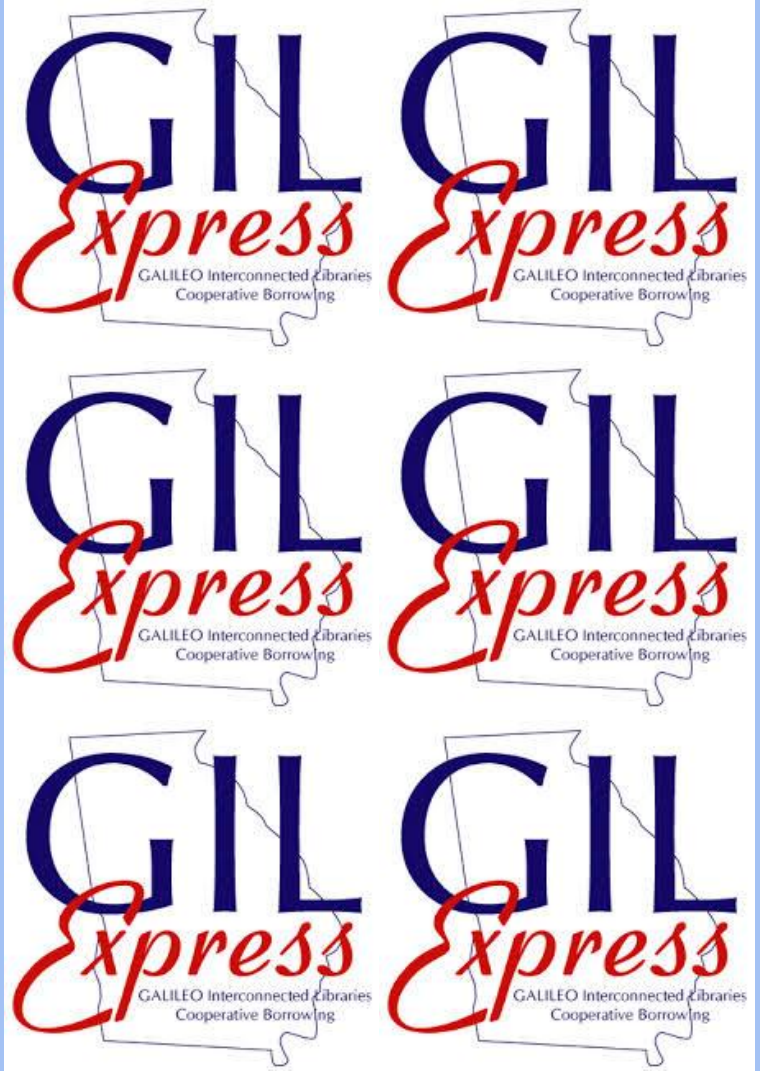


# The Past, Present, and Future of GIL Express

**GUGM**  
**May 12, 2026**





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GEORGIA**

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**Middle Georgia  
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**Presenters**

# Poll



The Past

## A BRIEF HISTORY OF GIL EXPRESS - part 1

The acronym within an acronym

GIL - **G**ALILEO **I**nterconnected **L**ibraries

GALILEO - **G**eorgi**A** **L**ibraries **L**Earning **O**nline

1995

A Vision for One Statewide Library proposal was presented to the Georgia General Assembly

1998

Common library system, Voyager, for all USG libraries (GIL)

2001

GIL Express launched with very basic versions of Universal Borrowing and the Universal Catalog. UPS is the official mail service

2009

Courier RFP and transition from UPS to Stat Courier

## A BRIEF HISTORY OF GIL EXPRESS - part 2

**2015**

- RFP and planning the implementation of Alma/Primo.
- Restructuring with Institutional Leads training and communication.
- Functional committee structure developed based on Alma functionality
- New Fulfillment Committee was formed from Circulation (circ, reserves, GIL Express) and ILL committees

**2017**

- Go live
- Loss of GIL Express functionality
- GaTech not included in GIL Express and Network Zone

**2024**

- RFP and preparation for FOLIO migration.
- Changes to GIL Express policies like recalls, loan periods, and renewals due to system capabilities
- GIL Express bands

**2025**

Transition from a centralized courier service to a decentralized model

# The Present

- Resources
- Policies
- Performance thresholds
- Pick from shelf
- Damaged slips
- Viewing activity
- Managing active/expired holds
- Blocking report
- Institutional billing
- Reporting
- Shipping



## Resources

Lists to subscribe to and websites to review.

Subscribe to email lists by going to [listserv.uga.edu](https://listserv.uga.edu) or emailing [helpdesk@usg.edu](mailto:helpdesk@usg.edu).



### **GIL Fulfillment Community**

[G2FULFILLMENT@LISTSERV.UGA.EDU](mailto:G2FULFILLMENT@LISTSERV.UGA.EDU)



### **GIL General Information**

[GA-G2ALL@LISTSERV.UGA.EDU](mailto:GA-G2ALL@LISTSERV.UGA.EDU)



<https://libguides.galileo.usg.edu/GILhome>



[https://gil.usg.edu/gil\\_express](https://gil.usg.edu/gil_express)

# GIL EXPRESS DOCUMENTS

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

GALILEO Interconnected Libraries






About GIL ▾

Events ▾

GIL Alma Implementation

Support ▾

Contact

Voyager Access Reports 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	<a href="#">Downloads &amp; Docs</a>
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 party to	Ex Libris Customer Center 
Next Generation ILS Documents	This folder contains various documents related to GIL's next gen ILS initiative.	Next Ge	<a href="#">Listservs</a> <a href="#">Z39.50 Settings</a> <a href="#">RDA Toolkit</a>
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.	GIL General	
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".	GIL General	
GIL Fact Sheet	An informational document about GIL. This is several years out of date, but still contains some useful info.	GIL General	
Gil Express Documents	These documents contain information and files related to GIL Express, including mailing labels and instructions.	GIL Express	

# DOCUMENTS LOGIN PAGE

- [Contact ▾](#)
- HelpDesk
- GIL Staff

## SUPPORT

*Downloads & Docs*

Username

Password

Auto-login on future visits

Submit

If you have forgotten your password, please follow the link below and send an email to the USG HelpDesk detailing your issue.  
[Forgot your password?](#)

## 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.

**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** – Patrons from your libraries with overdue GIL Express books should be blocked in Alma using the daily GIL Express Blocking Report. Information on how to block patrons with overdue GE books using the GIL Express blocking reports is provided here. 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.



# Policies

- ❑ 90 day loan period, no renewals
- ❑ No recalls
- ❑ 100 book limit for GE books total; each institution can set a limit for their items
- ❑ Institution ID preferred, but government issued picture ID is accepted
- ❑ Items kept on hold shelf for 10 calendar days at the Pickup Library
- ❑ Can be returned to any USG library
- ❑ Accounts blocked after 7 days overdue
- ❑ No overdue fines
- ❑ Replacement cost set by holding library

- ❑ Must fill and ship the requested book within 4 business days of receipt of the GIL Express request.
- ❑ At a minimum, each library must process pick from shelf requests in Alma once each business day.
- ❑ If the requested item cannot be located, the staff member processing the request should select the proper cancellation reason from the Cancel Request dropdown form in Alma and keep the Notify User checkbox checked to send the patron an email notification of the cancellation.
- ❑ If requested items cannot be located or is too damaged to ship, they need to be removed from the selection process. When a book cannot be found on the shelf, it is recommended that the book be marked Missing or otherwise made unavailable in the system to prevent more requests being placed on the item.

- ❑ The patron should expect an item requested through GIL Express to be available for pickup (On the Hold Shelf) within 3-5 business days from the date the request was placed.
- ❑ The Pickup Library should process books on the day they are received using the Scan In Items function in Alma.
- ❑ Items not picked up by patrons should be processed for return to the Holding Library as soon as the hold expires.
- ❑ Returned items are scanned in on the same day they are received. The timely discharge of in transit items absolves the shipping company and the Pickup Library of further responsibility for these items.

Print Slip Report


Facets <<

### Pick Up Requested Resources (1 - 1 of 1)

- Request Date** ▾  
Today (1)
- Request/Process Type** ▾  
Patron physical item ... (1)
- Location** ▾  
S-General (1)
- Call Number** ▾  
PN4587.2.I73 A25 2... (1)
- Pickup Institution** ▾  
University of West G... (1)
- Destination** ▾  
Library of Another In... (1)
- Material Type** ▾  
Undefined (1)
- Request Printed** ▾  
No (1)
- Request Reported** ▾  
No (1)

Select All    Sort by : Call Number - Asc ▾

Print Slip    Cancel      

1   **Meaty : essays / by Samantha Irby.**  
 Author: Irby, Samantha, author.  
 ISBN: 0525436162  
 Imprint: New York : Vintage Books, [2018]

**Location:** S-General  
**Call Number:** PN4587.2.I73 A25 2018  
**Requests:** 1

Cancel Request    Mark as Missing    ...

**Pick From Shelf**


Physical titles ▾    Barcode ▾

- Alma Production
- Collection Development
- Acquisitions
- Resources
- Fulfillment**

- Checkout/Checkin
- Manage Patron Services
- Return Items
- Resource Requests**
  - ★ Pick From Shelf
  - ★ Scan In Items
  - ★ Expired Hold Shelf
  - ★ Active Hold Shelf
  - Manage In Process Items
  - Deliver Digital Documents
  - Approval Requests List
  - Monitor Requests & Item Processes
- Course Reserves
- Courses

# Damaged Slips

Slips can be found in the GIL Express documents folder (password protected).

 [GILExpressDamagedBorrow.pdf](#) 

 [GILExpressDamagedOnLoan.pdf](#) 



## DAMAGED BOOK

### DO NOT REMOVE THIS SLIP

This book was in damaged condition at the time it was borrowed. The borrower will not be held responsible for the current damages listed below.

Type of damage:

---



---

Staff Name:  
(Please print neatly)

---

Owning Library:

---

Date: \_\_\_\_\_

Special Instructions:

---



---

Book Barcode: \_\_\_\_\_



### Item damaged while on loan

This book was damaged while on loan to the borrower. If the loaning library determines the damage is significant enough, the borrower may be charged for the damage or replacement of the item.

Type of damage:

---



---

Staff Name:  
(Please print clearly)

---

Borrowing Library: \_\_\_\_\_

---



Date: \_\_\_\_\_


Patron/Borrower Name:


---


# Viewing Activity

Done ...

 **Loans (18)**

 Requests (1)

 Fines and Fees

Return to institution view for notes  
and user information




## All Network - Loans (1 - 18 of 18)



Sort by: **Due Date** ▾





Institution: **All** ▾

- 

**Y2K : how the 2000s became everything : essays on the future that never was / Colette Shade.**


By Shade, Colette  
Barcode 30785022288682  
Loan date 02/02/2026  
Due date 05/03/2026 09:00:00 PM EDT  
Normal

**Institution** Georgia State University  
**Owning library** GSU Library (Atlanta Campus)  
**Call number** QA76.76.S64 .S525 2025  
**Item policy** P-STANDARD

 Overdue
- 

**The night of the hunter / Simon Callow.**

By Callow, Simon,  
Barcode 30785016160590  
Loan date 02/05/2026  
Due date 05/06/2026 06:00:00 PM EDT  
Normal

**Institution** Georgia State University  
**Owning library** GSU Library (Atlanta Campus)  
**Call number** PN1997.N5213 C35 2000  
**Item policy** P-STANDARD
- 

**Hollywood : the oral history / Jeanine Basinger and Sam Wasson.**

By Basinger, Jeanine,  
Barcode 30785022052575  
Loan date 02/05/2026  
Due date 05/06/2026 06:00:00 PM EDT

**Institution** Georgia State University  
**Owning library** GSU Library (Atlanta Campus)



Physical titles ▾

Barcode ▾

# Active Hold Shelf

Alma  
ProductionCollection  
Development

Acquisitions

Resources

Fulfillment

Admin

Analytics

Checkout/Checkin  
Manage Patron Services  
Return Items

## Resource Requests

- ★ Pick From Shelf
- ★ Scan In Items
- ★ Expired Hold Shelf
- ★ **Active Hold Shelf**

Manage In Process Items  
Deliver Digital Documents  
Approval Requests List  
Monitor Requests & Item

## Course Reserves

Courses  
Reading Lists  
Citations

## Resource Sharing

Partners  
Rota Templates  
Temporary Inactive Date f

## Active Hold Shelf Items

Back

Sort by : Hold Shelf Expiry Time ▾ 1 - 9 of 9



- |   |  |   |   |   |
|---|--|---|---|---|
| 1 |  | <b>No woman, no cry : my life with Bob Marley / Rita Marley with Hettie Jones.</b><br>Barcode: 50634011019242<br>Location: Sturgis Library - S-General<br>Call Number: ML420.M33131 A3 2004<br>Material Type: Book  | Held For: [Redacted]<br>Preferred Identifier: [Redacted]<br>Held Since: 04/29/2026<br><b>Held Until: 05/09/2026</b> | Place in Queue: 0<br>Cancel Request Update Expiry ... |
| 2 |  | <b>Diary of America : the intimate story of our nation, told by 100 diarists--public figures and plain citizens, natives and visitors--over the five centuries from Columbus, the Pilgrims, and George Washington to Thomas Edison, Will Rogers, and our own time / edited by Josef and Dorothy Berger.</b><br>Institution: Dalton State College<br>Barcode: 34103000590606<br>Location: Derrell C. Roberts Library - CIRC<br>Call Number: E173 .B38<br>Material Type: Book | Held For: [Redacted]<br>Remote Patron Identifier: [Redacted]<br>Held Since: 05/01/2026<br>Held Until: 05/11/2026    | Update Expiry View Audit Trail                        |
| 3 |  | <b>Fundamentals of planning and assessment for libraries / Rachel A. Fleming-May and Regina Mays.</b><br>Institution: Valdosta State University<br>Barcode: 0200145410722<br>Location: Odum Library - Stacks DT-Z<br>Call Number: Z678 .F58 2021<br>Material Type: Book   | Held For: [Redacted]<br>Remote Patron Identifier: [Redacted]<br>Held Since: 05/05/2026<br>Held Until: 05/12/2026    | Update Expiry View Audit Trail                        |

Alma  
Production  
Collection  
Development  
AcquisitionsCheckout/Checkin  
Manage Patron Services  
Return Items

Resource Requests

★ Pick From Shelf

★ Scan In Items

★ Expired Hold Shelf

★ Active Hold Shelf

# Expired Hold Shelf

Facets



Expired Hold Shelf Items

Back

Transit

End of Hold Time ▾

Older (1)

Request/Process Type ▾

Patron physical item ... (1)

Destination Institution ▾

Georgia Institute of T... (1)

Material Type ▾

Book (1)

Held Since ▾

Older (1)

Reshelve

Send to Circulation Desk

Send to Library

Activate Next

Send to Institution

 Select All1 

Transit Update Expiry

Sparks of genius : portraits of electrical engineering excellence / by Frederik Nebeker, with contributions by William Aspray, Andrew Goldstein, and David L. Morton, Jr.

**Institution:** Georgia Tech**Library:** Library Service Center**Location:** LSC General Collection**Call Number:** TK139 .N42 1994**Barcode:** 50671004335151**Material Type:** Book**Held For:** Corwin, Zacharias**Preferred Identifier:** 903902267**Held Since:** 02/03/2025**Held Until:** 05/06/2025

## Shipping/Delivery



Remember to put a band on the book.



Check that you are sending to the correct library location.



If sending GE and ILL books in the same package, make sure to clearly identify the ILL books.



Each library can choose how to send (FedEx, UPS, USPS). Needs average 2 day delivery time.



If using small blue bags, leave a little room on the zip ties.



Report issues with drivers, non-pickups, closures to your shipper, not GIL.

# Blocking Report

Gil Express Patron Blocks  Summarize this email

G

gil@galileo.usg.edu



To:

[Redacted recipient list]

5/5/2026 4:01 AM

## ***GE Delinquent Patron Processing for Kennesaw State University.***

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

None

---

**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:**

**Contact GIL Help Desk to add or remove recipients of blocking report email.**

# Institutional Billing

Occurring once a year, institutions bill each other for books lost by their patrons from the previous fiscal year.

**Oct**

Billing contacts are updated and confirmed.

**Nov**

Portal is made available to run reports on what is due your library and what your library owes. Password protected.

Institutions create their own invoices. Replacement cost determined by institution (set cost or actual cost).

**Dec**

Libraries try one last time to get books back and then pay invoices.

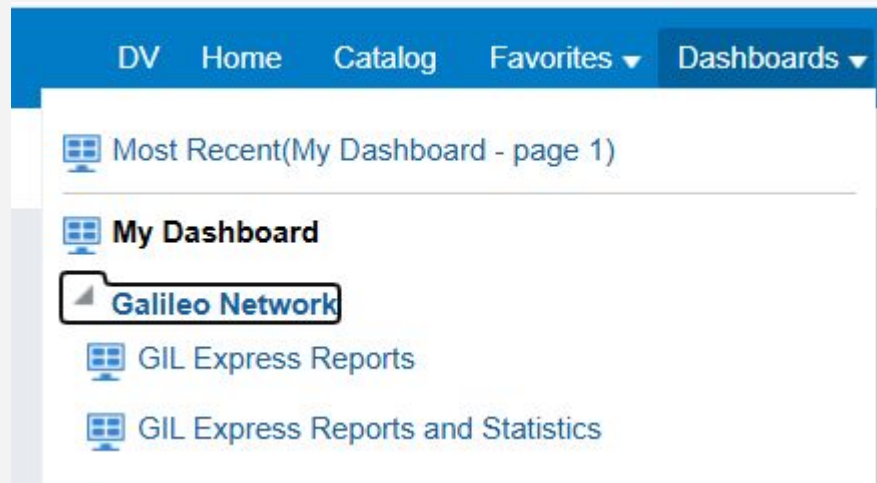
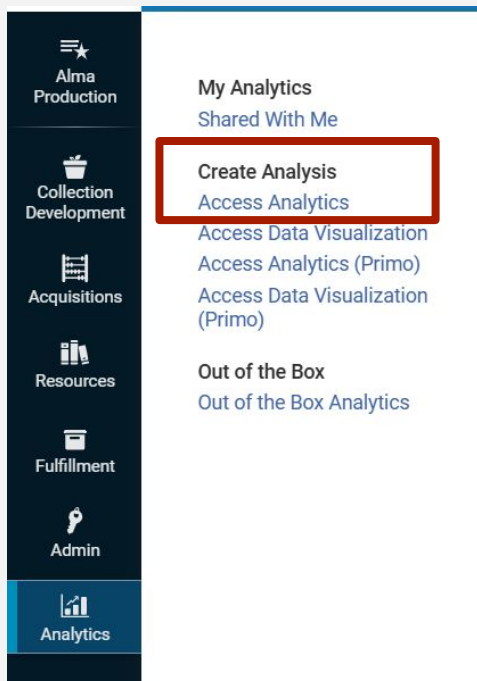
**Jan**

Follow up on outstanding invoices and close out institutional billing cycle.

# Reporting

Reports for GE loans of local materials can be found at the Institutional Level of Analytics.

**You need the Design Analytics User Role to view.**

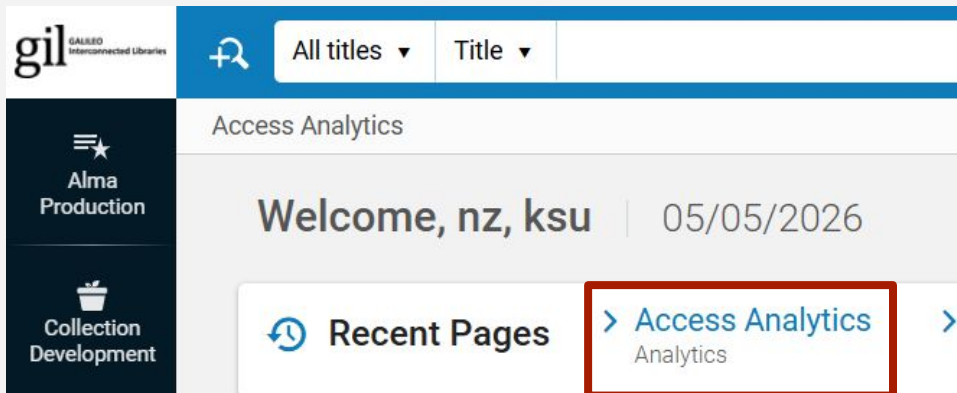


# Reporting


## Network Zone Statistics

<https://galileo-network.alma.exlibrisgroup.com/>

The institutional leads for each library have the login credentials for Alma in the Network Zone or you can submit a GIL Support help desk ticket to request them.



The screenshot shows the Alma interface. At the top left is the GIL logo. Below it is a navigation menu with 'Alma Production' and 'Collection Development'. The main header has a search bar and dropdowns for 'All titles' and 'Title'. Below the header, the text 'Access Analytics' is visible. The main content area shows a welcome message: 'Welcome, nz, ksu | 05/05/2026'. At the bottom, there are two buttons: 'Recent Pages' and 'Access Analytics Analytics', with the latter highlighted by a red box.



The screenshot shows the Alma interface. At the top right is a navigation menu with 'DV', 'Home', 'Catalog', 'Favorites', and 'Dashboards'. Below the header, the text 'Most Recent(GIL Express Reports and Statistics - Local Patrons with GE Charges)' is visible. Below that, there is a section titled 'My Dashboard' which is highlighted with a red box. Below this, there is a section titled 'Galileo Network' with two items: 'GIL Express Reports' and 'GIL Express Reports and Statistics'.

The Future



New book bands



Password protected docs



Rapido Phase 1 Fall 2026



How to manage GIL contacts



FedEx 101 session this summer



?



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Thank You!