *</b>	<b>Minimum **</b>	
<b>CPU</b>	1GHz	500MHz
<b>RAM</b>	256MB	128MB
<b>HDD</b>	5GB	5GB

Scanner must have Twain or Kofax compatibility

- Mail Server  
The Relais ILL software requires access to a SMTP/POP compatible email server. Access should be enabled to allow the Relais Application PC to relay outgoing messages on SMTP, as well as receive incoming messages on POP. The default ports of 25 (SMTP) and 110 (POP) do not have to be used, but should be made available to the installer of the Relais software, as they will have to enter them into the configuration. Note that the mail server can be internal to the institution, or the institution's Internet Service Provider.

### Pricing

See price quote for specifics. Pricing based on:

- One time setup fee
- Annual maintenance fee
- Training fees
- Patron Load fees (optional)
- Email address (optional)

Licensing is based on 50,000 requests/per year.

### General Product Functionality

The product interfaces with the following ILL networks:

- OCLC
- Docline
- Ariel (built into the product with scanning and does not require separate Ariel station)

### Standards Support

- OpenURL transfers (e.g. from products like SerialsSolutions)
- ISO 239.50 (Z39.50)
- NCIP

### Patron functionality

- Web form to enter requests
- Public interface completely customizable
- Check status of requests
- Cancel requests
- Permissions for the above interface completely customizable

### Functionality with ILS

- Z39.50 search within catalog
- NISO Circulation Interchange Program (NCIP) lookup

### ILL Operations

- Routing Lists
- Forwarding as in OCLC or Docline (this is incomplete but under production and required by BorrowDirect agreement)
- Connect with ILL patron database (available summer 2009)

### Reporting

- Supports access for Crystal Reports (or any other reporting tool supporting SQL)
- 40 Predesigned reports including:
  - Usage information
  - Copyright control

### Notices

- Customizable

## Analysis of Functions Used for Rhode Island Libraries Implementations

Function	Req	Capable	Comments
Access to ILS ILL module		Yes*	This can place checkout information in circulation system for tracking purposes. However, it only interacts with ILL modules that support ISO ILL.
Allow multiple libraries in consortia to view requests	Yes	Yes	
Ariel		Yes	Allow all LORI libraries to take advantage of Ariel capabilities
Copyright Statistics		Yes	
Usage Statistics – In between consortia		Yes	
Usage Statistics - In-state vs. Out of State		Yes	
<b>Borrowing</b>			
Access patron database		Yes*	For libraries with ILS that supports NCIP. Access to ILL patron database will be available in summer 2009.
Allows patron initiated requests		Yes	This can be controlled by the individual library and specific items within and individual item may be restricted.
Allows some libraries to opt out of patron initiated requests		Yes	
Search across catalogs using multiple vendors to identify the location of a request	Yes	Yes	Using Z39.50
Submit request to Docline		Yes	
Submit request to OCLC		Yes	

Supports ISO ILL		Yes	
Supports OpenURL form submissions		Yes	
<b>Lending</b>			
Invoicing		Yes	
Track due dates issue notices	Yes	Yes	

## Summary of User Comments

Members of the ILL Working Group contacted 6 existing Relais International customers for comments on the ILL product. Relais has not had a big share of market in the United States. Most of its library customers are in Canada, Europe, Australia and most recently Asia.

- Atlantic Scholarly Information Network (ASIN) <http://www.caul-cbua.ca/vision.html>
- National Agricultural Library (NGL) <http://www.nal.usda.gov/>
- University of British Columbia Library (UBC) <http://www.library.ubc.ca/>
- Simon Fraser University Library in British Columbia, Canada. <http://www.lib.sfu.ca/>
- National Library of Medicine (NLM) <http://www.nlm.nih.gov/>
- British Library (BL) <http://www.bl.uk/>

For the purpose of this report, the responses from the libraries are grouped into 4 topic areas. Detailed responses from each library system can be found at [Addendum B](#).

### 1. Support and Services

All are happy with the responsiveness of the company to support requests. Relais provides an incident report system which scales incident from Level #1 through Level #3 with #1 being urgent. Typically, most requests with minor issue were resolved within 1 to 2 hours.

### 2. Product Applications

The 6 library systems use Relais Enterprise to handle most or all ILL requests. In addition to ILL, the University of British Columbia Library also uses the system to run internal document delivery. The request is submitted by UBC Library cardholders from the library catalog.

Relais Enterprise is used to interface with a variety of local catalogs, to automate ILL and document delivery workflow. It is capable of communicating with most ILS systems and non-Relais application such as ARIEL and with OCLC through ISO ILL protocols. The National Library of Medicine relies on Relais to deliver and track requests coming through DoCLine, Voyager and other sources.

### 3. Product Stability

Of the 5 library systems hosted locally, down time occurred only during system upgrade. ASIN who subscribes to Relais' hosting service since 1999 indicated the system was down one time when Internet access was interrupted by a storm in some areas of Atlantic Provinces.

### 4. Pros and Cons

Relais is a strong delivery tool for interlibrary loan. Most said the biggest strength is the ability to automate ILL functions to the extent that it improves the library's efficiency and the material turnaround time. Libraries also approve of Relais' relative healthy IT department for product development and customer support. Of the 5 libraries hosting the system locally, they all stated that while it is manageable maintaining the system themselves is an enormous task. University of British Columbia Library pointed out that the current client architecture make updates time consuming though this will not be an issue with the web interface. And while Relais makes customization possible, some workflows are fixed and the library is unable to bypass certain steps in the process. For example, one can't update a request to "shipped" before the request has been printed.

## Justification for Adopting Relais

The ILL Working group recommends moving forward with negotiations for the purchase of Relais International's inter-library loan product to replace the existing LORI interlibrary loans systems. The Relais system resolves all the problems associated with the old system at a reasonable cost. These problems were identified earlier in the report and the following is a list of ways the Relais system addresses these problems:

- Automated forwarding of requests so requests do not languish in an email with an unresponsive library.
- Forwarding does not require the first library in the lending string to forward it to the next library
- Relais fully supports open url standards
- Tracking of sending and receiving is completed through the checkout system and other functions
- The ILL system works with Ariel, Illiad and Odyssey.
- Relais can readily integrate with existing ILL systems or even replace them.

Other advantages it has that were not specified by LORI ILL Working group include:

- All LORI libraries will be able to receive and send requests to libraries with Ariel stations
- Ability to email Ariel document to customers or allow ftp pick up of items by their customers
- All LORI libraries will have the opportunity to maintain and manage all ILL activities in one system
- Reduce the number of OCLC request at OLIS through better management, the use of ISO ILL systems, and email request for out of state items

The features available in Relais Internationals would reduce staff time required for ILL, shorten turnaround time, and improve customer service through greater flexibility in customer request and delivery options.

***Addendum A: LORI ILL Work Group Member***

Tim Spindler, Roger Williams University Library, Chair

Barbara Ashby, RILINK

Joyce Boyd, South County Hospital Library

Alice Campbell, the Redwood Library and Athenaeum

Chaichin Chen, Office of Library and Information Services

Lisa Davis, Ocean State Libraries

Sue Evje, Stadium Elementary School

Beth Grabbert, Cranston High School West

Niles Madsen, Warwick Public Library

Lisa Maine, Rhode Island College

Adam Misturado, Providence Public Library

Beatrice Pulliam, Providence College Library

Jessica Wilson, South Kingstown Public Library

## **Addendum B: Relais User Comments**

- Atlantic Scholarly Information Network (ASIN) <http://www.caul-cbua.ca/vision.html>.

This is a fairly large consortium of academic libraries in the Canadian Maritimes. They have been using Relais since 1999 and have had a very positive experience. They are using it as a consortium routing requests through Relais internally. Unlike OCLC and Docline, the routing sequence is not automatic so when one library receives a request they have to release/move the request to the next library. Gwyn Pace, a document delivery librarian in a member library, Dalhousie University, said ASIN libraries did not want that functionality. The only down time the librarian can recall was when there was a traffic accident which brought down their Internet connection.

A patron in the ASIN libraries initiates an item request and it is routed directly to the lending library. An established procedure allows the patron's library to cancel bad requests and notify the lending library with ease. Relais works well with a variety of local catalogs. The system provides and functions well for email, ftp, or ARIEL delivery.

- National Agricultural Library (NGL) <http://www.nal.usda.gov/>

Overall, NGL has been very pleased with Relais for its products and services. The library has been working with Relais since 2000. NGL started with Relais ILL Express then moved to ILL Enterprise. The library experience no downtime except one hour or two when performing upgrades. Wayne Thompson at the Document Delivery Services Branch commented Relais being very flexible and adaptable. It has really improved the library's efficiency and turnaround time. It also reduced library's cost by automating many functions. NGL host its own ILL server. A tech savvy staff is needed to monitor the complicated system and to perform upgrades.

NGL is very pleased with the support provided by Relais. Relais has been very responsive and willing to work closely with the library. Relais performed the initial installation of the system and Thompson thought that is crucial as the system is complicated and highly customizable to fit one's workflow.

Documentation was not great when NGL started to use the system but it has improved over the years.

- University of British Columbia Library (UBC) <http://www.library.ubc.ca/>

UBCL purchased and chose to host Relais Enterprise in 2006 and are currently running V2008. UBC use both OCLC and Docline. The Borrower Services Librarian David Winter was contacted for information. UBC is happy with Relais as a product and with their service.

For question about Relais' responsiveness to support, Winter said:

"For level two support requests (serious), we get a response within a couple of hours, either with a possible solution or a request for more information. If we are making modifications to our Relais environment, we usually get a response within a day."

Relais has been operational for almost 2 years without a crash. The only down times have been UBC network issues or updating the software. UBC uses Relais for interlibrary loan and internal document delivery. Document delivery requests are submitted by UBC library cardholders from the catalog. The request goes directly to the owning location's print queue, bypassing the search function of Relais. Incoming interlibrary loan requests are routed directly into a print queue or search by staff and then either routed to the appropriate location or cancelled without being printed. Requests can be automatically cancelled by Relais using circulation status from within library's ILS.

Options for delivery include post to web, pdf email attachment, printing at multiple locations, ARIEL, and Odyssey.

For interlibrary loan borrowing, the requests are first searched against UBC catalog. They have the option of canceling the request or having the request filled by a UBC branch. The library uses Relais to communicate directly with other Canadian libraries and will be moving towards using Relais to communicate directly with OCLC using the ISO ILL protocols shortly. This will eliminate the need to interact with OCLC via the web. Incoming articles are handled through Relais ReceiveFTP, eliminating the need for multiple ARIEL stations.

Searching UBC and other libraries catalogs simultaneously from within Relais helps reduced the processing time for ILL borrowing. UBC creates routing lists of Canadian libraries. The routing lists act in a similar manner as OCLC, moving the request to the next library in the string.

Winter indicated the major inconvenience is the inability to bypass certain steps in the process. For example, you cannot update a request to shipped before the request has been printed. And the current client architecture can make updates time consuming unless one's ILL office is consolidated in a single location. The new web-based interface being developed by Relais should eliminate this problem.

- Simon Fraser University Library in British Columbia, Canada. <http://www.lib.sfu.ca/>

Simon Fraser University Library uses Relais Enterprise, exclusively, to handle all ILL requests. The University has a strong IT department so they chose to host the system locally. It has been working fine with them but Brian Owen, the library's Associate University Librarian, admitted that he would purchase the hosting service from Relais if they were to start all over. Having to keep an eye on the maintenance and upgrade is no easy task and this is an incredibly complicated system. Money-wise, Owen said it is about the same for hosted service or locally maintained system.

Simon Fraser University Library does not belong to a consortium. It works, however, closely with the rest of the BC library community which he said the majority of them use Relais. The library use Relais to communicate with other Relais and non-Relais libraries for all ILL requests, including document delivery.

Owen and his staff are happy with the product. He said the responsiveness is better than average, much better than any ILS vendor that they have worked with. Because the system for Simon Fraser University Library is locally hosted, Owen has extensive contact with the IT unit in Relais. Owen indicated though Relais as a company is much smaller in comparison with those giant ILS vendors, it has a bigger and healthier IT department for product development and support.

- National Library of Medicine (NLM) <http://www.nlm.nih.gov/>

NLM is a net lending library. The library uses Relais Enterprise as a centralized mean to deliver and track requests from DocLine, Voyager and other sources. Lisa Theisen of the Collection Access Section in NLM manages the Relais server locally. Relais has been responsive to the library's requests over the years. The system was down a few times due to the NLM internal network problems. When asked about the pros and cons about the product, Theisen said maintaining the system is no small job. NLM is mostly behind on the Relais system upgrade. She also pointed out a security concern due to the need to keep the client server logged in at all time. These are offset, however, by the helpful features that Relais offers. One feature that the NLM staff enjoys the most is the automation. As Theisen put it, "thing just happens." There is room for customization too. For instance, NLM was able to set up auto-rejection for sections of

materials that the library does not loan.

- British Library (BL) <http://www.bl.uk/>

British Library uses Relais Enterprise to handle most of the Document Supply Centre's request management and document delivery requirements. The product has been stable. It allows the Document Supply Centre to modernize its services. According to Julian Cannon of Systems Development & Testing Manager, BL uses Relais Enterprise as a turnkey system with complex interfacing with other systems. Since its implementation with Relais Enterprise from more than three years ago, the only down times were during system upgrades. Cannon indicated that Relais International continues to further develop enhancements to the system. Some of these developments have been made available to the Relais users' community. BL has received, over all, satisfactory responsiveness from Relais on reported incidents.

**Addendum C: Relais Pricing for Library of Rhode Island Network**



**SHARING Made Simple**  
*Intelligent, Flexible, Open Solutions*  
*Friendly To Your Environment*

**Relais Enterprise Quotation for OLIS / LORI Libraries (ASP Hosted Service)**

Price Quotation is Confidential – Prices valid through 15-Mar-09 Reference Number 20080925.1		Prices are in US Dollars
		Unit Price
<b>Relais Enterprise Version 2008</b>		<b>\$29,645.00</b>
ASP Hosted Service - Server Hosted by Relais International		
Includes license for up to 50,000 requests per year		
Includes Relais client for any number of PC workstations		
Includes NCIP license, Z39.50		
Does NOT include a discovery layer, but can be added in future at additional cost		
<b>Relais Access Version 2008</b>		<b>Included</b>
Web-based interface and forms for staff & patrons		
Supports OpenURL, Web Services XML (e.g. interface with Serials Solution, SFX, Ebsco-Host)		
<b>Relais Scanner Module Software - for scanning &amp; delivery</b>		<b>Included</b>
Interfaces with Relais Enterprise Version 2008		
<b>Relais Software Configuration and Implementation (1 time price)</b>		<b>\$34,580.00</b>
Based on 206 Libraries being implemented - 26 days @ \$1,330 per day		
Based on interfacing with up to 3 Union catalogs of Rhode Island: Hellen, Public Libraries, & K-12 Schools		
Staff Training - Phase 1 - 4 days on site - train the trainer format		<b>\$5,320.00</b>
Staff Training - Phase 2 - 4 days on site - train the trainer format (includes NELINET discount)		<b>\$2,660.00</b>
Systems Training - 2 days on site - For system managers / operators		<b>\$2,660.00</b>
<b>Relais Software Maintenance</b>		<b>Included</b>
Annual Fee for Software Maintenance and support - Included in 1st year		
<b>Total First Year Cost for Relais System and Services</b>		<b>\$74,865.00</b>
<b>Total Annual Maintenance and Support in ongoing years</b>		<b>\$13,340.25</b>
<b>Notes:</b> 1) All Prices are valid until the date specified. Prices are subject to change after expiration date of quotation. 2) Customer is responsible for all applicable duties and taxes unless otherwise specified. 3) Annual software maintenance includes support & maintenance, Relais software upgrades & documentation. 4) Travel expenses invoiced at cost for training 5) Training in on-going years to be done by NELINET with support from Relais International <b>Optional Services</b> Patron Load- annual fee (loading your patron file & daily updates on the Relais Server)      \$250.00 Email address - annual fee (up to 3 email addresses hosted on the Relais Server)      \$250.00		
Proposal Created By <b>Dan Denault</b> dand@relais-intl.com    Phone Number 888-294-5244 X29    Mobile Phone 613-513-8855		

### **Addendum D: Relais Demo Comments (Dec. 9, 2008)**

**Responses :** 17 completed surveys (not all completely filled out)

#### **Would Relais Enterprise work better than the existing LORI ILL System?**

(1=fix everything to 7=fix nothing)

N=13  
Min=2  
Max=7  
Mean=2.85  
Stand. Dev.=1.573

Great majority felt it would fix things (2). (7 was an outlier)

#### **Would your library use this product for:**

1=Managing all ILL document delivery needs

2=Only for LORI ILL

3=Would not use

N=14  
Min=1  
Max=2  
Mean=1.29  
Stand Dev.=.469

Great majority of respondents felt they would use this for all their ILL needs. A few indicated they would essentially trial it with LORI ILL and then possibly adopt it more fully later.

#### **Comments**

“It seems to me we can do everything in our current system that you offer in yours. It is not worse and it is not better.”

“I think it is great to do away with the ILL form (email), so that’s a real advantage. I’m curious though how well this might complicate work for public libraries/school libraries. Shouldn’t replace holds available through OPAC. “

“It’s obvious Relais is a relatively easy system to use and shows some commitment to further development. Appears to be better than present. “

“Pluses

- Reports (like clio)
- Show Availability for each library
- Updates circulation with each loan (checks books in & out?)
- OK with Ariel
- Web interface
- Students can track their own requests

Negatives

- No labels (like clio)
- No LVIS/Nelinet searching
- Cost (compared to Millennium plus clio)
- In-house searches (we do not do)
- Wait until new system in place (another year?)”

“While it seems to simplify searching for placing requests it also seems to require more staff involvement regarding routine requests. Client use would be difficult (frequent lack of knowledge of files, no email, etc.) Would not want to require staff to do processes now automated in Millennium.”