

GIL EXPRESS: IS IT NEW TO YOU?

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UNIVERSITY OF GEORGIA LIBRARIES**

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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**).

The background of the slide is a blurred, monochromatic image of a city skyline and a road. The road in the foreground has multiple lanes and is receding into the distance, creating a strong sense of motion and perspective. The city buildings in the background are also blurred, suggesting a fast-paced environment. The overall color palette is a range of light blues and greys.

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.

9	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Circulation Desk Manager	Fulfillment	Gwinnett Campus	Gwinnett Desk
10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Circulation Desk Manager	Fulfillment	Griffin Georgia Experiment Station	Griffin Circulation
11	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Circulation Desk Operator	Fulfillment	Main Library	Main Library Circulation, Main Library Reserves
12	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Circulation Desk Operator	Fulfillment	Science Library	Science Library Circulation



PROCESSING BOOKS FOR DELIVERY

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.



RECEIVING GIL EXPRESS BOOKS

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

EXPIRED HOLD SHELF

Expired Hold Shelf Items Back

Reshelve Send to Circulation Desk(0) Send to Library(0) Activate Next(0) Send to Institution (0)

Select All Sort by : Additional ID ▾ Reshelve

- **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

PROCESSING GE EXPIRED HOLDS

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.

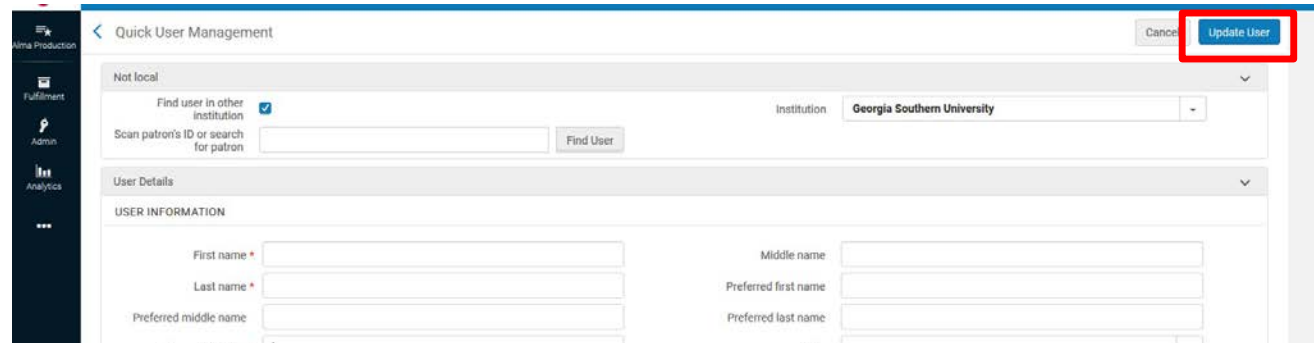
The screenshot shows the Alma library system interface. The top navigation bar includes the Alma logo, a menu icon, and several navigation options: Manage Patron Services, Scan In Items, Pick From Shelf, Expired Hold Shelf, and Main Library - Main Library Circulation. A search bar is present with 'Physical items' and 'Barcode' filters. The main content area is titled 'Expired Hold Shelf Items' and features a 'Back' button and a 'Transit' button. Below this, there are several action buttons: Reshelve(0), Send to Circulation Desk(0), Send to Library(0), Activate Next(0), and Send to Institution (highlighted with a red box). A 'Select All' checkbox is also highlighted with a red box. The list of items includes 'Caliban and the witch / Silvia Federici' with details such as Institution: Georgia Southern University, Library: Zach S. Henderson Library, Location: Stacks 4th Floor, Call Number: HQ1147.E85 F444 2004, Barcode: 0200105385948, Material Type: Book, Held For: [redacted], Preferred Identifier: 1695761270002950, Held Since: 10/16/2017, and Held Until: 10/19/2017. A 'Transit' link is highlighted with a red box at the bottom of the item list.

What is a Stub Record?

- 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.



The screenshot shows the 'Quick User Management' interface. At the top right, there are two buttons: 'Cancel' and 'Update User'. The 'Update User' button is highlighted with a red rectangular box. Below the buttons, there is a section for 'Not local' with a dropdown menu set to 'Georgia Southern University'. A checkbox labeled 'Find user in other institution' is checked. Below this, there is a search field labeled 'Scan patron's ID or search for patron' and a 'Find User' button. The 'User Details' section is expanded, showing 'USER INFORMATION' with several input fields: 'First name', 'Last name', 'Preferred middle name', 'Middle name', 'Preferred first name', and 'Preferred last name'.

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





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](https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_(English)/050Administration/050Configuring_General_Alma_Functions/070Configuring_Alma_Letters)

**ADDITIONAL
RESOURCES FOR
ALMA LETTERS**

GIL EXPRESS DOCUMENTS

ACCESSING THE DOCUMENTS PAGE

<https://gil.usg.edu/>

GALILEO Interconnected Libraries

About GIL - Events - GIL Alma Implementation **Support** - Contact

ODBC Drivers and Instructions	ODBC Drivers and instructions for installing them.	Voyager Reports	GIL Status
Voyager Access Reports Virtual Machine	This is a virtual machine that comes pre-loaded with Voyager Access Reports. We typically use this as a last resort option when Voyager Access Reports does not work on a particular workstation. You need to request permission to view this folder. Simply click the download link and then click "Request Access".	Voyager Reports	Training
Gary Strawn Tools	Gary Strawn from Northwestern University Library has created utilities, including the Cataloger's Toolkit, to help fill various gaps in Voyager functionality. While we don't officially support these tools, we know they can be helpful when performing batch-tasks... just handle with care.	Voyager Reports	Downloads & Docs
Next Generation ILS Documents	This folder contains various documents related to GIL's next gen ILS initiative.	Voyager Reports	Ex Libris Customer Center
GIL Support User Guide	This document was created to help staff find information about common GIL-related topics. It was originally created to distribute to people who attended our "All About GIL" GUGM session in 2014. It's ever-evolving, so it is best to continue to view it online than to print it out.	Voyager Reports	Listserve
GIL Server Layout	This Google Spreadsheet shows which institutions are running on which servers. You need to request permission to view this document. Simply click the download link and then click "Request Access".	Voyager Reports	Z39.50 Settings
GIL Fact Sheet	An informational document about GIL. This is several years out of date, but still useful.	Voyager Reports	RDA Toolkit
GIL Express Documents	These documents contain information and files related to GIL Express, including mailing labels and instructions.	GIL General	

About GIL - Events - GIL Alma Implementation **Support** - **Contact**

HelpDesk
GIL Staff

SUPPORT

Downloads & Docs

Username

Password

Auto-login on future visits

[Forgot your password?](#)

If you have forgotten your password, please follow the link below and send an email to the USG HelpDesk detailing your issue.

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 IN ALMA

GIL Express Reports are available in Alma Analytics. Select the Dashboards tile, locate the Galileo Network section, and choose GIL Express Reports and Statistics

ORACLE Analytics



GIL Express Reports and Stat...

Home Catalog Favorites Dashboards Create Open

GIL Express Items - Charged Local Patrons with GE Charges In Transit - Return to Owning GIL Express Charge Statistics GIL Express Request Statistics GIL Express Renewal Statistics

GE Items In Transit - Return to Owning

Choose your institution

- Abraham Baldwin Agricultural College
- Albany State University
- Atlanta Metropolitan College Library
- Augusta University
- Clayton State University
- College of Coastal Georgia
- Columbus State University
- Dalton State College
- East Georgia State College
- Fort Valley State University
- Georgia College
- Georgia Gwinnett College
- Georgia Highlands College
- Georgia Southern University
- Georgia Southwestern State University
- Georgia State University

OK Reset

Refresh

Most Recent(GIL Express Reports and Statistics - In Transit - Return to Owning)

My Dashboard

Exploro

Cross Research Assets and Alma Titles Dashboard

Research Assets Dashboard

Research Assets Usage Dashboard

Research Grants Dashboard

Researchers Dashboard

Smart Harvesting and Smart Expansion Overview Dashboard

Smart Harvesting Assets - Missing Data Dashboard

Galileo Network

GIL Express Reports

GIL Express Reports and Statistics

Leganto

Leganto Student Usage

Leganto Usage with Student Details

University of Georgia

Contact Info for FacultyStaff and GradUndergrad

ETG Dashboard

GIL Express Reports

MLC Technology Reports

Statistics Reporting

LOST LOANS RETURNED REPORT

The screenshot shows a web-based catalog interface. At the top, there is a blue header with the word 'Catalog' and a folder icon. Below the header is a navigation bar with various icons and a 'Location' field containing the path: '/Shared Folders/Community/Reports/Institutions/USG/Fulfillment'. On the left side, there is a 'Folders' pane with a tree view of various institutional folders, including 'University of Windsor', 'University of York, UK', 'Université de Caen', 'UNLV', 'UNTD', 'UPC CI VILLA', 'UPC San Miguel', 'UPCSAN ISIDRO', 'USF', 'USG', 'Acquisitions', 'ACRL stats - TESTING', 'Collection Development', 'Cynthia Ragin', 'ELUNA 2019', 'from Analytics Training', 'Fulfillment', 'Georgia Tech', and 'GIL Assessment Committee'. The 'Fulfillment' folder is selected. On the right side, there is a list of reports. The reports are sorted by 'Name A-Z'. The report 'Lost Loans Returned, Fees to be cleared' is highlighted with a red underline. The report details are as follows:

Type	Sort	Show More Details
All	Name A-Z	<input type="checkbox"/>

Report Name	Last Modified	Owner
Loans with Process Status Recalled	11/19/2020 10:35:05 AM	exlobi
Loans with Process Status Renewed	11/19/2020 10:35:06 AM	exlobi
Local Items USG Patrons - VHT	11/19/2020 10:35:06 AM	exlobi
Lost Loans Returned	11/19/2020 10:35:06 AM	exlobi
Lost Loans Returned, Fees to be cleared	5/18/2022 5:07:44 PM	HE_606
Number of loans per borrower	11/19/2020 10:35:06 AM	exlobi
Overdue Item for the Semester	11/19/2020 10:35:06 AM	exlobi
Overdue Items for the Current Semester	11/19/2020 10:35:06 AM	exlobi
Patron Count by User Group	11/19/2020 10:35:06 AM	exlobi

- File path: Shared Folders/Community/Reports/Institutions/USG/Fulfillment/Lost Loans Returned, Fees to be cleared

Reply Reply All Forward IM



Wed 5/18/2022 4:03 AM

gil@galileo.usg.edu

Gil Express Patron Blocks

To

GE Delinquent Patron Processing for University of Georgia.

The following patrons have had blocks added to their Alma User records because they have overdue GE material:

Name: [REDACTED]

Email: [REDACTED]

The following patrons have had blocks removed from their Alma User records because they have returned their GE material:

None

The following is a list of the all patrons currently delinquent due to GE limits:

Name: [REDACTED]

Email: [REDACTED]

GIL EXPRESS BLOCKING

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.

PROCESSING FEE

- 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.

The background of the image is a blurred, monochromatic cityscape in shades of blue and grey. In the foreground, there are several curved, light-colored lines that suggest a road or a track curving into the distance. A white rectangular box with a thin black border is centered horizontally and vertically, containing the text 'STAT COURIER' in a bold, black, sans-serif font.

STAT COURIER

STAT SERVICE INFORMATION

- 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.



GIL EXPRESS RESOURCES

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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