



A Tutorial for Using URSA

Interlibrary Loan Training Manual

**Mediated Mode
2.62**

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Copyright November 2001

Choose "Patron" from the tutorial's "Main Menu"

SEARCHING & SUBMITTING REQUESTS

Guest Mode

Anyone can search Alleycat from the Internet by logging in as "guest". In guest mode, you can perform several searches of the catalog using any terms and any Type of search. However, no requests may be submitted in this mode.

Select "Patron" from the main menu

Click down arrow

Choose "Guest" from the "Select Your Library" dropdown list.

In the "Enter your card number " box

Type `guest`

Click the "Click here!" button



The screenshot shows the "The Anywhere - Anytime Library (Alleycat)" website. On the left is a navigation menu with links: "How to Use", "FAQ", "Libraries", "Cleaning Cache", and "Enabling Java". Below the menu is a button that says "Apply for a LIBRARY CARD Here". The main content area features the Alleycat logo (a cat and a mouse) and the text "A couple of clicks. Millions of picks." Below this, it states "Alleycat is a free service made possible by your local library. It's as easy as 1-2-3..." and lists three steps: 1. Select Your Library (with a dropdown menu), 2. Enter Your Card Number (with an input field), and 3. Start Your Search (with a "Click here!" button). There is also an "Important Notice for Window XP or IE6 Users" section.

At the Patron Main Menu

Click

Searching and Requesting

Search Menu

Search Menu

Term:

Books and other media:

Title Author
 Subject ISBN

Search Strategy:

Begin Searching

Journals:

Journal Title
 ISSN

Search Strategy:

Begin Searching

In the **Term** field

Type the Three Stooges

Click "Begin Searching"

Review Search Results

Click on the title

Review the information about the title

Click "Quit" (located on the yellow frame)

Patron Mode

Note: Some mediated libraries may not be able to authenticate patrons. If this is the case then all requests will need to be done in staff mode.

In patron mode you can search and request items. To log in choose a library and enter your patron barcode.

Select a Library from the "Select Your Library" dropdown list.

Type a patron barcode number from the left

Click the "Click here!" button

Melville Patron -
222060000141116

Dewey Patron -
22112007501514

At the **Patron Main Menu**

Click

Searching and Requesting

Search Menu

Search Menu

Term:

Books and other media:

Title Author
 Subject ISBN

Search Strategy:

Begin Searching

Journals:

Journal Title
 ISSN

Search Strategy:

Begin Searching

Melville patron -
Mediterranean living

Dewey patron -
A zoo in my luggage

In the **Term** field

Type the title of the book

Click "**Begin Searching**"

Review Search Results

Click on one of the titles

Choose library for item availability

[Note: For the tutorial leave the library that is showing].

Click "**Show Availability**"

Availability

Click on "**Request**" to initiate a request for the item.

Melville patron name =
Alfred Hitchcock

Dewey patron name =
Sherlock Holmes

Pickup locations:

Melville patron select-
Grisham Branch

Dewey patron selects -
Dickinson Branch

Request Form

The system will issue your request for: **Colors of the mountain / Da Chen.**

This request will be placed for:
Patron Name: **ILL-URSA-01**
Is that your name? Yes No

Pickup Location:

Need by Month: Day:

NOTE: The date you enter is the date that the system will stop trying to obtain the item for you. It is not a guaranteed delivery date. You will be notified when your item arrives.

Some libraries charge for photocopies. Enter the maximum amount you are willing to pay: \$

Notes for Librarian to Review:

NOTE: Entering notes will force your request to be reviewed. This may slightly delay processing your request in some cases.

E-mail address for notification:

Click on "Yes" radio button to confirm patron name.

Select a "Pickup Location" from the dropdown list.

VERIFY the month and day that you would like the item.

[Note: this tutorial does not allow this date to be changed]

Click below the scroll bar to scroll down

Type the patron's e-mail address [optional]

Click "Submit Request"

Request Confirmed

Make note of the request number.

Click "Patron Menu"

Reviewing Patron Requests

Patron requests can be reviewed from the **Patron Menu** screen

Click "Review Your Requests"

Patron requests can be cancelled from the **Patron**

Menu screen by selecting the title link.

Click "A zoo in my Luggage"

Click "Cancel Request"

Confirm that you wish to cancel request

Click "YES – cancel request"

Note the request is now cancelled

Click "Quit" [located on the yellow frame]

STAFF FUNCTIONS

Choose "Staff" from the tutorial's Main Menu

On Alleycat live use the following URL to perform staff functions:

gator.tbhc.org/~ursa/staff_login_frame.html

NOTE: We do NOT recommend using this method for items that are found in Alleycat. It is better to authenticate the patron barcode through patron mode.

Melville staff -
The cat who knew a Cardinal

Dewey staff -
The cat who wasn't there

Melville Staff -

StaffID = melpl
Password = book

Must type logins and passwords in **lower case.**

Dewey Staff -

StaffID = dewpl
Password = book

Use the **tab** key between fields

Click "Submit Input"

STAFF INITIATED REQUESTS

From the **Staff Menu**

Click "Search Virtual Catalog "

In the **Term** field

Type the title of the book

Click "Begin Searching"

Review Search Results

Click below the scroll bar to scroll

Click on one of the titles

Click "**Show Availability**" for library listed

Availability

Click on "**Request**" to initiate a request for the item.

Request Summary

Confirm the basic information:

VERIFY the month and day that the patron would like the item.

Leave the Maximum Cost field blank.

A minimum of four pieces of information is required in order to submit a valid request. They are:

Patron ID -patron's library barcode number

Pickup Location - library to which the borrowed item will be sent

Title - the item's title

Lender - At least one lender is required in the lender string

Patron Information

(Use Tab Key between fields)

Click below the scroll bar to scroll down

Click "**Edit Patron Information**"

Type the patron ID

TAB

Type patron name

TAB

Type the patron's e-mail address [optional] but for the tutorial you must type one in

TAB

Select a "**Pickup Location**" from the dropdown list.

Click "**Save Changes**"

Lender String

[Use this only if you want to change the lender string]

Melville Patron -
Agatha Christie
21667013520169
Grisham Branch

Dewey Patron -
Sherlock Holmes
2735700001035
Dickinson Branch

Patron name should be entered as it appears in your automation system.

For Melville staff clicks
DEWPL

For Dewey staff clicks
MELPL

Action: To add or subtract the lender
Order: The order in which the lender is contacted
Lender: The library code of each lender
Call No.: The call number of the item at each lender
Union: An indicator that the item was found in a union catalog

Remove a lender from the string:

Click on the "-" sign to remove lender

Adding a lender

We will not use this feature unless we have a "Union Catalog" added to the Anywhere-Anytime Library.

Reorder Lender String

Click below the scroll bar to scroll down

Click "Change Route Sequence"

Click radio button to identify the lender you want to reorder

**Click WDPL radio button
(the new position for lender)**

Click "Save Changes"

Finishing Request

Click below the scroll bar to scroll down

Click "Submit Request"

The Request Editor Results screen displays. The screen shows the request number and indicates that the Initial lender is to be determined based on the order you specified.

Click "Staff Menu"

REVIEWING PROVISIONAL REQUESTS

(Borrowing Library)

Provisional requests are request that your patrons or staff have submitted. Requests are dropped into this file because the patron entered a note in the "Note to the Librarian" field, no lenders where found or they

forgot to select a pickup location. Also, the software can be set to place all patron and/or staff submitted requests to this file.

Note: All libraries are to check this location daily including libraries on a shared system.

Staff Menu under Borrowing

Click “Provisional Requests”

A list of requests that need reviewing appear.

Click on the title link to review the request

Review the request and check for a patron note. The sample request shows a note to the librarian under “Patron Note”. It appears that we need to make sure that the pickup location is NPL (North Public Library)

Click below the scroll bar to scroll down

Click “Edit patron Information”

Click the down arrow on “Pickup Location” until you see “North Public Library”

Click “Save Changes”

Click “Submit Request”

Click “Staff Menu”

Printing the Pick List

(Lending - Mediated Requests)

Requests coming from a borrowing library will appear in your “**Review Incoming Requests**” folder . This folder is checked daily .

[Note: In a **Shared** system, only the “key” library checks this file.]

On the Staff Menu, under Lending

Click “Review Incoming Requests”

Incoming Requests Menu

Decide which order you want your requests

Choose “Call Number”

Decide where you want the "pick list" sent (**Output Destination**) “Browser” is the default option. If you want to use another option contact your Project Manager to have them turned on.

Leave “Browser” as the output option

Decide if you want all requests printed or if, you want to review requests and choose which requests to print.

To view a list of requests

Choose “Browse List of Requests to Print”

A list of titles being requested displays

Click “Select All to Print”

A pick lists for each title being request displays.

You can use the scroll bar to scroll through the requests.

Print the pick lists and pull the books from the shelves at your library. To print, click on the **Print** button in the **web browser** you are using to print the pick list/shipping form. *For best results, print 1-2 requests per page.*

Shared systems: The key library will need to run this list and distribute the requests to the library in the shared system, which has the item. You may wish to do this via email.

Click “Printed Successfully”

For this tutorial locate the supplied printed copy of the pick lists. The final screen shows no items to review.

To exit from the screen

Click “Staff Menu”

Ship Loans

Look on the shelves for the "books" on the pick lists.

Note: If you are a shared system or have multiple locations you may want to copy and paste the request into an email and send it to the branch or library in your system that owns the item.

See the appendix for a sample email with instructions on how to handle the request.

For the exercises below use the pick lists supplied.

If supplying:

Update URSA (Alleycat) [See below: *Supplying Items*]

If not supplying:

Either send the pick list to the next location listed or if you are the only or last library on the list update URSA (Alleycat) [See below: *Not Supplying Items*]

Supplying Items

Before doing this step, apply an Alleycat book label to the front cover of the book. Do not cover the permanent barcode.

Mediated mode requires one piece of information in order to change the status of an item: **Request Number.**

Staff Menu

Click "Ship Loans"

Set to Shipped: Loans screen displays.

Set aside the "Cat" book for a later exercise, ship the other two items first following the steps below:

Type request number in the Request number field

Click "**Submit Input**"

A message displays to confirm the change of status or indicates that an error has occurred and provides instructions on how to proceed. If the procedure is successful, the confirming message also provides shipping instructions for the item.

On the book label, enter request number and pickup location. (The "Route To" displayed on the screen is the pickup location)

Ship book using the correct Alleycat/DLLI shipping label and bag.

Click "OK"

Repeat steps for the other item.

Note: You may wish to checkout the item to the borrowing library on your automation system.

Melville staff use these request numbers:

2054
2026

Dewey staff use these request numbers:

2080
2020

Click “Staff Menu”

NOT SUPPLYING ITEMS

If the lending library is not supplying the item, the library updates the status of the request by completing the **Set to Not Available** screen.

Use the items from the “Pick List” not found on the shelf for this exercise.

From the **Staff Menu**

Click “Set Not Available”

To select which item to set to not available

Click “Requested Title” pull-down menu

Select *The wreck of the Titanic foretold?*

Hit the TAB key until the cursor is in the “Reason” field.

Type the reason the item cannot be supplied in the Reason field

Click “Submit Input”

Results screen displays. This screen confirms the item has been set to “Not Available”.

Click “OK”

Repeat steps for the second title *The gymnastics almanac*

When done with the second title

Click “Staff Menu”

What happens to the request?

The request is sent to next lending library.

If there are no other lenders, then the request is no longer valid and the borrowing library is notified via e-mail. Each library needs to have an email account for ILL for these notifications. It is recommended that

For this tutorial you **MUST** supply a reason, if you do not you will get an error message. It is always good practice to let the patron and borrowing library know why you are not supplying.

	library staff notify the patron that the request was not successful.
--	----------------------------------------------------------------------

Use the books found on the CD to perform this exercise.

Melville Staff:

2080
2020

Dewey Staff:

2054
2026

RECEIVING ITEMS (Borrowing Library)

Receive the items from the lending library.

Staff Menu

Click "Receive Loans"

In the first box labeled Request Number/Barcode

Type the request Number

Click "Submit Input."

Note the patron information and pickup location

Click "OK" to proceed with additional items

When all items are received

Click "Staff Menu"

You may wish to create a temporary record and put the item on hold for your patron. This way you can check it out and keep track of the item through your automation system.

Place items on hold shelf for patron pickup.

Melville Staff:
2080
2020

Dewey Staff:

2054
2026

Melville Staff:
2054
2026

Dewey Staff:
2080
2020

RETURNING ITEMS (Borrowing Library)

Identify Alleycat items by the Alleycat item label.

Forward item to staff that handles the Alleycat borrowed materials. If your library creates a temporary record in on your automation system then check it in and delete the temporary record.

ILL staff in URSA software on the **Staff Menu**

Click “Return Loans”

Set to Returned screen displays

Type request number

Click “Submit”

Item record status is updated to RETURNED.

Click “OK“

Proceed with additional items when finished

Click “Staff Menu “

Ship book using Alleycat shipping label.

COMPLETED REQUESTS (Lending Library)

When the borrowed item is returned to lending library:

Staff Menu

Click “Complete Loans “

Type request number

Click “Submit Input”

To proceed with additional items

Click “OK “

When all items are set to **Complete** status

Click “Staff Menu “

Note: If you have checked out the item on your automation system to the borrowing library please be sure and check it in.

REQUEST INQUIRY

This section provides a method for staff to inquire about the status of a request, review unfilled requests, cancel requests or recall loaned items.

From **Staff Menu**

Click **“Request Inquiry”**

Request Inquiry screen displays.

Fill out one or multiple fields to locate a request. Note that the first three fields are in italics. If using one of these fields you do not need to specify a status. All others you must supply a status.

Search by Request Number

In the request number field

Type **Request Number**

Click **“OK”**

The **Item Details** screen will appear. Review the information about the request. Note the STATUS field to see the history:

Click the scroll bar to scroll down

Click **“OK”**

Search by Status

Locate the “Status” field

Click **down arrow**

Click **Pending**

Click **2nd radio button “Requests made by your library’s patrons”**

Click **“OK”**

The Request Display screen appears

Click **request # 11107**

Click **“OK”**

Use the following request numbers to view information about the request:

2020

2026

2054

2080

Review the information about the request.
Note the “**Cancel**” button. **Do not cancel the request.**
To leave this screen without canceling:

Click “**OK**”

Note: the following cannot be done on the tutorial.

Canceling a Patron’s Request

A request can only be cancelled if it is in
“**PENDING**” status. A cancel button will appear
below the “**OK**” button on the **Item Details**
screen.

“**CANCEL**” will *cancel* the patron’s request.

Search by the "Any" Status:

Locate the “Status” field

Click **down arrow**

Click **Any**

Click **2nd radio button** “**Requests made by your library’s patrons**”

Click “**OK**”

Request Display screen appears

This view shows all requests regardless of status that the borrowing library's patron has made. Highlighting any one request and clicking "OK" will take you to the **Item Details** Screen which shows the request number, bibliographic information, patron id and status history for the item.

Click “**OK**”

Click "**Staff Menu**"

Click the “Main Menu” button in the lower left corner of the tutorial screen, proceed to the "What If.." section or repeat any section you like.

Melville:
The cat who wasn't there
2066

Dewey:
The cat who knew a Cardinal
2039

WHAT IF...

Cannot Ship

Remember that mediated mode requires two pieces of information in order to ship an item: **Barcode and Request Number**.

Cat Tree Menu

Roll your mouse across the branches of the tree and you will see objects appear

Click "Cannot Ship" cat

Set to Shipped: Loans screen displays.

Using the "Cat" book you set aside in a previous exercise, ship the item following the steps below:

Type request number in the Request number field

Click "Submit Input"

An error message displays indicating that an error has occurred.

Read the information in the window that displays

Click "Feedback"

USING FEEDBACK

Use the **Feedback** button located on the yellow panel to submit:

- Suggestions
- Questions
- Problems

Melville:

The cat who wasn't there
63395112

Dewey:

The cat who knew a Cardinal
10054996

Verify your information in the first part of the form.
Check off the intent of the feedback.

Note: you cannot submit a Suggestion/Question and a Problem using the same feedback form.

Click "Problem" radio button

Click on the hyperlink word "Problem"

Type the title of book

Use TAB key between fields

Permanent Barcode:

Type the permanent Barcode

Current Status:

Click "Pending" radio button

Error Message:

Type Cannot find request number

Click below the scroll bar to scroll down

Operation Attempted:

Click "Ship" radio button

Problem Frequency:

Click frequency choice

Problem Severity Level:

Click a choice for severity level

Click below the scroll bar to scroll down

Problem Description:

Type a description of the problem

Click "Send Feedback Report"

The feedback will go to TBLC and we will answer you or
epixtech will contact you depending on the issue.

Click "Quit" (located on the yellow frame)

Melville Staff:
2080
2020

Dewey Staff:
2054
2026

Melville Staff:
2054
2026

Dewey Staff:
2080
2020

RECEIVING ERROR

Click “Cannot receive item” cat

In the first box labeled Request Number/Barcode

Type the request Number

Click “Submit Input.”

ERROR: *Cannot receive item. Status remains PEN.*

Read the box below the message to understand what the error message means and how to handle the issue.

To try another "What If.." click the "**What If Menu**" button.

COMPLETED Error

Click “Cannot Complete“ cat

Type request number

Click “Submit Input”

To proceed with additional items

Click “OK “

Read the box below the message to understand what the error message means and how to handle the issue.

To try another "What If.." click the "**What If Menu**" button.

Searching Request Inquiry

Click "Search Request Inquiry" cat

ERROR: Can't find the request in REQUEST INQUIRY and I know it exist.

Search Request Inquiry by Title

Click "**Search Inquiry**" cat

Type Cat title
[type it exactly as it appears at the left]

Click down arrow on "**Status**"

Select "Pending"

Leave the radio button highlighted that reads
"**Requests made to your library**"

Click "**OK**"

Request Display screen appears with message "**Search Terms not found**".

Click "**OK**"

Type Cat title
[type it exactly as it appears at the left]

ENTER

Click down arrow on "**Status**"

Select "Pending"

Leave the radio button highlighted that reads
"**Requests made to your library**"

Click "**OK**"

Item Detail screen appears

Read the information provide about what to look for on this screen.

Melville:
Cat who knew a Cardinal

Dewey:
Cat who wasn't there

Melville:
The cat who knew a cardinal

Dewey:
The cat who wasn't there

Click “OK”

To try another "What If.." select an error message

To return to the start of the tutorial select **“Main Menu”**

To quit the tutorial click the **“Quit”** button in the lower right hand corner

This concludes the tutorial. You may repeat any sections you like.

Frequently Asked Questions

What is the URL for patrons?

<http://alleycat.tbtc.org>

What is the URL for staff?

http://gator.tbtc.org/~ursa/staff_login_frame.html

What does the word Alleycat stand for?

Anywhere-Anytime Library Electronic Catalog

The cat that appears on all the screens in the upper left corners, what is its real name?

Chloe, Diane Solomon's (Director of TBLC) 3-legged cat who past away shortly after Alleycat was turned on May 30, 2000.

How does the Anywhere-Anytime Library work?

- You log into Alleycat using your library barcode number and select the name of the library you most often frequent.
- Use the Search screen to locate the book you want to request.
- Click the Request button, verify your name, and enter your e-mail address (optional).

What can be requested through the Anywhere -Anytime Library?

- Any item that the lending library is willing to lend.
- Items that are currently unavailable at your library, e.g. charged out, lost, missing, at the bindery, etc.

What cannot be requested through the Anywhere-Anytime Library?

- Items currently available at your library.
- Journals, magazines, newspapers, and other serials.
- Photocopies of journal articles, conference proceedings, etc.
- Reference books, microfilm and other non-circulating material.

Why are items listed that cannot be requested?

Since the libraries in the Tampa Bay area participate in reciprocal borrowing, Alleycat was designed to create a virtual union catalog of all library catalogs in the area. This gives you the opportunity to see what is available at the libraries. You then have the option of going directly to the library and checking out or using the material there instead of requesting them to be delivered to your local library.

When will the book arrive from the Anywhere-Anytime Library?

If the item is available for lending, delivery to your pickup location is usually within 3-4 days after placing the request. Please use "Review your Request" option on the Patron Main Menu to track your request.

What is the minimum loan period for Anywhere-Anytime Library books?

Patrons will be able to keep the book for 21 days.

Who is eligible to request items from the Anywhere-Anytime Library?

Items can be requested by any library patron with a current library card from one of the participating libraries. If the card is expired, they will be blocked from authenticating.

How can I get material not owned by any of the participating libraries of the Anywhere-Anytime Library?

Use the Interlibrary Loan Request Form found at your library's website or the Alleycat site to submit a request to acquire other material.

What hours is the Anywhere-Anytime Library available?

It is available 24 hours a day, 7 days a week except during scheduled maintenance.

What is a search strategy?

The search strategy is the library catalog(s) that you wish to search. A drop-down box is provided that allows you to choose to search only one catalog, a group of catalogs or all catalogs.

How does the Alleycat perform a search?

All searching is by keyword, except for ISBN. Right truncation is permitted. It ignores the initial article and punctuation.

What kind of search did it do when I hit the enter key?

If you hit the enter key instead of clicking on "begin search", it will do a books search.

How are the search results sorted?

If there is more than one record for an item, it is merged into one (de-duped) based on ISBN, LCCN, and OCLC respectively. The search returns the results alphabetically by title (excluding articles "A", "An" and "The").

How are the search results displayed?

- If searching only one catalog, the *Availability Screen* will display.
- If doing a combined search of all catalogs and if only one of the libraries owns the item the *Availability Screen* will display.
- If more than one library owns the item, the *Details Screen* will display first and you can then ask for each individual *Availability Screen*.
- 30 results at a time are displayed on each page. Each page is in alphabetical order

Can serials be viewed and requested?

Serials are displayed so that "books in a series" can be searched (World Almanac, Information Please). These can be found under a monograph/book search.

Journal titles (Business Week) can be found under journal search. The TBLC Union Catalog of Serials will be accessible shortly.

Some journals will be retrieved in a book search due to the fact that libraries without a serials module placed a short monograph bibliographic record in their automation system.

Where does the shelf status message come from?

The item's shelf status message is pulled from the owning library's automation system.

Why don't I see shelf status for some items?

If the information about the item is in all capital letters, this item is on order.

Can items be blocked from requests?

Yes, such items as Reference books, items marked non-circulating, or "local request only" can be blocked from requesting.

Will an item come from the library under which the request is placed?

The request will be processed through the lending string and will be filled by one of the libraries in the string, not necessarily the library whose holdings were being viewed.

What is URSA? epixtech?

URSA – Universal Resource Sharing Application – the software behind Alleycat
epixtech – automation systems developer that owns URSA and Dynix

Where is the Alleycat server housed?

Tampa Bay Library Consortium

What is the difference between mediated and unmediated?

Staff must review mediated requests before a hold is placed.

Unmediated requests will be processed through the library's automation system. Holds will be placed within the system and items to be pulled will show up on the library's "to be pulled" list each day.

How long will unmediated requests be held at a library before being passed to the next one in the lending string?

Each library can determine the length of time it remains at that library before they are passed on to the next library. The settings range between 3 days for a single site to 10 days for a large multi-branch system.

What other staff have been trained?

ILL staff is being trained separately in the use of the system as it pertains to ILL. They will be the ones to handle the mediated requests once your library goes unmediated.

What does public services staff need to know?

How to search the catalog, place requests, and review request status. Additional duties may be assigned by participating library directors/supervisors.

When will this be available for patrons to use?

It is available now for participating libraries. If your library is just getting setup on Alleycat, your start will be announced.

Can a patron be authenticated at one library and pick up the book at another? For example: enter the Alleycat as a Pinellas Park Public Library patron and request to pick the book up at Dunedin

No – the authentication process assures that the patron is a registered borrower at the participating library. However, if the patron belongs to a shared system such as SPIN and that system has elected to allow the patron to pickup at location within the shared system then authenticating at one library and picking up at another library within the shared system is allowed.

Will there be patron screens explaining the status messages (i.e., Pending) as well as who the libraries are (SUNLINE)?

Yes – help screens are available on the Alleycat website.

How many times a day will we need to check for a pick list for Alleycat?

The pick list should be checked once a day – every day that the library is open. Libraries may elect to check the list more than once a day.

How long will patron requests remain on the Alleycat server?

Requests with a status of completed, expired or not available are archived every 60 days

Have you been in contact with any other systems that are using this software?

Yes – There are a number of libraries around the county using this software such as North Bay in the San Francisco area and the State of Maryland.

How have the other library systems been affected?

Circulation has increased!

ILL processing does not take as much staff time in the unmediated mode because items to be pulled show up on the library's automation daily holds list which is run as part of circulation's daily routine. Only the mediated requests need extra staff attention.

Are there plans to use OCLC as an option for ILL?

epixtech is working on a module that will make OCLC the "lender of last resort." This will be added to Alleycat early in 2002.

What do the error messages mean?

Catalog returned error

The Z39.50 server returned an error to us. Reasons why may vary widely.

Suggestion: Please contact Lauren Stokes at TBLC

Configuration missing

There is no entry for this catalog in our configuration.

Suggestion: Please contact Lauren Stokes at TBLC

.

Connection closed

For some reason, the Z39.50 server just "hung up" on us, leaving us listening to an Internet equivalent of a dial tone.

Suggestion: Please try the search again.

Connection timeout

We were unable to connect and have the Initial dialog with the server within a certain time (30 secs.).

Suggestion: Please try the search again or change the search strategy to only include the library that timed-out.

Connection refused

Usually means there is no program running on the server to accept connections on that port. In other words, either we have the wrong port configured, or the server is not running, or the IP is wrong.

Suggestion: Please contact Lauren Stokes at TBLC

Search time out

The server connected, search terms were sent, but we did not get search results before the timeout was exceeded (5 secs.).

Suggestion: Please try the search again or change the search strategy to only include the library that timed-out.

Questions about the Anywhere-Anytime Library?

- E-mail your questions to: alleycat@tblc.org
- Phone Lauren Stokes: (813) 622-8252 X223

IV. STATUS CODES

See Appendix C -Status Codes for URSA

Useful Links:

Search the Anywhere-Anytime Library at: <http://alleycat.tblc.org>

Keep up to date with the Anywhere-Anytime Library project at: <http://tblc.org/aal>

Join the following list serves to keep up to date: Go to <http://lists.tblc.org> to join them.

National List serve: URSA_TALK@tblc.org

Anywhere-Anytime staff and interested persons: aal-talk@tblc.org