GIL EXPRESS: IS IT NEW TO YOU?

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WHAT IS GIL EXPRESS?

• GIL Express - a program allowing an eligible student, faculty, or staff member from a University System of Georgia institution to borrow books from any other University System of Georgia Library.

• Materials may be borrowed in person from the lending library (Walkup Charges) or materials may be requested via the GIL-Find Catalog to be sent to patron’s preferred pickup library (Remote Charges).
GIL EXPRESS IN ALMA
USER ROLES IN ALMA

- The functions you have access to in Alma are based on your User Role(s).
- You need the role(s) for each location where you will be working.
- These roles are assigned by the Alma Administrator for your library/department.
When books are retrieved, use the Scan In function for GIL Express books. Scan In moves items from one workflow process to another and automatically generates a Transit Slip. Transit slips are placed in the books being sent to other libraries.

GIL Express books are sent to other USG libraries through STAT courier. USG institutions who are members of ARCHE (Atlanta Regional Council for Higher Education) can use the ARCHE van for deliveries to other member institutions.

Book bands are placed on the books. The books are then placed in secure, barcoded bags for delivery. PDF labels for the bags are located on the GIL Express website.

Books that are not found should be marked "Missing" and the request should be cancelled.
Scan in each book to determine how to process it.

Hold Shelf Processing Configurations –

- YES - The item is not yet ready for the hold shelf and is designated for processing. The hold is activated by scanning the book barcode again with Scan In after processing and the On Hold Shelf Letter is sent to patron, indicating that the item is ready for pickup at the hold shelf.

- NO – Hold is activated immediately when the book barcode is scanned. Item placed directly on the Hold shelf. An On Hold Shelf Letter is sent to the patron, indicating that the item is ready for pickup at the hold shelf.

It is possible that, when scanned, the book will be routed to another location. Some reasons for this: expired hold shelf errors; a patron cancelled the request.

Holds expire after 10 days. Then the record moves to the Expired Hold shelf.
RENEWALS

Books are automatically renewed for 84 days.

They are renewed on the day before the due date.

This can result in a third short renewal of 1-3 days.
MANAGING YOUR HOLD SHELVES

• Patron doesn’t want the item – cancelling an active hold
  • Go to the Active Hold Shelf
  • For Gil Express items, Update Expiry is the only option available to change
  • Update expiration date to a past date
  • This action sends the record to the Expired Hold Shelf

• Patron doesn’t pick up an item - hold expires
  • Record is moved to the Expired Hold Shelf
**Send to Institution**: Items to go to another institution (GIL Express)

- **Reshelve**: Items handled by your “currently at” location’s circulation desk
- **Send to Circulation Desk**: Items handled by another circulation desk within the same Library
- **Send to Library**: Items to go to another library within your institution
- **Activate Next**: Items that have another request pending in the queue for pickup at that same circulation desk
On the Expired Hold Shelf page, select Send to Institution.
Click the Transit link associated with the relevant item or, to send multiple items, select the Select All check box, click Transit.
The item is put in transit and a transit slip will print.
A system generated record that contains patron information from the Home Library (name, institution ID, patron barcode, patron group, address, and status).

"Stub" patron records are created when the patron places a GIL Express request or when staff searches for a GIL Express patron record during a walk-up transaction.

Items charged, fines, and notes from the patron's Home Library are not visible on a "stub" patron record.
PATRON INFORMATION

• You can search for a GIL Express patron in Alma. If you check “Find user in another institution” and search for a user by name you might encounter the Quick User Management screen.

• Avoid this by using the patron’s ID number or by not checking “Find user in another institution” and searching as one of your institution’s patrons. You can also click the “Update User” button to get to the Patron Services screen.
LETTERS AND NOTICES

Letters and notices that patrons might receive when borrowing books through GIL Express:

On Hold Shelf Notice

Courtesy Letter

Lost Loan Letter

Lost Loan Notification Letter

Shortened Due Date (RECALL) Letter
ADDITIONAL RESOURCES FOR ALMA LETTERS

**GIL Wiki:**
https://sites.google.com/view/g3almatraining/fulfillment/notices-letters

**Ex Libris Presentations:**
https://knowledge.exlibrisgroup.com/Alma/Training/Extended_Training/Presentations_and_Documents_-_Letters

**Ex Libris Documentation:**
https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_(English)/050Administration/050Configuring_General_Alma_Functions/070Configuring_Alma_Letters
ACCESSING THE DOCUMENTS PAGE

https://gil.usg.edu/
**GIL EXPRESS DOCUMENTS**

**GIL Express Contact List** - A list of contacts for each library with email addresses and phone numbers. This list is updated each fall and spring. You’ll also get emails on the G2FULFILLMENT listserv about these updates from time to time.

**STAT Courier Information** – The STAT documents located here include STAT labels for ILL and GIL Express, STAT logsheets, delivery locations, route codes and address codes.

**Institutional Billing** – Instructions on how to process Institutional Billing invoices for your library are located here. There is also a PowerPoint about Institutional Billing.

**GIL Express Blocking** – A list of patrons from your libraries with overdue GIL Express books. They should be blocked in Alma using the daily GIL Express Blocking Report. Not everyone who works with GIL Express will receive the blocking report. If you are not (but should be) receiving this daily email, submit a GIL Support Help Desk ticket.

**COMING SOON** – Damaged Item slips and information on how to handle damaged GIL Express books.
GIL EXPRESS REPORTS
GIL Express Reports are available in Alma Analytics. Select the Dashboards tile, locate the Galileo Network section, and choose GIL Express Reports and Statistics.
• File path: Shared Folders/Community/Reports/Institutions/USG/Fulfillment/Lost Loans Returned, Fees to be cleared
When a patron keeps a GIL Express book past the final due date, they are added to the GIL Express Blocking Report. There is a 7 day grace period before patrons are added to the report.

The GIL Express Block is added by the system. Detailed instructions on blocking patrons in Alma are available on the GIL Express website.

When the person is removed from the blocking list, the GIL Express Block is automatically removed. We manually remove the Demerit Block and remove the hold in Banner.
A book is considered "Lost" 28 days after the final due date. A replacement cost and the processing fee are automatically added to the patron account when the status of the book changes to "Lost".

The processing fee is $35.00 per book. This fee is set by a statewide policy and is based on the average cost to an individual library to process a replacement copy of a book that is already in its collection. The processing fee is non-refundable.

The GIL Fulfillment Committee is currently reviewing a proposal to eliminate this fee.
DAMAGED ITEMS

- Outgoing GIL Express items should be reviewed before sending to the borrowing library to ensure that any existing damage is noted before it is sent out and that a damaged items slip is completed and attached.

- If a GIL Express item is received damaged without any note or slip from the owning library, the damage should be noted so upon return to the home institution the borrowing patron would not be charged for it. If the book is damaged in transit, STAT Courier will pay up to $100 for materials damaged in transit. If an item is damaged, you may file a claim with STAT Courier using the claim form located on the GIL Express web site.

- If damage occurs while on loan, note any damage that the GE patron should be charged for before it is sent back to the owning library. Front-line staff may not notice damage on a returned item, so the item may be discharged from the patron account. In that case, the GIL Express staff member who notices the damage should communicate with the owning library to determine what the next steps should be, based on the damage noted, before the item is returned through the courier.

- The GIL Fulfillment Committee is planning to introduce damaged processing guidelines and damaged item slips to ensure consistency across USG institutions in handling damaged GIL Express items.
• STAT Courier is the company contracted by the University System of Georgia to provide the delivery services for the USG libraries' GIL Express service.

• Libraries provide their scheduled closed dates each semester to create a Closed Dates Calendar for STAT Courier.

• The USG is billed by the scheduled stop and if missed stops/gaps in service are not reported those charges cannot be disputed.

• Any missed stops should be reported to the USG Helpdesk https://gil.usg.edu/contact/helpdesk (706-583-2001 or 888-875-3697 toll free within Georgia).
HELPFUL TIPS

• GIL Express information, including the Hold status, is located under the “Network Activity” tab on the Patron’s Account in Alma.

• Put book bands on your libraries' books being sent to other libraries.

• Scan in all GIL Express books when they are received and before they are sent back to their home libraries.

• Leave a little room in the zip ties on the STAT bags.

• Report any time STAT Courier drivers miss a scheduled stop.

• If your institution has multiple locations, make sure you select the correct location in Alma.
Subscribe to these lists:

- GIL Fulfillment Community - G2FULFILLMENT@LISTSERV.UGA.EDU
- GIL General Information – GA-G2ALL@LISTSERV.UGA.EDU
- GIL Express Courier Information – GIL-COURIER-L@LISTSERV.UGA.EDU
- To subscribe to the email lists go to the website - listserv.uga.edu Or, email helpdesk@usg.edu

Websites:

https://gil.usg.edu/gil_express/
https://knowledge.exlibrisgroup.com/Alma
https://sites.google.com/view/g3almatraining/
QUESTIONS?

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