



The

# OCLC ILLiad Newsletter

Welcome New OCLC ILLiad Licensees!

Siena College  
 Occidental College Library  
 University of La Verne  
 Salt Lake Community College  
 Mississippi Valley State University  
 William Carey University  
 National American University  
 Food and Drug Administration  
 West Virginia Wesleyan College  
 College of St. Catherine  
 Utica College  
 Messiah College  
 Medical College of Wisconsin  
 Aurora Public Library  
 Armstrong Atlantic State University  
 Ulster County Community College  
 Southern Oregon University  
 Nassau Community College  
 Arlington Heights Memorial Library  
 Dutchess Community College  
 Manhattanville College  
 Multnomah County Library  
 University of North Carolina at Greensboro

Volume 5, Issue 4

Winter, 2008

## Atlas at ALA

You can meet Atlas staff and learn more about Atlas products at the following events in Philadelphia.

### OCLC Resource Sharing Users Group Meeting

4:00 – 6:00 pm, Pennsylvania Convention Center, Room 107B

### Atlas in the exhibit Hall

We will be in booth 2033 giving demos of both Ares and Aeon. We will be joined by our partners from the various regional networks at the following times:

*Saturday, January 12<sup>th</sup>*

9:30am – Elizabeth Madson, Missouri Library Network Corporation

10:30am - Donna Wolfe, Palinet

1:00pm – Evelyn Butrico and Jon Penn, Nylink

2:00pm – Bea Ramirez and Carol Wattenbarger, Amigos

*Sunday, January 13<sup>th</sup>*

10:00am – Gillian Harrison, BCR

11:00am – Collette Mak, Incolsa

1:00pm – Diana Mitchell, Michigan Library Consortium



Aeon, the newest software offering from Atlas Systems is being released at ALA Midwinter in Philadelphia. Aeon is circulation and workflow automation for your special collections library designed by special collections librarians. Aeon improves customer service and staff efficiency while providing unparalleled item tracking, security, and statistics. Stop by and see us in booth #2033 for a demo of Aeon.



Ares is your complete reserves management solution for both electronic and hard copy reserves. Ares features extensive copyright management functionality with connectivity to the CCC rights management database and optional integration with your Blackboard environment. Stop by and see us in booth #2033 for a demo of Ares.

## T.I.P.S. - Training Information Per Stephanie

By Stephanie Spires, Training and Technical Support Specialist



## So Many OCLC ILLiad Training Opportunities!

The ILLiad training schedule for January through March is packed with new training classes and a variety of instructors. Most Pre-Conference sessions have never been offered before.

Our online offerings include the popular Don't Panic: Basic ILLiad Troubleshooting class, Copyright Processing in OCLC ILLiad with guest instructor Dru Zuretti from Copyright Clearance Center, Billing, and Custom Report Design.

Class schedules and registration details for online training are available at: <https://www.atlas-sys.com/training/>  
Pre-Conference class session details and registration are available at: <https://www.atlas-sys.com/conference/>

The 2008 OCLC ILLiad International Meeting Pre-Conference in Virginia Beach on March 12th offers six half-day training opportunities taught by

Watch the ILLiad-L list and Atlas Community Portal for training schedule announcements. Please join us in a class soon!

Registration is now open for the 2008 OCLC ILLiad Conference! Go to [www.atlas-sys.com](http://www.atlas-sys.com) for more details.

## The OCLC ILLiad Users Forum

A quarterly feature highlighting innovations in the field of Interlibrary Loan



### Just in Time Interlibrary Loan and Acquisitions

Sherry Buchanan, Interlibrary Coordinator, Portland State University Library

Have you been thinking of purchasing books and articles requested via Interlibrary Loan? Are you still borrowing textbooks, but you want to stop? Well, look no further. Friends, here is a framework that will help you explain to colleagues and administrators how changing your workflow will benefit your library.

First, identify your challenges! At Portland State University, we were borrowing textbooks, spending time trying to borrow inexpensive books, borrowing the same books over and over, and obtaining articles from libraries (paying lending fees and copyright) when it would cost less to get them directly from publishers. To facilitate change within your library, when change would save money and result in better service, you need to depict your workflow, the customer's needs, and relate what other libraries are doing to resolve the same problems. To address our local needs, I put together a PowerPoint to share our woes with the subject selectors in hopes of tweaking our workflow to the benefit of all. Here is a link to the complete presentation:

<https://ill.lib.pdx.edu/PDF/illacquisitions.ppt>

Have a look at the slides to get a sense of how I presented the challenges to folks at Portland State University. The paramount piece of information in the presentation is the dollar amount that the Association of Research Libraries deems as the cost to borrow an item through ILL, a whopping \$17.50<sup>1</sup>. With that figure in mind, I presented some examples, particularly multiple requests for the same title and the actual purchase prices for those titles, showing that the Library could be saving money (and not just a little). Feel free to borrow these slides for your own PowerPoint, and plug in your data!

And what makes a PowerPoint powerful? The answer: survey data! To show how local workflow can be improved, you want to demonstrate your understanding of how similar libraries are addressing the same issues. To accomplish this goal, you can send a brief e-mail survey to your comparators. Luckily, our Library Technologies staff had already identified comparator libraries, so all that we needed was the contact information for ILL practitioners. We asked only 6 questions and implored folks to respond by letting them know that they were a selected few, and that their responses were really important to us. Here is a link to the complete comparator survey spreadsheet that includes a synopsis of the results (you can crib these questions for your own survey), including the "Purchase on Demand" criteria provided by Indiana University Purdue University Indianapolis and the "Books on Demand" criteria provided by University of Texas, Arlington:

<https://ill.lib.pdx.edu/PDF/comparatorsurvey.xls>

Here are the most salient details of the responses:

Does your library purchase books requested via ILL? 4 of 6 respondents said YES!

Does your library purchase items when doing so is cheaper than borrowing them, even if the item may not be within your collection parameters? All respondents said "no." However, consider this scenario: You go to your locally owned video store, and you see a copy of the Princess Bride for \$2.99. Do you buy it, or do you rent it for \$3.99? In the future, perhaps it will make more sense for libraries to buy when it is cheaper than borrowing, even if the item does not match collection development parameters.

Does your ILL unit purchase articles? From publisher's pay per view? From document suppliers? 4 of 6 respondents said YES!

What is your library's borrowing/purchasing policy for textbooks? With some situational exceptions, none of the respondents borrow textbooks via ILL. Half of the respondents use a spreadsheet from the bookstore to deflect textbook requests.

At Portland State University, good decisions were made after the data was presented. In addition to deciding that ILL would purchase books within collection development parameters costing less than \$20, we also decided to discontinue borrowing textbooks being used in the current or upcoming term. In the future, we are considering an institutional Netflix subscription and possibly borrowing eBooks when they are within our ILL policies. We are more consistently purchasing articles from publishers when we can save money.

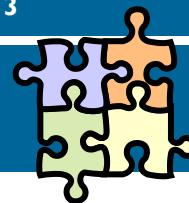
To Buy or to Borrow? Or rather when to buy and when to borrow? That is the Question. At this point, there is no automated way to ascertain if a title has been borrowed more than once. In the future, there may be a way, with the assistance from vendors who understand what we face in the field. Perhaps ILLiad programmers will come up with a solution to flag multiple requests for same title. And perhaps you can develop a routing rule to move textbook requests to a special queue. I'll be watching for that article. . .

Special thanks for respondents who agreed to share their information with the ILL community!

<sup>1</sup> Jackson, Mary E. "Assessing ILL/DD Services Study: Initial Observations." ARL, no. 230/231 (October/December 2003): 21-22. <<http://www.arl.org/newsltr/230/illdd.html>>.

## At Your Service - Helping You Put the Pieces Together

By Kevin Ford, Customer Support Technician and New Licensee Coordinator



### Don't Panic: Basic ILLiad Troubleshooting Part 4

Greetings All. As a part of our continuing series on ILLiad troubleshooting, this issue's article will focus on several examples of some random SQL query error messages that we've helped people troubleshoot in the semi-recent past and what exactly those errors tell us about the related data issues that cause them. So let's just jump right in and figure some of these things out.

#### Data Truncation Errors:

This particular error is sometimes seen by new ILLiad sites when attempting to run the Installation Wizard query to populate their customization settings. It also pops up occasionally when folks are using ISO ILL for requesting and the ISO ILL data being sent doesn't match up correctly to the Transactions table:

**General SQL error: [Microsoft][ODBC SQL Server Driver][SQL Server]String or Binary Data would be truncated. [Microsoft][ODBC SQL Server Driver][SQL Server]The statement has been terminated**

This error tells us several things:

- This is a SQL error (as opposed to an error from some other part of the system).
- The error has something to do with the data being sent to the database.
- For some reason, some portion of the data is being truncated.
- The query was not allowed to complete.

Any time you see something like this, the basic gist of the problem is that you are trying to enter an amount of data into a field in the database that is too large for the intended destination field.

What You Need to Know About the Database Design to Figure this Out:

The SQL tables that make up the ILLiad database are set up by default with specific field lengths for each data field. Ideally each field should be as small as possible while still being able to hold the amount of data that it is intended to store. So the idea of a 250 character Username field, while technically possible and capable of storing all kinds of data in that field, really just wastes space from a practical point of view. The vast majority of usernames in the system will be significantly shorter than the maximum allowable value. So a shorter field length is needed. It's a fine balance. With this in mind, an ILLiad Notes field, for example, may contain 250 characters

while a username field may only contain 20 characters. This is done by design.

Possible Solutions to the Error:

Depending on what exactly needs to happen from a functionality point of view, there are a couple possible solutions to this:

- Make the data fit the field length. If there is really no need to store the larger amount of data in that field, abbreviate it to fit. If more data is needed, perhaps another field would be a better location for it. Check with your ILLiad service representatives for options and advice.
- Alter the Field Size (Not always possible). Sometimes the field size can be increased in the database (usually only to around 250 characters). This should be done only as a last resort. Be sure to check with your ILLiad service representatives prior to doing so as increasing certain fields is not recommended.

Syntax Errors:

**General SQL error. Line 2: Incorrect syntax near 'TransactionNumber.'**

**General SQL Error. Incorrect syntax near ','**

These kind of things are syntax errors. These are usually the result of bad data impacting a SQL query. The trick here is to determine what data is causing the error. For example, if the query being run is something like this:

**Update Users**

**Set Address1 = 'George's Street'  
where username = 'kford'**

You'll get an error that looks like this:

**Server: Msg 170, Level 15, State 1, Line 2 Line 2: Incorrect syntax near 's'.**

**Server: Msg 105, Level 15, State 1, Line 3 Unclosed quotation mark before the character string ''.**

(Note: The above query is a simplified version of what the ILLiad DLL might write to the database if a customer updated his/her Address information from the web pages. The Blue and Red coloring in the above query reflects how the query would appear if it were being run manually in the SQL 2005 Management Studio. The **Blue** text indicates commands and the **Red** text indicates data.)

*(continued on page 4)*



244 Clearfield Avenue, Suite 407  
Virginia Beach, Virginia 23462  
Phone: (757) 467-7872  
(800) 567-7401  
Fax: (757) 467-7875



6565 Kilgour Place.  
Dublin, OH 43017  
614-764-6000  
800-848-5878  
(USA and Canada)  
Fax: +1-614-764-6096



The OCLC ILLiad Newsletter is published quarterly by Atlas Systems, Inc. and edited by John R. Brunswick. Please send comments and suggestions to [jbrunswick@atlas-sys.com](mailto:jbrunswick@atlas-sys.com).

Atlas Systems is a software development company founded in July 1995 with the mission of developing library automation to "Promote library excellence through efficiency." Atlas is best known for the creation and development of the ILLiad interlibrary loan management software, in use in over 900 libraries and now exclusively distributed by OCLC. However, Atlas has a growing stable of library automation products designed to meet library needs not currently addressed by standard library software services.

Atlas is a process driven software development company. This means working with librarians to first understand the underlying environment to be automated and then designing the software to automate the process. Once the software has been created, Atlas provides implementation assistance, training, and ongoing support of the product, continually upgrading the software in response to our clients needs and suggestions. This workflow review approach to software design sets Atlas apart in the library automation market.

Atlas Systems is based in Virginia Beach and currently has a staff of 15, split almost equally between development, customer support/training, and administration/marketing. If you are interested in joining the growing Atlas team, send an email to [hr@atlas-sys.com](mailto:hr@atlas-sys.com).

OCLC is a nonprofit membership organization serving 42,489 libraries in 86 countries and territories around the world. Membership in OCLC is a unique cooperative venture, giving your library global access to all our services and databases, including WorldCat. Together OCLC member libraries make up the world's largest consortium.

Founded in 1967 by university presidents to share library resources and reduce library costs, OCLC introduced an online shared cataloging system for libraries in 1971 that today is used by libraries around the world. The Interlibrary Loan service was introduced in 1979 and since then has been used for more than 122 million loans among 6,928 libraries around the world.

## Don't Panic (cont.)

This error tells us several things:

- There is a syntax error with the SQL query being run. In other words, the SQL server does not understand what you're trying to tell it. Your statement (query) is grammatically incorrect.
- Problem #1 is in line 2 of the query somewhere near the "s" character.
- Problem #2 is in line 3 of the query and is an unclosed single quote.
- Also, the color in the SQL Management Studio version of the query indicates that SQL does not entirely agree with us in terms of what the data should be.

(Note: In order to see the color coding, you would have to pull the query out of the SQL Profiler and run it manually in the SQL 2005 Management Studio. See a future article for more information on the SQL Profiler and just how handy it can be.)

Based on this information, the problem seems to be the apostrophe in "George's".

The Apostrophe and SQL:

One very important thing to be aware of in

troubleshooting SQL errors is that the apostrophe, while very useful in writing certain names and in abbreviating certain terms, also just happens to be a SQL command character. Its presence in a query tells SQL Server where data begins and ends. So in the above query example, it's telling SQL that the data being set is 'George' instead of 'Georges Street', which leaves "s Street" hanging off the end of the first line of the query (hence the near 's' message) and the extraneous (to SQL anyway) apostrophe hanging off the end of the third line.

In other words, one tiny little extraneous apostrophe throws off the entire query. Removing it results in the query looking like this:

**Update Users**  
**Set Address1 = 'Georges Street'**  
**where username = 'kford'**

Note the color changes. The data is set properly and the query will run as intended with no errors.

Ok folks, that appears to be all that we have time for today. See you next time. Until then, always remember to have a day. K

-Kevin