



# Reprints Desk - Configuration in ILLiad Customization Manager

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# Implemented Reprints Desk Addon

LSU provided the criteria

Name	Reprints Desk Unmediated	Setting Name	Value	Type	Description
Author	Atlas Systems, Inc.	UseReprintsDeskProductionServer	<input checked="" type="checkbox"/>	boolean	Set to FALSE for staging server. Set to TRUE for production server.
Version	1.1.0	MonitorQueue	Awaiting RD Unmediated Processing	string	The addon will monitor this queue for requests that should be processed.
Active	<input checked="" type="radio"/> Yes <input type="radio"/> No	ReprintsDeskAPIUsername	ws_lsuniv2368-1_unmed@reprintsde...	string	The login username for accessing the Reprints Desk API.
Description	The Reprints Desk Unmediated addon enables unmediated ordering of full-text research papers from Reprints Desk ( <a href="http://www.reprintsdesk.com">www.reprintsdesk.com</a> ) that are available at reduced copyright royalty rates and in native PDF format. The addon facilitates price-by-article lookups, browsing through a growing list of participating publishers and publications that can be sorted by copyright price ranges, and easy article ordering. Document delivery fulfillment and customer support are available 24/7.	ReprintsDeskAPIPassword	LSUniver419**	string	The login password for accessing the Reprints Desk API.
		MaximumEstimatedCharges	40.00	string	The maximum estimated charge from ReprintsDesk allowed for unmediated processing. Enter a numeric value without the currency symbol (\$).
		ChargesField	MaxCost	string	The transaction field where the estimated cost is stored.
		ExceedsMaximumChargeQueue	Awaiting RAPID Request Sending	string	If the estimated charges exceed the value defined by the MaximumEstimatedCharges setting, the ILLiad request will be routed to this queue.
		OrderPlacedQueue	Request Sent	string	The ILLiad request will be routed to this queue after it has been ordered using Reprints Desk.
		ReprintsDeskOrderIdField	ILLNumber	string	The ILLiad transaction field that should store the Reprints Desk Order ID.
		RoutingRuleField	ItemInfo2	string	Prevents recycling the same transaction after it has failed once.
		ReprintsDeskLenderSymbol	REPRINTS	string	The lending library assigned to the ILLiad request when the order was placed successfully. A lender address with this symbol should already be defined. For example REPRINTSDESK
		FailureQueue	Awaiting RAPID Request Sending	string	If an error is encountered while processing orders, the ILLiad request will be routed to this queue with a note to indicate the error.
		NotePrefix	Unmediated Reprints Desk -	string	Prefix to add before notes added to transactions processed by this addon.

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# Created Patron Request Form

## Patron Request Form:

Select Transactions.PriorityShipping for 'expedited search'.

## ArticleRequestForm

<h3>Article Request</h3>

<label for="PriorityShipping">

<span class="field">Expedite Request?</span>

<select id="PriorityShipping" name="PriorityShipping" size="1" class="f-name">

<option selected><#PARAM name="PriorityShipping"></option>

<option>No</option>

<option>Yes</option>

</select><br />

<span class="note">If "Yes," eligible articles arrive within 2 hours and LSU Libraries pays an additional \$30+ fee. If "No," article arrives in about 24 hours and LSU Libraries pays no fee.

Click <a href="https://www.lib.lsu.edu/elsevier-changes/titles">here</a> to view eligible titles

and <a href="https://www.lib.lsu.edu/elsevier-changes"> here </a> for additional details.

</span>

</label>



## Article Request Form:

Expedite Request?

If "Yes," eligible articles arrive within 2 hours and LSU Libraries pays an additional \$30+ fee. If "No," article arrives in about 24 hours and LSU Libraries pays no fee. [Click here to view eligible titles](#) and [here for additional details](#).

**\* Journal Title**

**\* Volume**



## Create Routing Rule

**Rule Number:** 401

**Process Type:** Borrowing

**Transaction Status:** Awaiting Copyright Clearance

**Match String:** u.NVTGC = 'LUU' AND t.RequestType = 'Article' AND u.Status IN ('Faculty', 'Graduate', 'Graduate - LSU Online') AND t.PriorityShipping='Yes' AND LTRIM(RTRIM(REPLACE(t.ISSN,'-',''))) IN ('00012998','00016160','00016918','00018686','00018716','00021571','00028177','00028223','00028703','00029149','00029297','00029378','00029610','00029629','00033928','00033995','00034266','00034339','00034401','00034487','00034916','00034975','00035017','00035521','00036870','00039365','00039861','00088846','00092797','00092819','00093084','00095907','00098981','00099120', .... on and on

**New Process Type:** Borrowing

**Transaction Status:** Awaiting RD Unmediated Processing

**Rule Description:** LUU: If users have "Yes" in the Transactions.PriorityShipping field AND request has an ISSN listed in the Transactions.ISSN field, then move requests for user status Faculty, Graduate, or Graduate - LSU Online to the "Awaiting RD Unmediated Processing".



## Created new Borrowing queues

Created the following new queues in Borrowing:

Awaiting RD Unmediated Processing

Unmediated Reprints Desk Error - Exceeds  
Unmediated Reprints Desk Error

Later after testing, LSU changed the criteria in the Addon so these 2 queues were not needed:

Unmediated Reprints Desk Error - Exceeds  
Unmediated Reprints Desk Error



## Created Display Statuses

LSU wanted to change the names of two transaction statuses for the patrons to see on the webpage.

“Awaiting RD Unmediated Processing” will display as  
“Routed to Expedited Service”

“Awaiting RAPID Request Sending” will display as  
“Routed to Standard ILL Service”



## Created Display Statuses

Created the following entries in Display Status table:

ID = (leave this blank, it will fill itself in)
NVTGC = LUU
ProcessType = Borrowing
TransactionStatus = Awaiting RAPID Request Sending
WebDisplayStatus = Routed to Standard ILL Service

ID = (leave this blank, it will fill itself in)
NVTGC = LUU
ProcessType = Borrowing
TransactionStatus = Awaiting RD Unmediated Processing
WebDisplayStatus = Routed to Expedited Service





## ISSUES ENCOUNTERED

**Routing Rule table had to be expanded:**

RD Routing Rule must be the **first Borrowing rule**

- LOUIS a consortium of 47 institutions, of which 21 institutions use ILLiad.
- All LOUIS ILLiad sites are on a single shared server with one Customization Manager for all.
- This makes the Routing Rule table very large, with each rule identified by the NVGTC code.



## Issues encountered

In Routing Rule Match String field:

**Syntax changes -**

Single quotes vs. double quotes – using ‘cut and paste’ changes the quotes.

Used Notepad++



## Issues encountered

In Routing Rule Match String field:

The 'TRIM' command provided in ILLiad Reprints Server Add-On doc, was incorrect for us:

```
AND TRIM(REPLACE(t.ISSN,'-','')) IN  
( '03861112', '2451943X', '24523062', '03064549',
```

Finally replaced it:

```
u.NVTGC = 'LUU' AND u.Status = 'Faculty' AND t.PriorityShipping = 'Yes' AND  
t.RequestType = 'Article' AND t.ISSN = '00123692'
```

That worked!

But since we removed the line `AND TRIM(REPLACE(t.ISSN,'-',''))`

We had to remember to enter SSNs without the hyphen, in the Routing Rule Match String field. ... Not ideal!



## Issues encountered

We needed to be able to enter ISSNs with the hyphens.

Finally Support identified the problem.

The TRIM command is new to SQL Server 2017. Older versions of SQL must use a combination of LTRIM and RTRIM as such:

```
... AND LTRIM(RTRIM(REPLACE(t.ISSN,'-', ''))) IN  
( '03064549', '18732100', ...
```

This worked!

Addon documentation has been updated with this information.



## Issues encountered

In Routing Rule Match String field:

- LSU sent a large list of ISSNs to be added to the Match String
- Support confirmed that there is no character limit for this field.
- When pasted in the ISSNs, the field remained blank.
- After many attempts, finally learned that they only became visible once I clicked Save (even though the field looked empty).
- Alerted Atlas Dev Team about this. Addon documentation has been updated.



Not an issue - but time consuming

Once testing was successful –

LSU made several changes to multiple request forms on Testweb, to be moved to the live Production pages.

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## From /illiad/LUU/testweb

- LoanRequest.html
- LoanRequest-Faculty.html
- LoanRequest-Staff.html
- ArticleRequest.html
- AboutILLiad.html
- definitions.html
- GenericRequestCDDVDVideo.html
- GenericRequestCDDVDVideo-Staff.html
- include\_menu.html
- BookChapterRequest.html
- GenericRequestMusicScore-LSU Online.html
- Generic RequestMusicScore-Distance\_Ed.html
- GenericRequestMusicScore.html
- GenericRequestMicroform.html
- Logon.html
- Include\_header.html
- Include\_header\_request.html
- Include\_request\_buttons.html
- Include\_verify.html
- Blocked.html

## From /illiad/LUU/testweb/css


- main.css

## From /illiad/LUU/testweb/css/images

- LSU\_Libraries\_horz\_wht.png
- LSU\_Libraries\_vert\_gry.png
- LSU\_Libraries\_vert\_ppl\_thumb.png

In Partnership with

# LOUISIANA



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