



# NILDE

Network Inter-Library Document Exchange

## Librarian User Manual

2021

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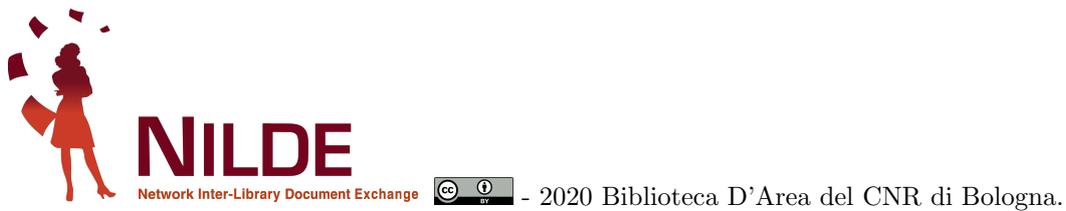
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## Abstract

This manual is expressly dedicated to the librarians whose libraries adopt the NILDE software.



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## 1 What's NILDE?

**NILDE (Network for Inter-Library Document Exchange)** is a web-based software for inter-library document delivery. Over time, a network of libraries has formed (NILDE Community) willing to share their bibliographic resources in a spirit of collaboration, in order to provide their users with a quality document retrieval service using NILDE software.

**Within the NILDE community, libraries exchange documents almost always free of charge, in compliance with copyright law and licensing agreements with publishers.**

To date, the NILDE Network includes about 900 libraries belonging to different countries, institutions and disciplines, with almost 70,000 users, including researchers, teachers, students, professionals and ordinary citizens.

The flagship website for the NILDE community of libraries and users is:  
<https://nildeworld.bo.cnr.it/>

## 2 LIBRARY REGISTRATION

The library registration, necessary for librarians to manage the document delivery service, begins by clicking on **Register your Library** to NILDE.

The registration procedure consists of **six steps**:

1. Select a username (at least 5 characters) and a password (at least 8 characters);

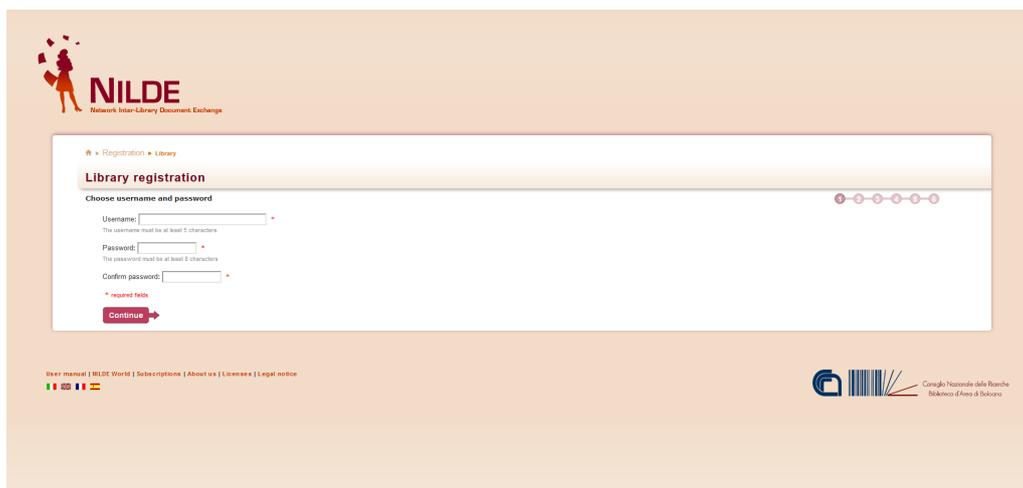


Figure 1: Registration: credentials selection.

2. provide information about the library;

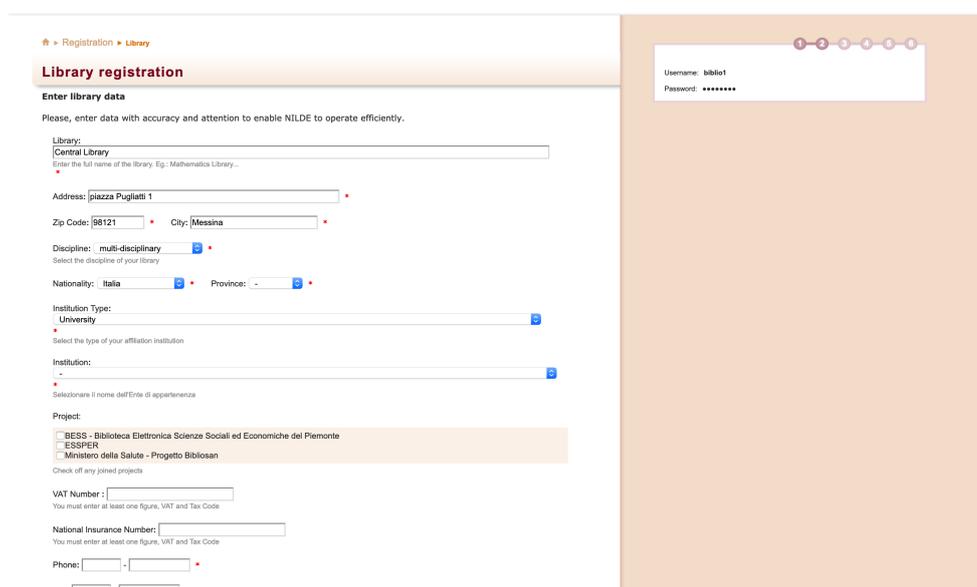


Figure 2: Registration: library data.

- import national catalogs codes (ACNP, SBN, REBIUN). You should also select the participation in MAI and provide your opac address;

The screenshot shows the 'Library registration' form. The main section is titled 'Enter your catalog data' and includes instructions: 'Select the catalogs that you belong to and enter the concerning codes and information. Please, enter data with accuracy and attention to enable NILDE to operate efficiently.' There are four sections for catalog codes, each with a checkbox and a text input field:
 

- Library's OPAC:** Includes a checkbox, an OPAC URL input field, and a MAI (Yes/No) dropdown.
- ACNP:** Includes a checkbox and an ACNP code input field.
- SBN:** Includes a checkbox, an ICCU/SBN code input field, and an SBN pole code input field.
- REBIUN:** Includes a checkbox and a REBIUN code input field.

 A 'required fields' legend is present. At the bottom are 'Back' and 'Continue' buttons. On the right, a sidebar shows a progress indicator (steps 1-5) and a summary of the entered data:
 

- Username: bibliot
- Password: \*\*\*\*\*
- Library: Central Library
- Discipline: multi-disciplinary
- Institution: Università di MESSINA
- Address: piazza Pugliatti 1
- Zip Code: 98121
- City: Messina
- Nationality: Italia
- Province: ME
- VAT Number: ---
- National Insurance Number: ---
- Phone: 090-476
- Web site: http://www.unime.it

Figure 3: Registration: catalogs codes.

- Provide information about the service offered by the library: supplement details about the responsible of ILL service, any cost per article due by the users, any cost per article due by the libraries at the end of the year in the event of a large difference in the number of delivered and received articles, the imbalance threshold that is the maximum difference in the number of provided and received articles, beyond which a refund will be asked (please see *NILDE Regulation* for additional details);

The screenshot shows the 'Library registration' form for service data. The main section is titled 'Enter data on your service' and includes instructions: 'Specify the service modalities and give particulars of its referents.' It contains several input fields:
 

- Inter-library Loan Service (ILL):** Includes a checkbox, a responsible person input field, an ILL service e-mail address input field, and an ILL service telephone input field.
- Modes of service to my customers:** Includes an ILL cost for Users input field.
- Modes of service to the NILDE libraries:** Includes an ILL cost for NILDE libraries input field and an Imbalance threshold input field.

 A warning message states: 'Warning! Insert the ILL cost per article and the imbalance threshold that will determine whether the enforceability of repayments at the end of the year, pursuant to clause 3.5 of NILDE Rules and Regulations. The values of the "ILL cost for NILDE libraries" and "Imbalance threshold" field added now will be valid for a year.' Below this is a 'Supply conditions' text area. At the bottom, there is a 'Privacy policy' section with 'agree' and 'don't agree' radio buttons, and a note about the inclusion of the library in the list spread via network at the address <https://nildeworld.bo.cnr.it/en/content/libraries> as expected by NILDE's rules and regulations. On the right, a sidebar shows a progress indicator (steps 1-5) and a summary of the entered data:
 

- Username: bibliot
- Password: \*\*\*\*\*
- Library: Central Library
- Discipline: multi-disciplinary
- Institution: Università di MESSINA
- Address: piazza Pugliatti 1
- Zip Code: 98121
- City: Messina
- Nationality: Italia
- Province: ME
- VAT Number: ---
- National Insurance Number: ---
- Phone: 090-476
- Web site: http://www.unime.it

 A 'Catalogs' section is also visible:
 

- OPAC: antonello.unime.it
- MAI: Yes

Figure 4: Registration: DD service data.

5. Accept NILDE service conditions;

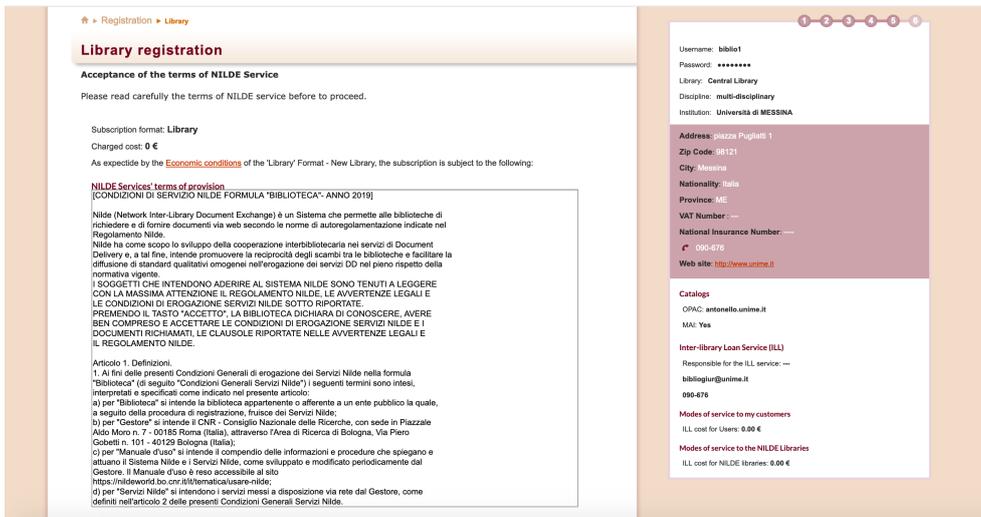


Figure 5: Registration: accepting service conditions.

6. Revise the summary of the included information, after creating the library account.

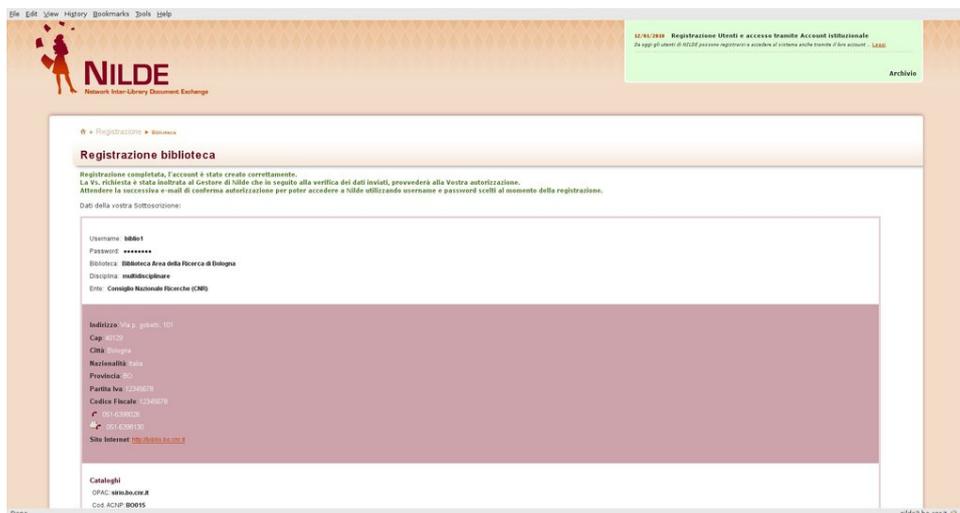


Figure 6: Registration: full subscription data.

After registration, it is possible to login how shown in chapter 3 - Library Login. Subscription must be renewed every year how described in the following paragraph 2.1 - Annual renewal of registration/subscription.

## 2.1 Annual renewal of registration/subscription

Libraries must renew subscription to the service every year.

Renewal can be done through library account and should be done using the link that announces the opening of subscription time.

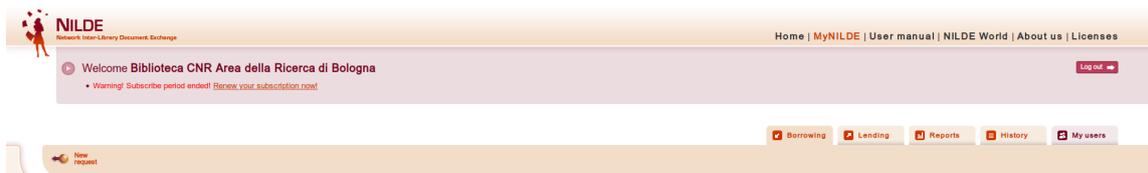


Figure 7: Renewal of registration/subscription.

During the subscription process, it is possible to modify the DD service rules saved in the system. The cost per article due by the libraries and the imbalance threshold can be modified only during this process.

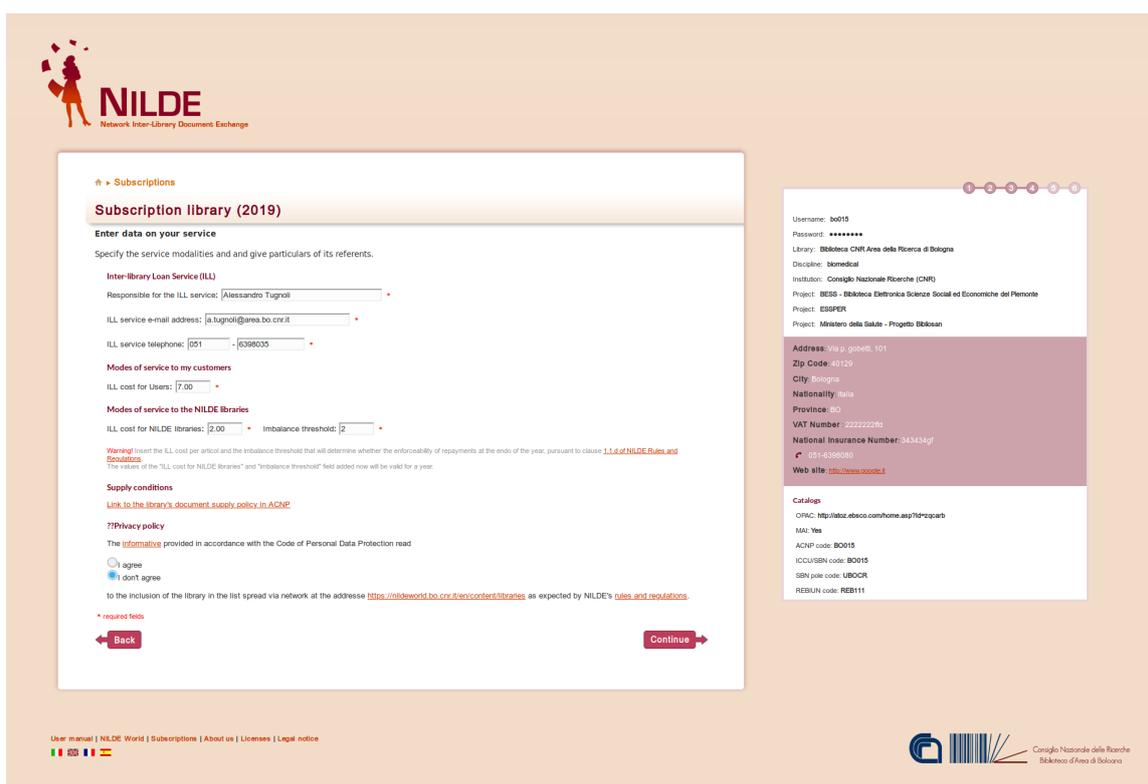


Figure 8: Subscription data confirmation.

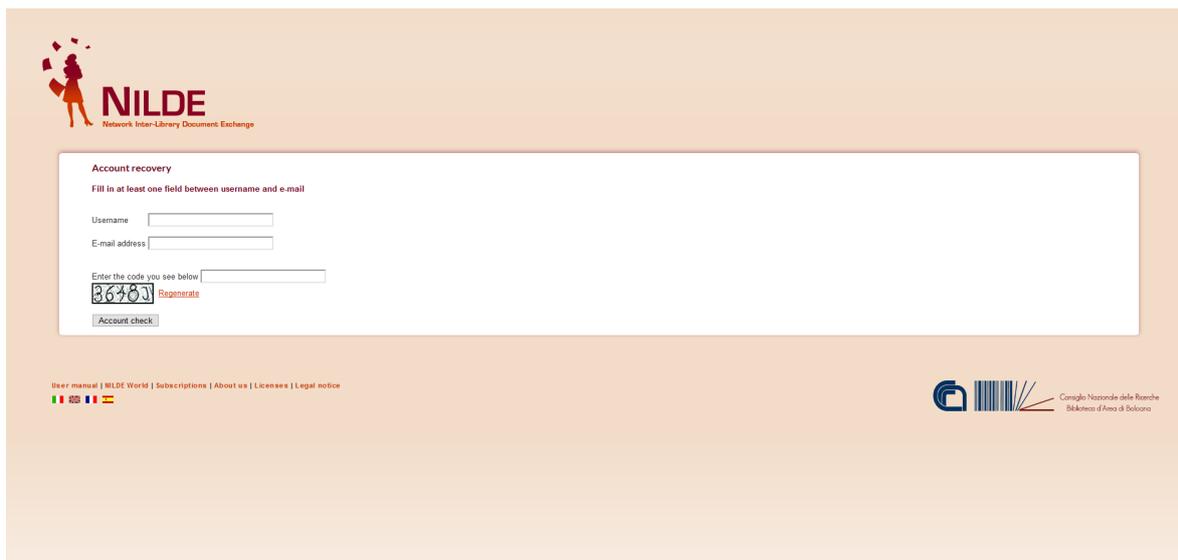
To login go to chapter 3 - Library Login.

## 3 LIBRARY LOGIN

Using Login Area in NILDE homepage will allow both users and libraries to enter the system. People that are already registered can directly enter username and password and click on **Login**. From the same page, you can also access the Library Registration or the Account Recovery, if the credentials have been forgotten.

### 3.1 Account Recovery

NILDE has a recovery system you can access clicking on **I can't remember my login data!**. You will be asked to enter your username, email and check code.

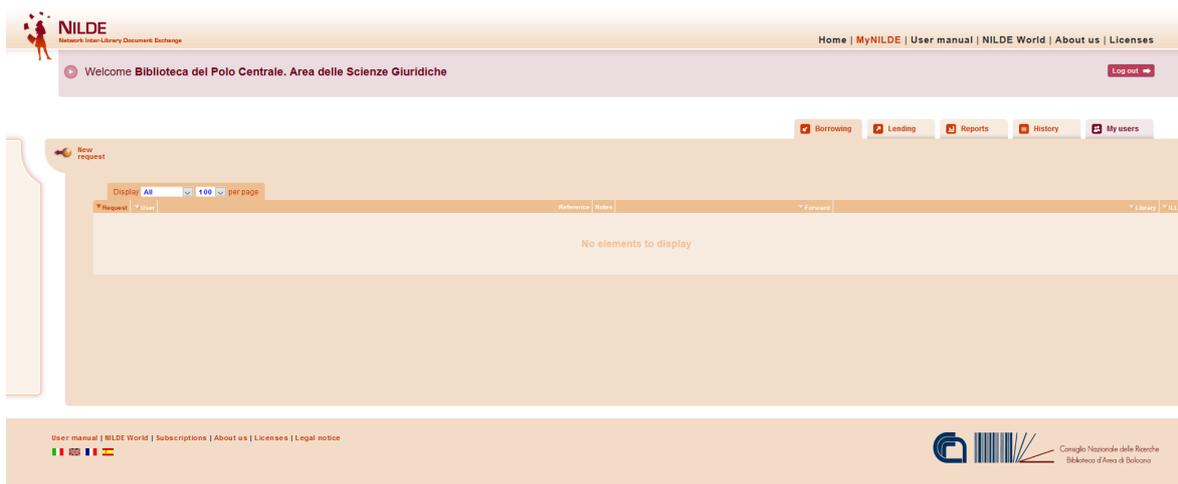


**Figure 9:** Account recovery.

The system sends to the user an email containing a link, clicking on it you open a screen from which you activate the new credentials; at this point you receive a second email with the same credentials to confirm that the procedure was successful. Once you login, you access the Welcome page.

## 4 WELCOME LIBRARY AND INFORMATION EDIT

After logging in, you see the Borrowing panel of MyNILDE, which is divided in two sections: the one above is a wisteria-coloured horizontal banner containing a welcome message. Once opened, it will display information about the library and tools to edit them. The panel below contains the Borrowing, the Lending, the Statistics, the History and the My Users tabs.



**Figure 10:** Welcome library.

After clicking on the button  in the panel above, a window will open, containing three boxes:

- My account: it reports library information, the username and the password;
- My catalogs: in this box the library indicates its opac address; moreover, by checking the relevant box and filling in all required fields, the library displays any existing membership to national catalogs (ACNP, SBN, MAI). Any membership to other catalogs different from those mentioned above (ACNP, SBN, MAI) should be communicated to nilde-tech@area.bo.cnr.it. NILDE reserves the decision to include information about them.
- My service: in this box the library indicates the names of its representatives, the modes of service offered to individual users and to the other libraries. In addition, through this box the library informs users about service suspension and the number of days notice.

Each of the section mentioned above is editable, simply clicking on the **Edit**.

Only the modes of service offered to the other libraries associated to NILDE cannot be changed.

The cost per delivered paper and the imbalance threshold can be modified only when subscription is renewed.

The screenshot shows the NILDE Myaccount interface for the Biblioteca del Polo Centrale, Area delle Scienze Giuridiche. The page is divided into three main sections, each with an 'Edit' button:

- My account:** Displays user details including Username: biblogurmessina, Password: [redacted], Library: Biblioteca del Polo Centrale, Area delle Scienze Giuridiche, Disciplines: economical and legal, and Institution: Università di MESSINA. It also shows address, zip code, city, nationality, province, national insurance number, phone numbers, and web site.
- My service:** Shows service details for individual users and libraries. It includes contact information for the responsible person (Angelo Bottari, Lotiana Maimone Ansaldo Patti, Pina Tuttocore) and details about modes of service to customers and libraries, including ILL cost, license registration, and imbalance threshold.
- My catalogs:** Lists OPLC (http://antoniello.unime.it), SBN (Yes Active link), and ACNP code (ME907 Active link).

Figure 11: Myaccount 1.

**My account**

Username: **biblogiurimessina**

Password:

Confirm password:

Library: **Biblioteca del Polo Centrale. Area delle Sc** \*

Discipline: **economical and legal** ▼ \*

Institution: **Università di MESSINA**

---

Address: **Piazza pugliatti, 1** \*

Zip Code: **98122** \*

City: **Messina** \*

Nationality: **ITA**

Province: **ME** ▼ \*

VAT Number:

National Insurance Number: **8000470837**

Phone: **090** - **6768485** \*

Fax: **000** - **0000000** \*

Web site: **http://antonello.unime.it** \*

\* required fields

Figure 12: Myaccount 2.

**My catalogs**

library's OPAC

OPAC: **http://antonello.unime.it** \*

Enter the OPAC's URL eg.: <http://www.biblioteca.it/opac>

MAI: No  Yes

Indicate whether the library is active in MAI

---

ACNP

ACNP code: **ME007** [Active link](#)

---

SBN

ICCU/SBN code:  \*

SBN pole code:  \*

---

REBIUN

REBIUN code:  \*

\* required fields

Figure 13: Link to library catalogs.

## 5 BORROWING

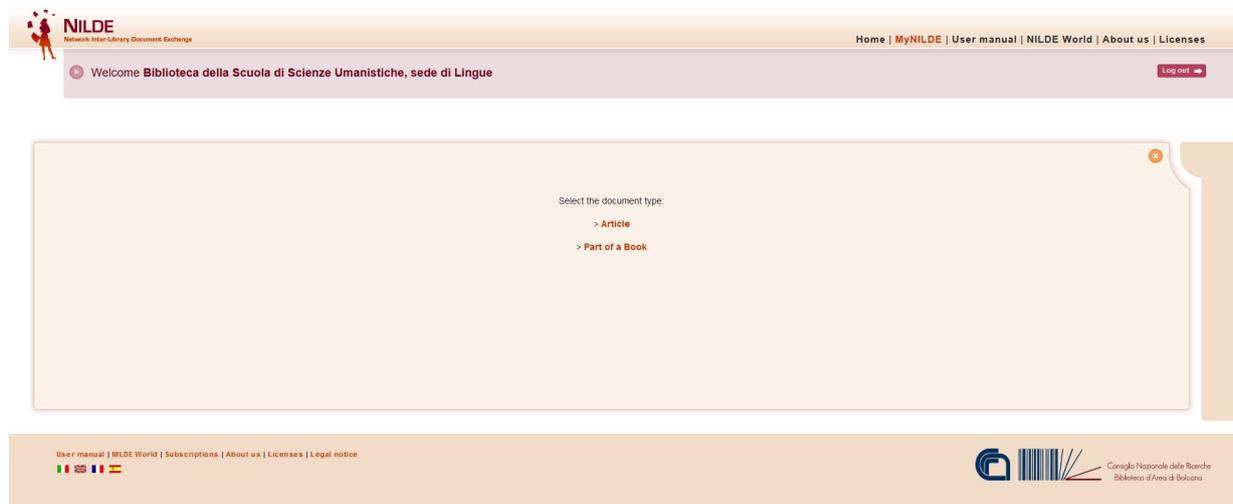
### 5.1 Manual entry of a request

To manually enter a new borrowing request, click on **New Request** at the top left of the tab Borrowing.



**Figure 14:** Example of empty borrowing display.

Select the type of resource you are looking for by either choosing article or part of a book.



**Figure 15:** Document type selection.

A form will open containing different fields, depending on whether it is an article or a part of a book:

**Figure 16:** Article references/bibliographic data.

**Figure 17:** book chapter references/bibliographic data.

Fill out the form with all the possible data concerning the bibliographic resource and click **Continue**; then proceed onto request management.

## 5.2 Request management

In the borrowing tab, requests in progress are displayed. The list of requests is subdivided into three sections.



Figure 18: Borrowing requests.

The first section starting from the left, made up of two columns, contains the information of user requests: date and ID of the user request and the name of the user. The second section, composed of the third column, contains information on the bibliographic reference. The third, composed of the last three columns, contains information regarding the forwarding of the request to the supplying library: date and ID of the forwarding, the name of the library to which the request is sent, and the status of the operation. The request is color-coded based on the status: white represents a new request received, orange represents a request on hold, green represents a fulfilled request from the supplying library, and red represents an unfulfilled request.



Click on the icon to create "Notes for internal use" which will be visible from your account. Notes can serve as a way to pass information between you and your colleagues.

Once the note is saved, it will always be viewable from your account and can be accessed by clicking on



the note icon .

Notes are connected to separate requests. Another note could be created in the case of resubmitting a request.

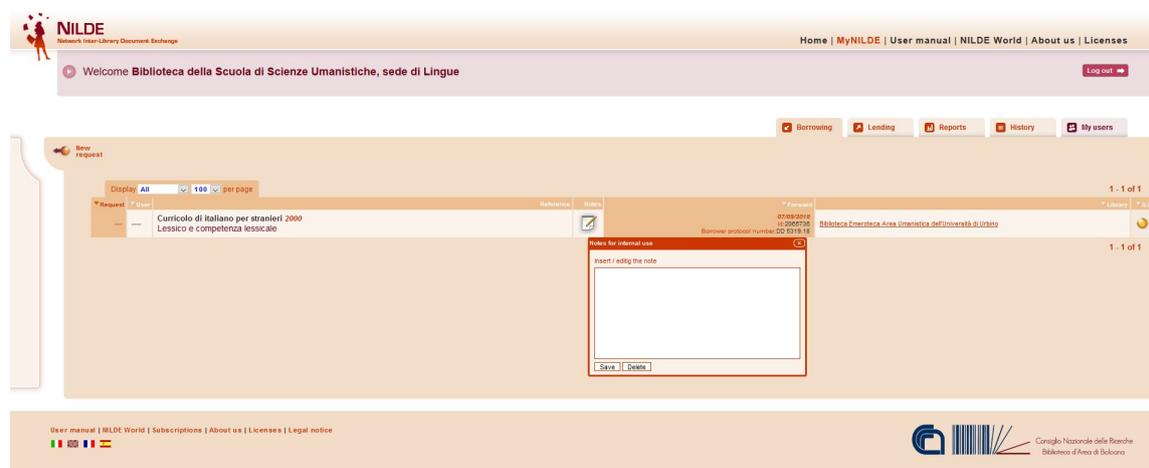


Figure 19: Note for internal use.

To manually enter a new request, go to 5.1 - Manual entry of a request.

**Managing a borrowing request requires four different phases:** checking the bibliographic reference and contacting the requesting user, the identification of the journal or the book requested, searching for the supplying library, and the selection of the supplying library and forwarding the request.

## 1. checking the bibliographic reference

By clicking on a request from the Borrowing tab, a window will open where you could add or edit bibliographical information; at the top of the page there is the information about the user and the date and ID of the request.

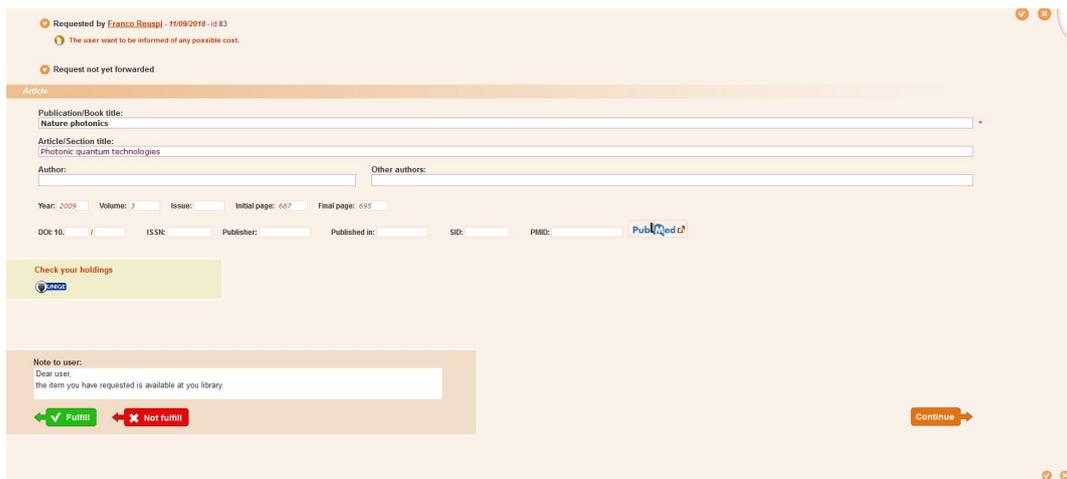
Figure 20: Holdings check.

The two buttons  (save the request and close)  (close the request panel) that appear on the top and bottom right-hand side of the page allow you to save any changes you have made or to close the request without saving. If you have the PMID identifier, you can enter it in the

PMID field and click on the button  : NILDE will automatically import the bibliographic reference data from PUBMED.

If the library has configured its own Link resolver in NILDE (see Configuring NILDE as SFX source), the button **Check your holdings** will appear, allowing you to directly check through the Link resolver of the library if the document requested was already present in the resource catalog.

If you notice that the document is present in your library (paper version) or if it is a part of the electronic resources of your library, you can directly fulfill the request for the user by clicking on the button **Fulfill** and sending an explanatory note to the user.



**Figure 21:** Directly fulfilled from own holdings.

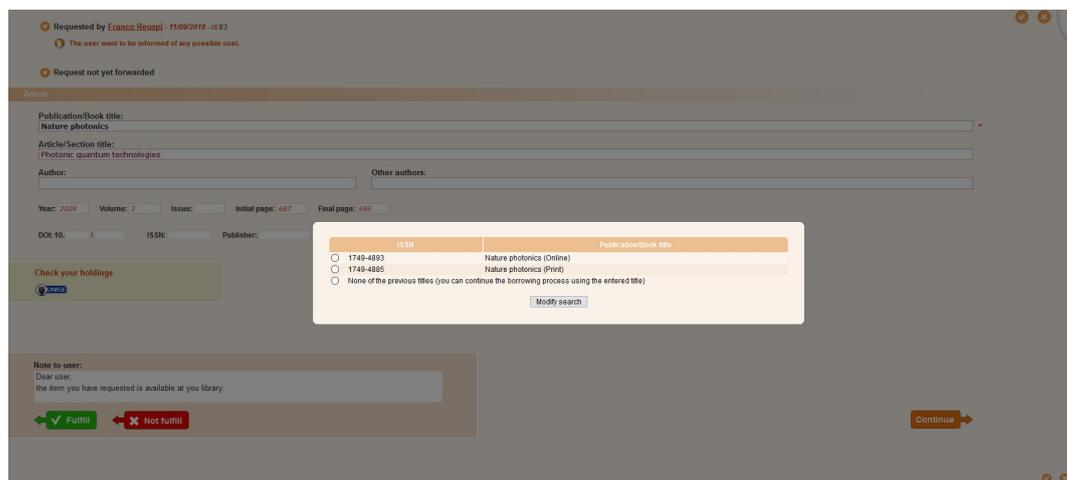
A directly fulfilled request (or unfulfilled) identifies in NILDE the requests inserted by users that can be completed (or not) without the need to submit them to another library.

## 2. Identification of the journal/publication or of the book

By clicking Continue, NILDE automatically searches for the ISSN (for an article of a journal) or the ISBN (for a part of a book).

In the first case NILDE, through ACNP query for ISSN (if already present) or through the title words of the journal (also abbreviated words), returns a list of standardized titles with the respective ISSNs: at this point you will have to search for the correct journal and select it.

The request is now overwritten with the standardized magazine title (according to the version of ACNP) and the ISSN is added to the request (if it was not present before).



**Figure 22:** Identification of document to be requested.

If instead you are looking for a part of a book, the same research will be automatically completed by NILDE on SBN, and you will have to search for the right book in the list of results with the corresponding ISBN (if present in the catalog).

After choosing the right document (a journal with the relative ISSN or book with ISBN) NILDE opens a new window, where many tabs will appear, one for each catalog connected to NILDE. You

could explore every one (MAI, ITALE, REBIUN) to find the library which owns the document you are looking for. The last three tabs: OTHERS, ALL and OUTSIDE NILDE are always present.

Requested by Franco Reusgi - 11/09/2018 - id:83  
The user want to be informed of any possible cost.  
Request not yet forwarded

Article  
Publication/Book title: Nature photonics (Print)  
Article/Section title: Photonic quantum technologies  
Year: 2009, Volume: 3, Initial page: 697, Final page: 699  
ISSN: 1749-4885

Please choose the library  
ACNP  SBN  MAI  ITALE  REBIUN  Others  All  Outside NILDE

Libraries in ACNP  
When you selected the ACNP catalog, NILDE makes a query on ACNP by ISSN (if any) or otherwise by words in the title and year  
Link to the catalog

Display 100 per page and filters for words in library name / ACNP code / ICCUSBN code Search Hide consortium 1 - 80 of 80

	Library	ACNP	Rank
<input type="radio"/>	P0101 - Biblioteca Istituto Zooprofilattico Sperimentale dell'Umbria e delle Marche "Tozo Rosati" - Perugia	P0101	-26
<input type="radio"/>	PA013 - Biblioteca di Ingegneria civile, ambientale, aerospaziale, dei materiali, Ingegneria strutturale, aerospaziale, geotecnica, Università degli studi di Palermo	PA013	-16
<input type="radio"/>	B0129 - Biblioteca Giuseppe Testoni Dipartimento di Scienze Aziendali - DISA @ holding: 2009-2015, note: (UNIBO)	B0129	-3
<input type="radio"/>	B0352 - Biblioteca del Dipartimento di Farmacia e Biotecnologie - FABIT @ holding: 2009-2015, note: (UNIBO)	B0352	-2
<input type="radio"/>	B0309 - Biblioteca Neurologia - Biblioteca Interdipartimentale di Medicina - Università di Bologna @ holding: 2009-2015, note: (UNIBO)	B0309	0
<input type="radio"/>	B0404 - Biblioteca Interdipartimentale di Matematica, Fisica, Astronomia e Informatica, Biblioteca di Astronomia @ holding: 2009-2015, note: (UNIBO)	B0404	0

Figure 23: Identification of supplier library

### 3. Search for the supplying library

After identifying the right journal or book, NILDE libraries occur in different tabs. If you are processing a journal NILDE will automatically open the ACNP tab; if you are dealing with a book, NILDE will open the SBN tab.

**ACNP:** through the query of the national ACNP catalog, the libraries that have the magazine will be displayed (identified by the ISSN) in order by the year of the bibliographic reference. In particular, all libraries are shown with the info about the type of subscription: print, online, or through a consortium, indicated in this way:

- print: "print:" + holding (years of owning rights);
- on-line: "@:" + holding (on-line holdings);
- consortia online: "@:" + holding (on-line holdings) + "note: (CONSORTIUM NAME)".

Requested by Franco Reusgi - 11/09/2018 - id:83  
The user want to be informed of any possible cost.  
Request not yet forwarded

Article  
Publication/Book title: Nature photonics (Print)  
Article/Section title: Photonic quantum technologies  
Year: 2009, Volume: 3, Initial page: 697, Final page: 699  
ISSN: 1749-4885

Please choose the library  
ACNP  SBN  MAI  ITALE  REBIUN  Others  All  Outside NILDE

Libraries in ACNP  
When you selected the ACNP catalog, NILDE makes a query on ACNP by ISSN (if any) or otherwise by words in the title and year  
Link to the catalog

Display 100 per page and filters for words in library name / ACNP code / ICCUSBN code Search **Hide consortium** 1 - 80 of 80

	Library	ACNP	Rank
<input type="radio"/>	P0101 - Biblioteca Istituto Zooprofilattico Sperimentale dell'Umbria e delle Marche "Tozo Rosati" - Perugia	P0101	-26
<input type="radio"/>	PA013 - Biblioteca di Ingegneria civile, ambientale, aerospaziale, dei materiali, Ingegneria strutturale, aerospaziale, geotecnica, Università degli studi di Palermo	PA013	-16
<input type="radio"/>	B0129 - Biblioteca Giuseppe Testoni Dipartimento di Scienze Aziendali - DISA @ holding: 2009-2015, note: (UNIBO)	B0129	-3
<input type="radio"/>	B0352 - Biblioteca del Dipartimento di Farmacia e Biotecnologie - FABIT @ holding: 2009-2015, note: (UNIBO)	B0352	-2
<input type="radio"/>	B0309 - Biblioteca Neurologia - Biblioteca Interdipartimentale di Medicina - Università di Bologna @ holding: 2009-2015, note: (UNIBO)	B0309	0
<input type="radio"/>	B0404 - Biblioteca Interdipartimentale di Matematica, Fisica, Astronomia e Informatica, Biblioteca di Astronomia @ holding: 2009-2015, note: (UNIBO)	B0404	0

Figure 24: "Hide consortia" option.

The button (in the orange bar at the top right) **HIDE CONSORTIA** allows you to view only the libraries with at least one owned print, this will hide the libraries that have only one owned copy "inherited" from a consortium (FAQ). Clicking on the **SHOW CONSORTIA** button returns to the complete list.



Figure 25: "Show consortia" option.

By clicking **Back**, the program returns to the page relating to the bibliographic data of the request (the **Back** button is displayed when your library has the selected journal).



Figure 26: "Back" button option.

**SBN**: by searching the national SBN catalog (Integration of NILDE with the catalogs), the libraries belonging to the catalog that own the journal or the part of a book (identified by ISSN or ISBN) are displayed. However, the correspondence of the holdings\* with the year of the bibliographic reference are not verified, and it is therefore the responsibility of the library that submits the request for the verification of the owned holdings.

**MAI** : the form displays the list of libraries that join to the MAI metaopac (no searches are made on the metaopac, therefore it is the responsibility of the library that submits the request to check which libraries actually own the document).

**ITALE**: searching (with protocol Z39.50) the ALEPH catalogs of the institutions belonging to the ITALE association (ITALE is the Italian Association of ExLibris Users) (Integration of NILDE with the catalogs), will display the libraries that own the publication or the part of a book identified by ISSN or ISBN. Once again, the correspondence is not verified and it is the responsibility of the library that submits the request to check.

**REBIUN**: the form displays the list of libraries participating in the REBIUN catalog (national catalog of Spanish academic libraries); no direct searching is made in this catalog, and once again it is the responsibility of the library that submits the request to check which libraries own the document.

**OTHERS:** this tab displays the libraries not associated with any catalogue of previous boards (no searches are made, the libraries are responsible for searching and checking which libraries own the document.)

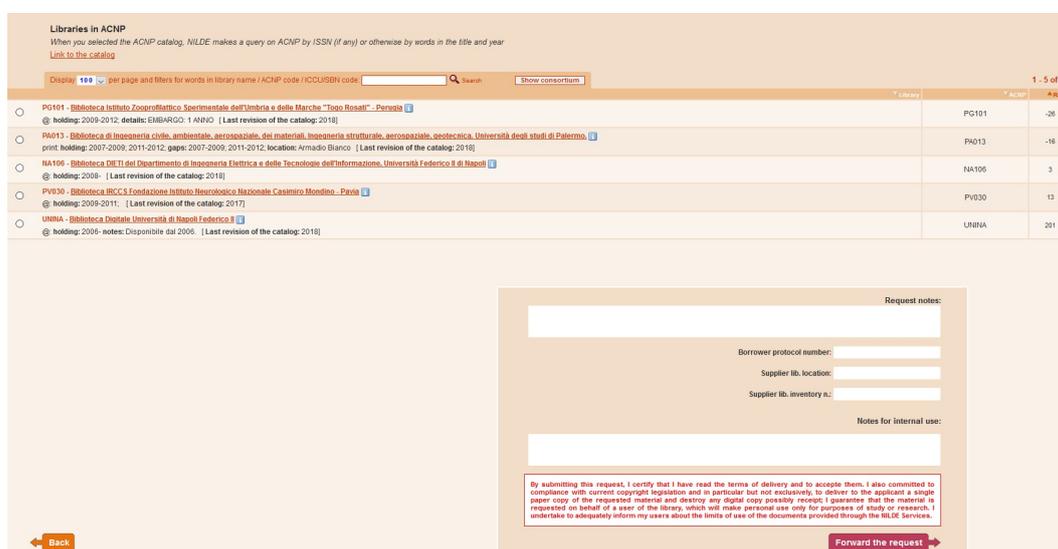
**ALL:** this tab shows the complete list of all the libraries belonging to NILDE, but without searching what documents they currently own.

**OUTSIDE NILDE:** the form displays the list of the libraries that are NOT yet a part of NILDE but have been registered in the system (see paragraph 5.6 Borrowing: request outside NILDE).

The list of the libraries in each tab is ranked according to a "weight" obtained by calculating all libraries for their imbalance (the difference between the number of documents supplied and the number of documents requested, in respect of all other libraries of the network). By using this method, NILDE will suggest the library that is best suited for the current request.

By clicking on the icon  you can view the supplying conditions, the number of requests sent weekly, and the imbalance.

Click on the name of the library to view the contact details.



The screenshot shows the 'Libraries in ACNP' interface. At the top, there is a search bar and a 'Show consortium' button. Below this is a table with columns for 'Library', 'ACNP', and 'Rank'. The table lists several libraries with their respective ACNP codes and ranks. Below the table, there is a form for forwarding a request, including fields for 'Request notes', 'Borrower protocol number', 'Supplier lib. location', and 'Supplier lib. inventory n.'. A 'Forward the request' button is at the bottom right of the form. A disclaimer is visible at the bottom of the form, stating that the user certifies they have read the terms of delivery and accept them.

	Library	ACNP	Rank
<input type="radio"/>	PG101 - Biblioteca Istituto Zooprofilattico Sperimentale dell'Emilia e della Marche "Tozzoli Rosati" - Parma	PG101	-26
<input type="radio"/>	PA013 - Biblioteca di Ingegneria civile, ambientale, aerospaziale, dei materiali, ingegneria strutturale, aerospaziale, omeotecnica, Università degli studi di Palermo	PA013	-16
<input type="radio"/>	NA106 - Biblioteca DRET del Dipartimento di Ingegneria Elettrica e delle Tecnologie dell'Informazione, Università Federico II di Napoli	NA106	3
<input type="radio"/>	PV030 - Biblioteca IRCCS Fondazione Istituto Neurologico Casimiro Mondino - Pavia	PV030	13
<input type="radio"/>	UNNA - Biblioteca Digitale Università di Napoli Federico II	UNNA	201

Figure 27: View supplier library details.

#### 4. Selecting the Library and forwarding the request

Select the library and complete the operation by clicking on **Forward the request** in the box below, where additional information (Request notes, Borrower protocol number, Supplier lib. Location, Supplier lib. inventory n., Notes for internal use) can be inserted.

<input type="radio"/>	PG101 - Biblioteca Istituto Zootroffittico Sperimentale dell'Umbria e delle Marche "Tozo Rosati" - Perugia	PG101	-28
<input type="radio"/>	PA013 - Biblioteca di Ingegneria civile, ambientale, aerospaziale, dei materiali, Ingegneria strutturale, aerospaziale, geotecnica, Università degli studi di Palermo	PA013	-16
<input checked="" type="radio"/>	NA106 - Biblioteca DETI del Dipartimento di Ingegneria Elettrica e delle Tecnologie dell'Informazione, Università Federico II di Napoli	NA106	3
<input type="radio"/>	PV030 - Biblioteca BRCC Fondazione Istituto Neurologico Casimiro Mondino - Pavia	PV030	13
<input type="radio"/>	UNINA - Biblioteca Digitale Università di Napoli Federico II	UNINA	201

Request notes:

Borrower protocol number:

Supplier lib. location:

Supplier lib. inventory n.:

Notes for internal use:

By submitting this request, I certify that I have read the terms of delivery and to accept them. I also committed to compliance with current copyright legislation and in particular but not exclusively, to deliver to the applicant a single paper copy of the requested material and destroy any digital copy possibly receipt. I guarantee that the material is requested on behalf of a user of the library, which will make personal use only for purposes of study or research. I undertake to adequately inform my users about the limits of use of the documents provided through the NILDE Services.

[Back](#)

[Forward the request](#)

Figure 28: Library selection and request submission.

At this point the request will be forwarded and will obtain an identification number.

The screenshot shows the NILDE interface with a navigation bar at the top. Below the navigation bar, there are tabs for Borrowing, Lending, Reports, History, and My users. The main content area displays a table of submitted requests. The table has columns for Request, Reference, Notes, and Forward. The first request is for 'Nature photonics (Print) 2009 - Vol.2 Photonic quantum technologies' with a reference number of 11092016 10.83. It is forwarded to 'Biblioteca DETI del Dipartimento di Ingegneria Elettrica e delle Tecnologie dell'Informazione, Università Federico II di Napoli'. The second request is for 'Curricolo di italiano per stranieri 2000 Lessico e competenza lessicale' with a reference number of 07092016 0200516. It is forwarded to 'Biblioteca Emeroteca Area Umanistica dell'Università di Urbino'. The page also includes a footer with user manual, subscriptions, and legal notices, along with the logo of the Consiglio Nazionale delle Ricerche Biblioteca di Area di Bologna.

Figure 29: Submitted request confirmation.

### 5.3 Response to a request

In the event that the request cannot be fulfilled by the library to which it was forwarded, it is possible to forward (Request management) the request again to another library by clicking on **Continue**, without having to re-enter a new borrowing request.

Forwarded to [Biblioteca Giuridica Antonio Cicu - D.S.G. - Università di Bologna](#) - 13/09/2018 - id:2069269  
 Not fulfilled - 13/09/2018 with Other unfulfillment type  
 Operator: GIANNI ERCOLANI  
 Supplier library notes  
 L'annata 2012 e' attualmente dal rilegatore

**Article**

Publication/Book title:

Article/Section title:

Author:  Other authors:

Year: 2012 Volume: 89 Issue: \* Initial page: 533 Final page: 545

DOI: 10. / ISSN: 1123-5772 Publisher: Published in: SID: \$acnp:ACW PMID:

**Check your holdings**

Figure 30: Re-submission of not fulfilled request.

In the case that the borrowing request is processed, the requesting library can receive the requested document by the following methods:

- NILDE
- Mail
- Fax
- Ariel/Prospero
- Other.

## Reception via NILDE

In the Borrowing window, the arrival of the document as a file is indicated by a green icon . By clicking on the request, the window that allows printing of the document will be opened and the **View and Print** buttons will be displayed.

Receiving via NILDE, which uses NILDE's secure electronic mailing (SED) to directly send documents between libraries, involves receiving a PDF document that has been "transformed" into a Digital Hard-Copy. In this case, the received document will be sent with the "NILDE-Digital HardCopy".

Forwarded to [Biblioteche del Polo di Lettere - Università di Padova](#) - 10/09/2018 - id:2066558  
 Fulfilled by: NILDE - Digital Hard Copy - 13/09/2018  
 Operator: michele basso  
 Supplier protocol number:ffios

**Article**

Publication/Book title: **American Catholic philosophical quarterly**  
 Article/Section title: St. Thomas Aquinas and the Defence of Mendicant Poverty  
 Author: Jones, J.D.  
 Year: 1995 Volume: 70 Issue: \* Initial page: 179 Final page: 191  
 ISSN: 1051-3558  
 SID: \$acnp:ACNP

**Attention!** To proceed you need to view and print the document.

Borrower Library must comply with current copyright legislation, and in particular but not exclusively, guarantees to deliver to the applicant a single paper copy of the requested material and destroy any digital copy eventually received.  
 Borrower Library guarantees that the material is requested on behalf of a user of the library, which will make personal use only for purposes of study or research.  
 Borrower Library undertakes to adequately inform its users about the limits of use of the documents provided through the NILDE Services.

Attention: In this way the requested document will be definitely deleted from the NILDE server, in compliance with current legislation on copyright

Figure 31: Reception: view and print document.

The transformation in Digital Hard Copy is applied by NILDE only when it is needed, for example it does not apply to files obtained from physical scans of an original document on paper. Moreover, in case of errors and problems detected during the transformation of the digital hard copy procedure, NILDE will return the document in its original format. In both cases, the document will then be reported as "fulfilled via NILDE" (instead of "fulfilled via NILDE-Digital HardCopy").

After printing the document, you need to click on **Continue** to complete the procedure.

**Warning:** the temporary file stored on the NILDE server will be deleted.

## Possible problems in the Digital HardCopy procedure

It is possible, in some rare cases, that the Digital HardCopy procedure creates a PDF that does not conform to the original that could contain transformation errors (for example, the loss of patterns and/or images, or text with an incorrect font). In these cases it is possible to trash the document (and submit the request again in NILDE) using the **Trash button for Digital Hard Copy problem**. This will send an error report to the NILDE development team. If the request is repeated for this reason, it is recommended to specify (in the notes for the supplying library) that the sending must be done with a method different from NILDE (mail, fax or other). Otherwise the Digital HardCopy procedure will behave in exactly the same way and the problem will be repeated.

- **Reception via Mail/Fax**

In the Borrowing window, the arrival of the document by mail/fax is indicated by a green icon.

- **Reception via Ariel/Prospero**

In the Borrowing window, the arrival of the document via Ariel/Prospero is indicated by a green icon. It is necessary to check your e-mail box to verify the actual receipt of the document.

- **Reception via Other**

In the Borrowing window, the arrival of the document via Other is indicated by a green icon. We recommend checking the notes.

## 5.4 Delivery of the document to the user or archiving a request

After receiving the document, it must be either delivered or archived.

- If the request was sent by a user, the notes for the user have to be entered, when necessary, and you have to click on **Fulfill**.
- If the request has been inserted as a new request (see paragraph 5.1 - Manual entry) directly from the librarian, you have to click on **Archive**.

Only in this way the request can be closed and will disappear from the borrowing tab. If you don't click on either Fulfill or Archive, the request will remain visible among the others requiring management. Requests fulfilled or archived, once they have disappeared from the borrowing tab, will become visible in the History tab.



**Figure 32:** Request delivery and archiving.

## Cancellation

The **Cancellation** button is used when the fulfillment does not conform to what was requested (for example: an illegible fax) and in this way it is possible to send the same request again to other libraries without having to re-enter all of the data.

### 5.5 Cancellation of a request

After forwarding to a NILDE library, the request is displayed as "on hold"; only at this stage is it still possible to cancel the request.

Clicking on the **Ask for cancellation** button in the request form a confirmation message appears.



**Figure 33:** Request cancellation.

If you choose to continue, the requesting library must wait for the supplier confirmation of the cancellation by clicking on **Accept cancellation** (see paragraph 6.4 - Accept cancellation of a request for lending). If the cancellation request is not accepted by the supplying library within 5 days from the request date, the system will automatically cancel the request.

## Reiterate a request

A request that is canceled, trashed, or not fulfilled can be repeated simply by clicking on **Continue**.

### 5.6 Request outside NILDE

NILDE also allows you to request documents from libraries outside the network or to the authors themselves. After selecting the supplier, click on **Confirm request outside NILDE**.

If a payment was requested and the user has asked to be informed, it is necessary to request authorization with *Note to user*.

Decline – national Library of Medicine via ISS [?](#)  
 Inist [?](#)  
 LIND HALL LIBRARY [?](#)  
 Beto [?](#)  
 Richiedi all'autore [?](#)  
 Subito [?](#)  
 Sudoc [?](#)  
 The British Library [?](#)  
 TRB\_Hannover [?](#)  
 York University [?](#)

The user want to be informed of any possible cost. [?](#)

Borrower protocol number:

Supplier protocol number:

Notes for internal use:

Cost: 5.00 € [Ask the user](#)

Warning! You have to process Outside NILDE request manually.

[Back](#)

**Figure 34:** Request to supplier library outside NILDE.

Welcome **Biblioteca della Scuola di Scienze Umanistiche, sede di Lingue** [Log out](#)

[Borrowing](#) [Lending](#) [Reports](#) [History](#) [My users](#)

New request

Display **All**  per page

Request	Asset	Reference	Status	Forward	Subito
17082918 1265	FRANCO Sudoc	L'Époque conradienne (Limoges) 2009 - Vol.35 The Planter of Malata: l'Amour a mort ou l'êchez de la tentation totalitaire (Claude Maisonnat)	<a href="#">?</a>		Pending user acceptance Biblioteca di Firenze Università La Sapienza
---	---	Qwerty (Testo stampato) 1999 - Vol.9 Narrator Resartus: Palimpsestic Revelations in Kazuo Ishiguro's The Remains of the Day (Jigens, Karl E)	<a href="#">?</a>	17082918 12672189 Borrower protocol number: 00.9338.18	Cancellation required Biblioteca Francesco Petrarca - Università degli studi di Pavia - Dipartimento Studi Umanistici - Polo San Tommaso
---	---	The European legacy (Online) 2015 - Vol.20 Mozart's Cosmic Heartbeat (Tim Cloudsley)	<a href="#">?</a>	17082918 12672189 Borrower protocol number: 00.9338.18	

1 - 3 of 3

**Figure 35:** User information costs outside NILDE.

Welcome **Biblioteca della Scuola di Scienze Umanistiche, sede di Lingue** [Log out](#)

[Borrowing](#) [Lending](#) [Reports](#) [History](#) [My users](#)

New request

Display **All**  per page

Request	Asset	Reference	Status	Forward	Subito
17082918 1265	FRANCO Sudoc	L'Époque conradienne (Limoges) 2009 - Vol.35 The Planter of Malata: l'Amour a mort ou l'êchez de la tentation totalitaire (Claude Maisonnat)	<a href="#">?</a>		Cost accepted Biblioteca di Firenze Università La Sapienza
---	---	Qwerty (Testo stampato) 1999 - Vol.9 Narrator Resartus: Palimpsestic Revelations in Kazuo Ishiguro's The Remains of the Day (Jigens, Karl E)	<a href="#">?</a>	17082918 12672189 Borrower protocol number: 00.9338.18	Cancellation required Biblioteca Francesco Petrarca - Università degli studi di Pavia - Dipartimento Studi Umanistici - Polo San Tommaso
---	---	The European legacy (Online) 2015 - Vol.20 Mozart's Cosmic Heartbeat (Tim Cloudsley)	<a href="#">?</a>	17082918 12672189 Borrower protocol number: 00.9338.18	

1 - 3 of 3

**Figure 36:** User acceptance costs outside NILDE.

After receiving the authorization, proceed by clicking on **Confirm the outside NILDE request**.

**Figure 37:** Outside NILDE request submission.

If there is not reply from the user receiving the note, clicking on **The user does not answer** will allow you to either close the order with **Not Fulfill** or proceed with the forwarding of the request to the outside NILDE.

The **outside NILDE requests** are handled manually. When you receive an answer from the outside NILDE library, you must enter the date of fulfillment and then click on **Fulfilled** in order to proceed with the delivery.

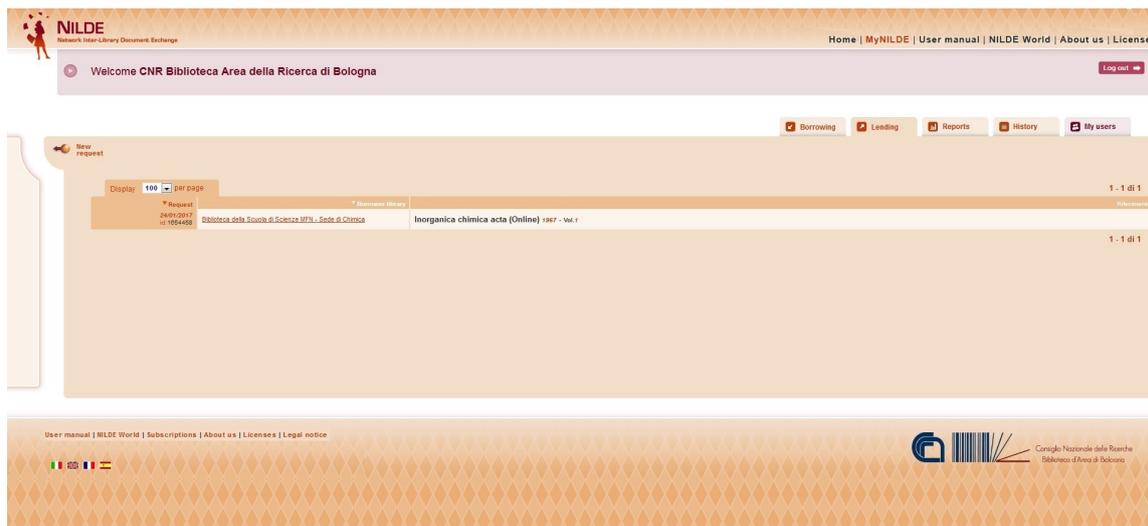
The list of the outside NILDE libraries is updated by the NILDE manager on the reporting of the network libraries.

## 6 LENDING

### 6.1 Request management

The tab dedicated to lending shows the list of requests received from other libraries, awaiting management. The list is divided into three columns:

- *Request*: contains date, ID number that uniquely identifies the request and, where indicated, the internal protocol number assigned by the requesting library;
- *Borrower Library*: contains the name of the requesting library;
- *Reference*: contains the essential bibliographic data and the location of the journal.



**Figure 38:** Example of lending display.

You can change the display of the list in the following ways:

- selecting from **Display number per page** the amount of references to show per page;
- clicking on  , which comes first the header of the first two columns, to show the requests respectively in ascending/descending chronological order or alphabetic order by the name of the library.

The complete data of the Borrower Library can be accessed by clicking on the name of the library, as also happens on the Borrowing tab. To manage the requests for articles in the list of the Lending tab, proceed clicking on the reference of interest. The displayed request form is divided into two sections:

- the first above shows the name of the Borrower Library, the date of the request, the ID number; clicking the button  opens the display of important details such as the number of weekly requests received by that same Borrower Library and eventually, if it is in the ACNP catalog, the journal location in the library that is managing the lending request (supplier library);
- the second one, marked by the Article label, shows the bibliographic references relating to the material to be supplied and the **Verify licenses** button.

**Figure 39:** Lending request.

The Lending request allows you to verify the licenses for use: go to 6.2.1 - Find Licenses.

## 6.2 Verify licenses

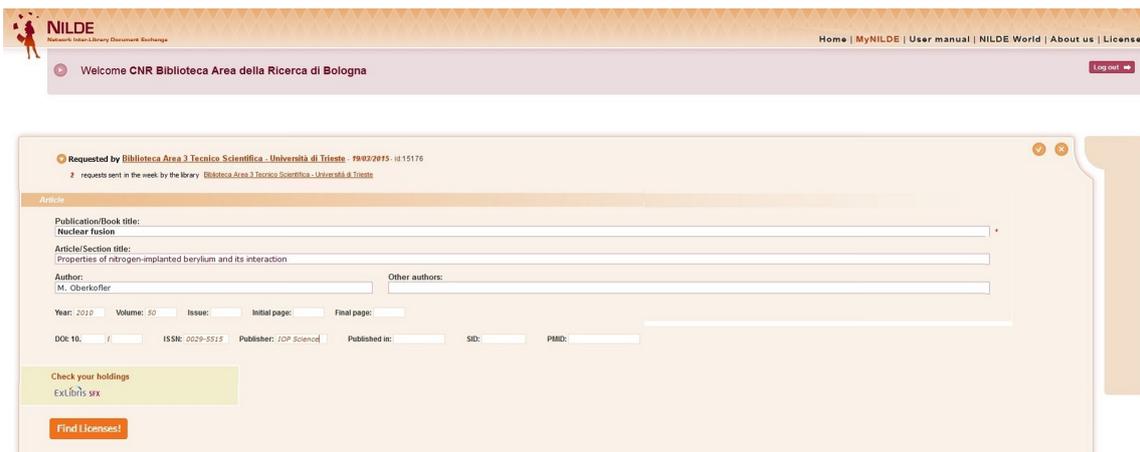
In the lending phase, the operator must first look for the license agreements relating to the electronic document that he wants to send to the borrowing library. NILDE, thanks to the integration with ALPE, allows you to easily check if the publisher allows the document delivery service for that document and what are the allowed conditions that must be respected when processing the request for lending. The various cases that can be presented are listed below.

1. Find license
2. Apply license
3. No license found
4. Not subject to license
5. Unable to find a license (missing ISSN)
6. Report a problem or ask for help

### 1 Find license

In order to proceed with the lending processing it is necessary to click on the button **Find licenses**. In this way NILDE will proceed to query ALPE (Electronic Periodic Licenses Archive) licences database, using the ISSN and the Year of the user's request as search parameters or the ISBN, in the case of a book chapter.

The **Find License** button does not work if the ISSN is missing in the user's request or if the ISBN is written in a different form than this: 978-3-16-148410-0 (the dashes must be included). In these cases, to proceed, the operator must correct the data before proceeding with the fulfillment.

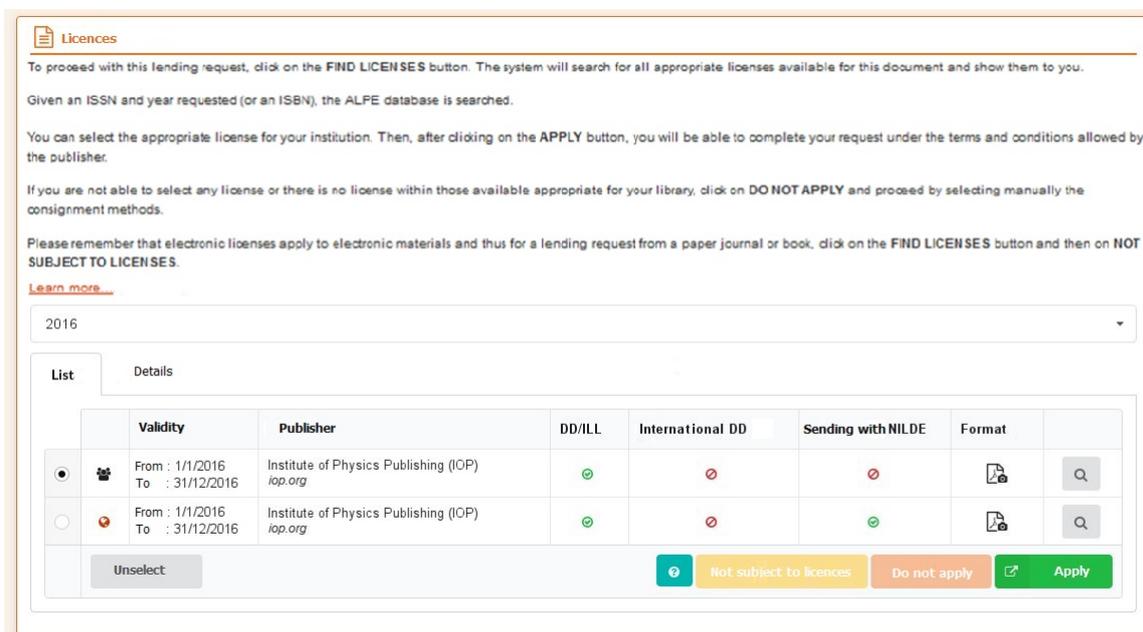


**Figure 40:** Find license

In NILDE, all the standard licenses and the negotiated licenses valid for the entered search parameters will be displayed in a summary table. The libraries that have integrated NILDE with their SFX will have the advantage that ALPE will only display the licenses related to the resources subscribed by its institution (ie the active targets in SFX).

Moreover, in the case of negotiated licenses, only the licenses, subscribed by the institution to which the library belongs, will be displayed; while in the case of standard licenses, all the reference licenses for the requested electronic document will be displayed.

In this last case, to facilitate the choice, the system allows to associate to the institution the standard licenses related to the electronic resources subscribed.



**Figure 41:** Identified licences table.

The table shows the most relevant information for each license, related to:

- type of license
- period of validity of the license
- the publisher name

- DD/ILL (if DD/ILL service is allowed)
- International DD/ILL (if DD/ILL service to foreign libraries is allowed)
- Send by NILDE (if electronic sending is allowed via NILDE)
- Format of the allowed document

Clicking on the magnifying glass, you can view the full record of each license. Moving the mouse on the table data, you can view the explanatory captions of the different icons used.

The screenshot displays the 'Details' view of a license for the Institute of Physics Publishing (IOP) - iop.org. At the top right, a green badge indicates 'DD/ILL permitted'. The license is categorized as 'Negotiated'. Key details include a start date of 1 January 2016 and an end date of 31 December 2016. The subscriber is the 'Ministero della Salute - Progetto Bibliosan', with a 'Project' tag. The publisher/agggregator holds the copyright, and the subscription type is 'Current years'. A 'DD/ILL Clause Text' section contains a paragraph about the licensee's obligations. Below this, 'Sending methods' are listed as 'mail, fax or secure electronic transmission (ARIEL, NILDE or equivalent systems)'. The 'Document Format' is 'Digital hard-copy of publisher's original file'. The 'Obligations for borrowing library' section includes checkboxes for 'Obligation to delete file immediately after printing' (checked), 'Delivery format for end-user' (Paper copy), and 'User request only for purposes of research or private study' (checked). The 'Borrower library type' section shows 'Supply only to organizations within same country' with two checked boxes. The 'Obligations for supplying library' section is partially visible at the bottom.

**Figure 42:** License details.

To unfulfill the request if you do not have the document it does not need to click on the Find licenses button, but you can simply proceed as usual by clicking directly on the Unfulfill button (go to paragraph 6.3 - Request fulfillment or unfulfillment).

## 2 Apply License

From the list of licenses displayed in the summary table, you will need to select your reference license and click on the **Apply** button.

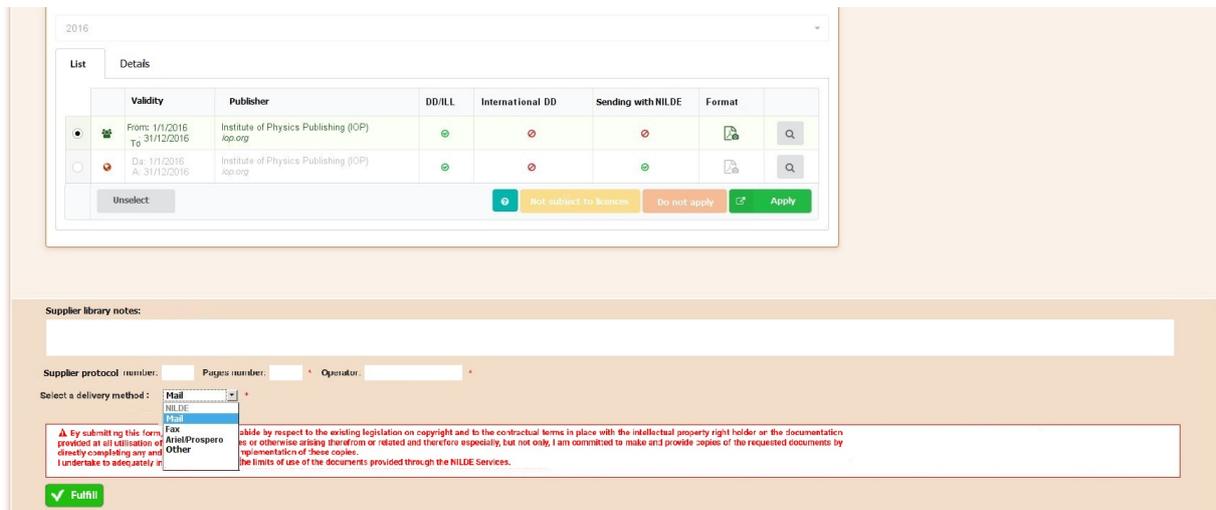
The software will proceed by automatically applying the conditions stated in the license.

For example:

- if the publisher's license does not allow the DD/ILL service, the system will only display the **Unfulfill** button and will block the possibility to fulfill further the request. In this case it will then be necessary to continue selecting among the reasons for Unfulfillment the entry "DD not allowed by the license or number of pages exceeding the 15% of the issue/volume"; for further information about how to unfulfill a lending request, go to Fulfill or Unfulfill a request.

- if the license allows the DD/ILL service, but does not allow any type of electronic submission, the system will display the button **Fulfill** (Fulfill or Unfulfill a request.) and, in the next screen, between the

types of delivery it will allow only those allowed by the publisher (in this case mail and fax) and it will inhibit all the other options (which will be displayed in gray and not selectable).



**Figure 43:** Licence found: select permitted delivery.

### 3 No license found

In the case that the system does not return any license, the first operation to do is to check if there is a reference license for the previous years to the one in which you are operating. In fact, the system displays the licenses valid for the current year by default. To check it, simply change the year from the drop-down menu search and select a previous year. If the system finds a license for the previous year, it is possible that the license has not yet been updated for the current year or that an updated standard license is not published on the publisher's site. It is possible to request a license update (send a report following the instructions in point 6. Report a problem or ask for help) and in the meantime continue applying the conditions of the previous year.

If, on the other hand, even if you change the year of validity, no license has been found, it is possible that:

- the publisher standard license has never been included in the ALPE database (send report following the instructions in point 6.2.6 - Report a problem or ask for help);
- the licence negotiated by your organization/consortium has never been included in the ALPE database (in this case you can ask to join ALPE for the entry of the licenses);
- your institution does not appear among the subscribers of the negotiated license, although entitled to it (send report following the instructions in point 6.2.6 - Report a problem or ask for help);
- although the license is present in the database, the ISSN is not associated with any license for some of these reasons: wrong license platform URL, inactive SFX Target, inconsistency with Institutional SFX Target. It is possible to check if a license is present (but not displayed) searching directly in the public ALPE database, without being logged in, with the name of the publisher or with ISSN and year of the request.

### 4 No subject to license

In the case of fulfillment of a request for a print document, it does not need to refer to the conditions of use specified in the licenses (which come into force only referring to electronic resources). In this case, to proceed to fulfill you need to click on the button **Find licenses** and then on the button **Not subject to license**. In the following phase this will allow to proceed with the fulfillment by selecting the appropriate type of delivery.

See NILDE and copyright.

## 5 Unable to find a licence (missing ISSN)

NILDE can query ALPE only if the ISSN or ISBN is present in the request. If the data is missing NILDE will display a button with the following message: "Unable to find the license for this request".

In this case it is possible to complete the data of the request by proceeding as follows:

- Enter the ISSN and save the request (by clicking on the button  at the top right);
- Then reopen the request and proceed to fulfill lending by clicking on the **Find License** button. In this way NILDE will be able to query ALPE.



The screenshot shows a web interface for a library request. At the top, it says "Requested by Biblioteca Area 3 Tecnica Scientifica - Università di Trieste - 27/06/2016 - id 15188" and "7 weekly orders have been made by the library Biblioteca Area 3 Tecnica Scientifica - Università di Trieste". Below this is a form titled "Article" with fields for "Publication/Book title:" (containing "no issn"), "Article/Section title:" (containing "#####"), "Author:" (containing "#####"), and "Other authors:". There are also fields for "Year:", "Volume:", "Issue:", "Initial page:", and "Final page:". Below these are fields for "DOI 10:", "ISSN:", "Publisher:", "Published in:", "SID:", and "PMID:". A green button labeled "Check your holdings" and "ExLibris SFX" is visible. At the bottom, there is a red error message: "Impossible to find licence: missing ISSN or ISBN" with a question mark icon. Below the error message are two buttons: a green "Fulfill" button and a red "Not fulfill" button.

Figure 44: Unable to find a licence (missing ISSN)

## 6 Report a problem or ask for help

### 1. No license found or incorrect licence

If no license has been found or if the system shows a license that does not correspond to the requested DD item (for example, a mismatched publisher), it is necessary to send a missing or incorrect license message to [alpe-support@area.bo.cnr.it](mailto:alpe-support@area.bo.cnr.it), reporting in the e-mail subject line the wording: MISSING LICENSE or ERRATA and reporting all the following data:

- library username (Login NILDE),
- ISSN and year of the request,
- journal publisher,
- link of the downloaded .pdf to send to the borrower library,
- access link to the journal in the "institutional" SFX catalog (only for libraries that have integrated their SFX in NILDE),
- screenshot (just in case of incorrect license and not for missing licenses).

### 2. Missing license for the current year

If no license has been found for the current year, the license can be updated by sending an alert to [alpe-support@area.bo.cnr.it](mailto:alpe-support@area.bo.cnr.it), reporting the following data in the email: ISSN and year of request, publisher name, access link to the full text.

### 3. Interpretation questions

If instead you believe that there are errors in the reported clauses or difficulties of licence interpretation, please report it to [alpe-support@area.bo.cnr.it](mailto:alpe-support@area.bo.cnr.it), explaining the reason of the problem in the email text.

## 6.3 Request fulfillment or unfulfillment

### REQUEST FULLFILLMENT

Proceed to the fulfillment by clicking on the FULFILL button, which appears only after you have searched for the license (see 6.2 Verify licenses).

The screenshot shows a web interface for license fulfillment. At the top, there are input fields for Year (1967), Volume (1), Issue, Initial page (49), and Final page (54). Below these are fields for DOI, ISSN (1073-3255), Publisher, Published in, SED, and PMID. A green button labeled 'Check your holdings' and 'CNRØLINK' is visible. The main content area is titled 'Licenses' and contains instructions: 'To proceed with this lending request, click on the FIND LICENSES button. The system will search for all appropriate licenses available for this document and show them to you. Given an ISSN and year requested (or an ISBN), the ALPE database is searched. You can select the appropriate license for your institution. Then, after clicking on the APPLY button, you will be able to complete your request under the terms and conditions allowed by the publisher. If you are not able to select any license or there is no license within those available appropriate for your library, click on DO NOT APPLY and proceed by selecting manually the consignment methods. Please remember that electronic licenses apply to electronic materials and thus for a lending request from a paper journal or book, click on the FIND LICENSES button and then on NOT SUBJECT TO LICENSES. Learn more...' A dropdown menu is set to 'All years'. A red warning box states 'No license found.' and provides instructions for digital vs. printed formats. At the bottom of this box are three buttons: 'Not subject to licenses' (green), 'Proceed without license' (orange), and 'Fulfill' (green). A red 'Not fulfill' button is also present at the bottom right of the interface.

Figure 45: Fulfill/unfulfill buttons.

Then, a box will appear below, allowing you to choose the method of delivery of the document, after having filled in the mandatory fields, marked with an asterisk (number of pages of the document you are about to send and operator that manages the lending) and any optional fields.

The screenshot shows a form for selecting the delivery method. At the top, a red warning box says 'Nessuna licenza trovata.' and provides instructions. Below it are three buttons: 'Not subject to license' (green), 'Proceed without license' (orange), and 'Fulfill' (green). The main form area is titled 'Note della biblioteca fornitrice:' and contains several fields: 'N. protocollo fornitrice:' (empty), 'N. pagine: 38', 'Operatore: Cristina', and 'Seleziona il tipo di consegna: NILDE'. An 'Attenzione:' box lists requirements: 'Il bottone EVADI non sarà visibile fino a quando non è stato allegato un file tramite il bottone "Allega file"', 'una volta caricato un file sul server NILDE non sarà possibile modificare la modalità di evasione', 'è possibile caricare 1 solo file', 'la dimensione massima è di 15 MB', and 'è possibile caricare SOLO FILE in formati: PDF, JPG, JPEG, GIF, TIFF, TIF, BMP, PNG'. Below this is a red 'Allega file' button. At the bottom, a small disclaimer states: 'Invitando questo form, mi impegno e garantisco di attenermi al rispetto della vigente normativa sul Diritto d'Autore (Legge n.633 del 22/4/1941 e successive modifiche e integrazioni) e alle clausole contrattuali in essere con il titolare dei diritti di proprietà intellettuale sui documenti forniti in tutte le fasi di fruizione dei Servizi NILDE o comunque ad esse connesse o correlate e per tanto in particolare, ma non solo, mi impegno ad effettuare e fornire le copie dei documenti richiesti assicurando direttamente ogni e qualsiasi onere correlato alla realizzazione di dette copie. Mi impegno ad informare adeguatamente i richiedenti circa i limiti di utilizzazione dei documenti forniti mediante i Servizi NILDE.'

Figure 46: Request fulfillment: filling in required fields.

5 delivery methods are available and can be selected:

- **NILDE**: electronic sending of the document by the SED system of NILDE (Secure Electronic Delivery). The document is uploaded to the NILDE server and will be available for the borrowing library during the 7 days following the date of fulfillment. NILDE allows electronic sending of image formats only (eg: PNG, TIFF, JPG ...) and PDF files. The file size cannot exceed **15 MB**. If you opt for this type of delivery, click on the "**Attach file**" button to choose the file from your

computer and attach it to the request. Once the file has been selected, it will be automatically loaded on the NILDE server (an animated progress icon will indicate the process in progress), and at the end the **"FULFILL"** button will appear to conclude the lending operation;

**Figure 47:** Request fulfillment: attachment.

- *Mail*: the document is sent in print format by mail;
- *Fax*: the document is sent by fax;
- *Ariel/Prospero*: this option allows simple memorization, for statistical purposes, of the type of selected sending. The sending operation must be performed through by the Ariel or Prospero software, and it is an operation outside NILDE, as well as sending by fax or by mail;
- *Other*: it is strictly recommended to use this type of sending only if the article has been provided by the library with delivery methods different from those provided (NILDE, Ariel ..).

## UNFULFILLED REQUEST

In case the library is not able to satisfy the request, it is necessary to click the **Not FULFILL** button. Under the request form a tab opens in which to declare the unfulfillment reason. The following fields are required:

- *Operator*: enter the name of who is proceeding with the unfulfillment;
- *Select the unfulfillment reason*: choose the type of unfulfillment from those proposed in the list (wrong bibliographic reference, journal/volume not owned, issue/volume not available, DD not permitted by license or article pages above the 15% limit of the issue/volume, order exceeding the maximum number of weekly requests, other types of unavailability)

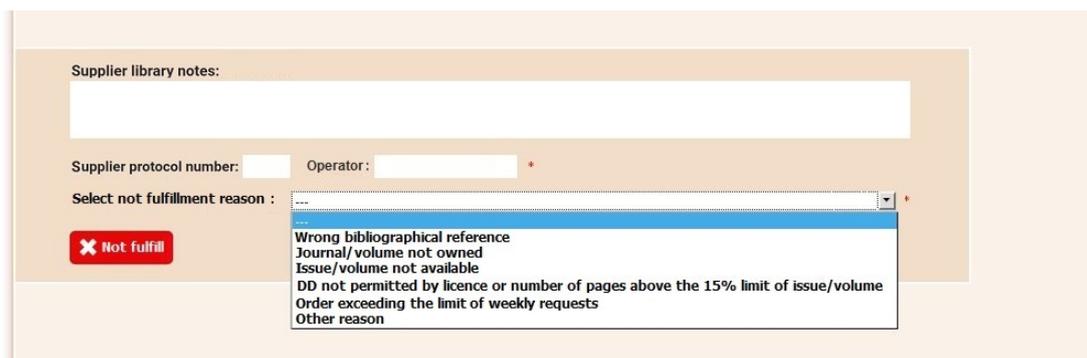


Figure 48: Unfulfillment reason.

The optional field Notes of the supplier library can be used to communicate to the borrower library further information regarding the reason of unfulfilled request.

## 6.4 How to accept a cancellation request

The borrower library can request the cancellation of a request. It is possible to accept the cancellation by clicking on the **Accept cancellation** button.

**Attention:** if you wish to delay the processing of request Fulfillment/Unfulfillment it is possible to click on the closing button .

NILDE reports that is not possible to open other requests if the operations started on the previous request have not been completed (closing or Fulfill/Not fulfill). If it is not possible to access the previous request taken in charge previously and not processed, it is necessary to close the browser and restart it or exit NILDE and log in again.

If the cancellation request is not accepted within **5 days from the date of request**, the system will automatically cancel the request.

## 6.5 Request outside NILDE

The new version of NILDE also allows to keep track of outside NILDE (ON) exchanges involving your library as a supplier and libraries not belonging to NILDE. To register these exchanges within the system, simply click on the **New request** button located on the left at the top of the lending section.

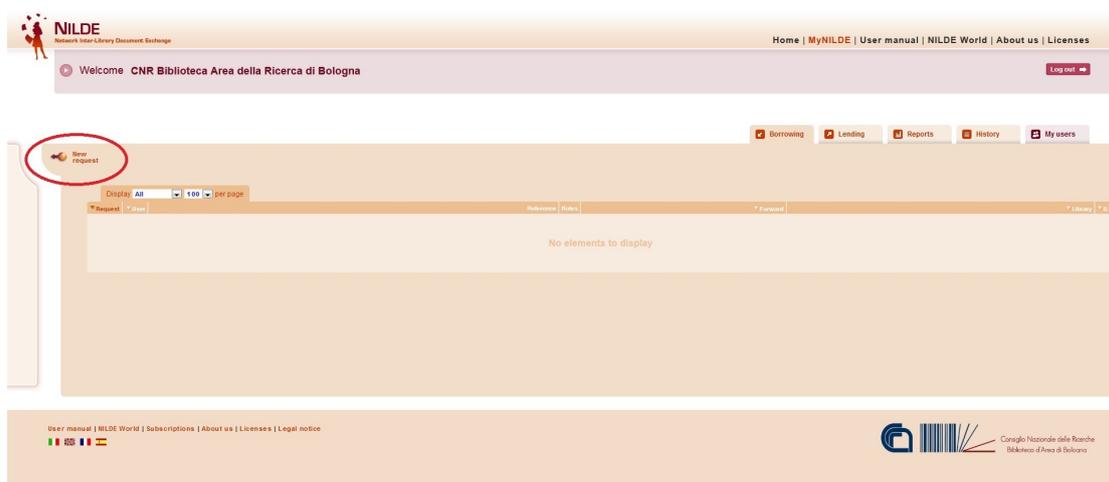
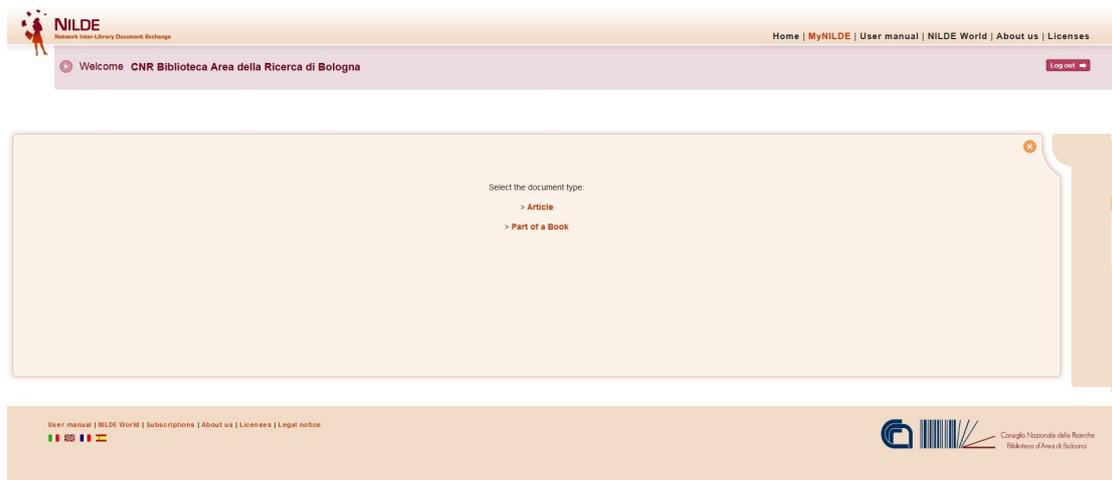


Figure 49: Register Outside NILDE request.

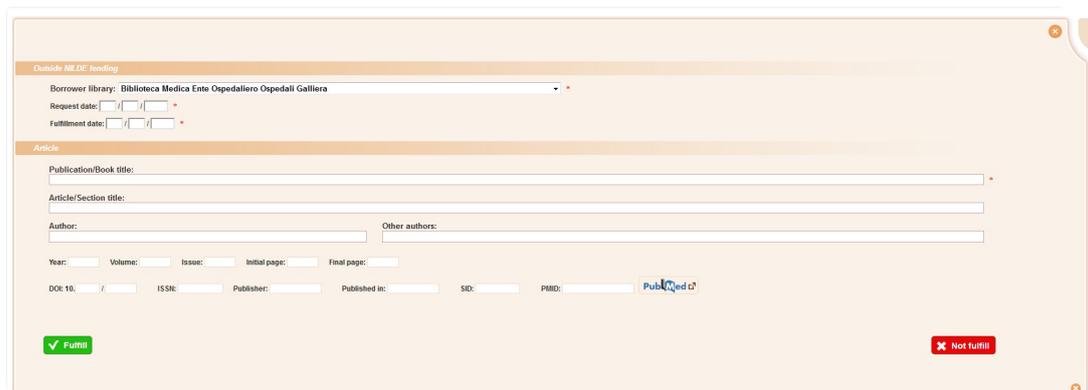
Select the type of document (Article, Book)



The screenshot shows the NILDE website interface. At the top, there is a navigation bar with the NILDE logo and links for Home, MyNILDE, User manual, NILDE World, About us, and Licenses. Below this is a secondary bar with a welcome message for the CNR Biblioteca Area della Ricerca di Bologna and a Log out button. The main content area is a large, light-colored box with the text "Select the document type:" and two radio button options: "> Article" and "> Part of a Book". At the bottom of the page, there is a footer with various links and the logo of the Consiglio Nazionale delle Ricerche Biblioteca Area di Bologna.

Figure 50: Document type selection.

Then fill in the required fields with bibliographic references, as in any other entry. In addition, the information on the requesting outside NILDE library and the transaction dates must be entered in the request form. Once the request has been filled in with all the necessary data, it is processed with the Fulfill or Not fulfill buttons, as for the internal requests of NILDE.



The screenshot shows the "Outside NILDE lending" request form. It includes a dropdown menu for "Borrower library" (currently set to "Biblioteca Medica Ente Ospedaliero Ospedali Galliera"), "Request date" and "Fulfillment date" fields, and an "Article" section with fields for "Publication/Book title", "Article/Section title", "Author", and "Other authors". There are also fields for "Year", "Volume", "Issue", "Initial page", and "Final page". At the bottom, there are fields for "DOI: 10.", "ISSN", "Publisher", "Published in:", "SID", and "PMBID", along with a "Pubmed" icon. At the bottom left, there is a green "Fulfill" button, and at the bottom right, there is a red "Not fulfill" button.

Figure 51: Fill in outside NILDE request.

The list of the outside NILDE libraries is updated by the NILDE manager by reporting of the network libraries.

## 7 STATISTICS, DATA EXPORT AND REQUESTS HISTORY

NILDE provides several tools to monitor and assess the document delivery service. Those tools are explained in details below and should be selected according to the specific needs:

**Reports:** the tool offers a comprehensive overview on the service offered through NILDE;

**Export:** each library is allowed to export data about the service offered through NILDE by the library, the institution or the consortium. Files are in .csv format (comma delimited format);

**History:** each library can retrieve and inspect full details about all the previous completed users' borrowing and lending requests (fulfilled or archived).

## 7.1 Reports

This section reports the statistics about the usage of NILDE and are very useful to monitor and evaluate the characteristics of the service delivered by a library to individual users and to other libraries of the network through NILDE. Reports are gathered in three groups: Globals, Library and Users.

The first one provides information about the number of exchanges and the trend through years, highlighting for instance the most requested 20 journals (see fig. 52).



**Figure 52:** Example of global report/usage reports.

Statistics in the Library group displays information about the exchanges among libraries in each year, highlighting for instance the number of exchanges within and outside NILDE system in the selected year (fig. 53).



**Figure 53:** Example of library report.

Statistics in the Users group provide information about the distribution of individual users' requests in the selected year (fig. 54).

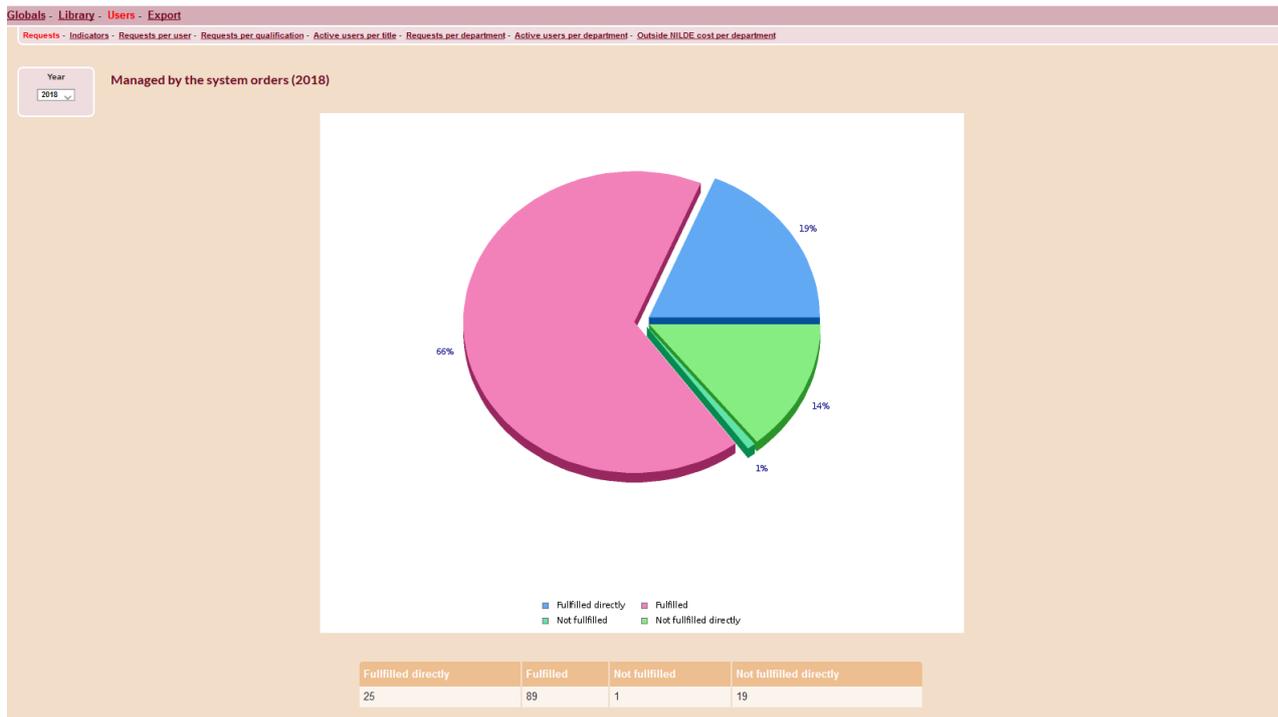


Figure 54: Example of users report.

## 7.2 Export

Data in the Reports tab can be exported by clicking on Export. In the page, different options regarding the type of data and the year to which they refer can be selected.

Data are exported as a .csv file (comma delimited file), which can be readily open in Microsoft Excel or in any similar software.

There are three main types of data:

**Library Reports:** information regarding the activity of the library can be downloaded;

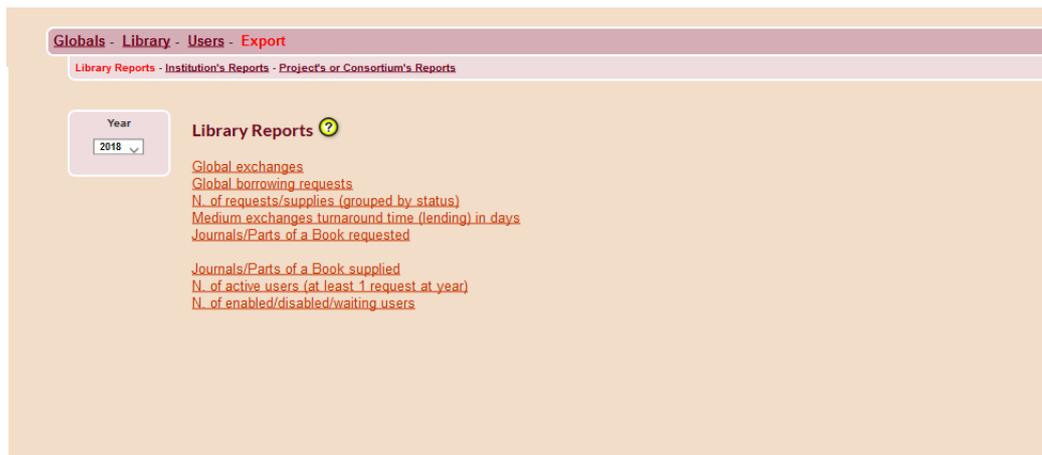
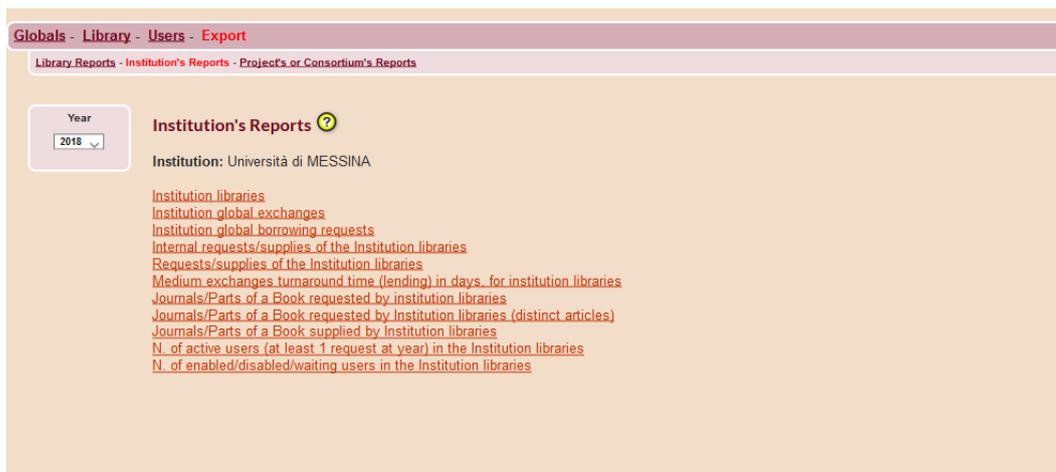


Figure 55: Library Report.

**Institution's Reports:** information regarding the activities of each library within the same Institution can be downloaded (each library within the Institution who subscribed to NILDE in the selected year is allowed to download those data);



**Figure 56:** Institution's Report.

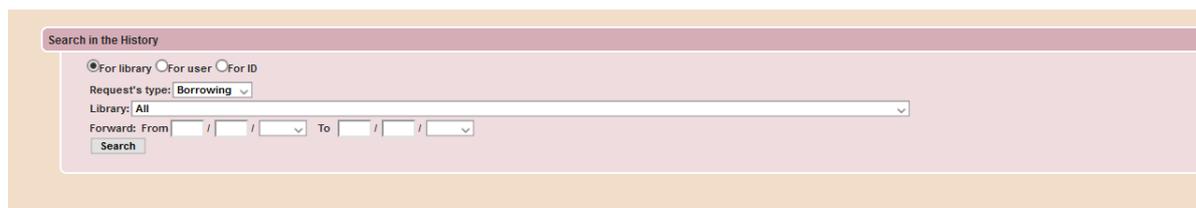
**Project's or Consortium's Reports:** information regarding a project and/or a consortium of libraries can be downloaded (in this case each library participating to a joint project or to a consortium can download the statistics related to a selected year).

### 7.3 History

In this section, information regarding previous deliveries can be stored. Search can be done For library, For user or For ID.

When searching For library, further refinements are allowed by selecting:

- lending or borrowing request;
- one or more libraries;
- time span.



**Figure 57:** History for library.

If a For user search is done, information can be retrieved by:

- all users or a single one;
- time span.

In both cases the time span covers at most **2 years** (the present year and the previous one), because of data protection.



Figure 58: History for user.

If the search is done by ID, it is necessary:

- selecting the ID user order or the ID library order;
- filling in the ID space, indicating the code identifying the request that should be inspected.

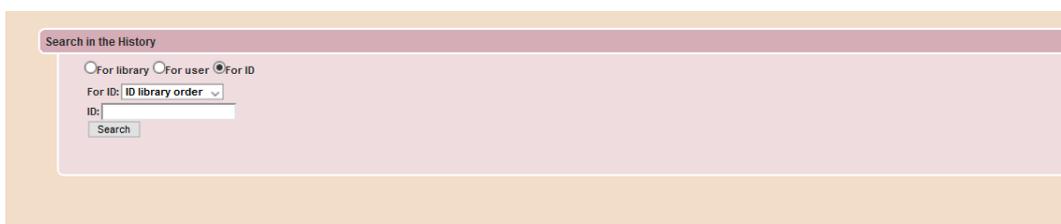


Figure 59: History for ID.

## 8 MANAGING USERS' DATABASE

In the **My users** window, it is possible to display information about those users of the library that made a registration to NILDE. It also allows to manage users' database, to associate an Institute/Department for each user and to export data.

	User	Department	Role	Registration Date	Status
<input type="checkbox"/>	Aliquo Luciano Pietro (luciano.aliqo@live.com)	---	STUDENTE LAUREA SPECIALISTICA	2015-04-28 09:52:52	
<input type="checkbox"/>	Amato Antonio (amatoant@unime.it)	---	DOTTORANDO	2017-11-30 21:48:27	
<input type="checkbox"/>	Arena Giuseppe (giarena@unime.it)	---	LIBRARIAN	2017-04-11 11:18:17	
<input type="checkbox"/>	Bartolone Tindara (tindara9042e09@studenti.unime.it)	---	STUDENTE LAUREA SPECIALISTICA	2015-11-24 10:42:01	
<input type="checkbox"/>	Basile Rosa (basiler@unime.it)	---	RICERCATORE	2017-04-20 12:09:12	
<input type="checkbox"/>	Battaglia Giuseppa (gbattaglia@unime.it)	---	LIBRARIAN	2017-06-08 14:46:25	
<input type="checkbox"/>	Battaglia Giuseppa (gbattaglia@unime.it)	---	LIBRARIAN	2016-07-26 14:44:25	
<input type="checkbox"/>	Belvedere Daniela (dbelvedere@unime.it)	---	CULTORE DELLA MATERIA	2016-04-24 17:58:08	
<input type="checkbox"/>	Bertolami Giuliana (giuliana.bertolami@studenti.unime.it)	---	LAUREANDO	2015-03-02 11:53:02	
<input type="checkbox"/>	Bottari Angela (angbottari@unime.it)	---	LIBRARIAN	2016-04-22 09:59:02	
<input type="checkbox"/>	Brunello Vincenzo (bibo@unime.it)	---	PERSONALE TECNICO-AMMINISTRATIVO	2016-04-10 08:15:04	
<input type="checkbox"/>	Bucciano Andrea (duccian@unime.it)	---	RICERCATORE	2016-05-22 16:15:24	
<input type="checkbox"/>	Busacca Carlo (cbusacca2545@gmail.com)	caribusbacca	PROFESSORE ASSOCIATO	2016-04-09 11:53:21	
<input type="checkbox"/>	Cacciola Santina (santina.cacciola@studenti.unime.it)	---	LAUREANDO	2016-10-19 10:37:11	

Figure 60: List of library users

Some specific icons in the top of the window may provide additional information regarding the status and number of users:

-  displays all enabled, disabled and pending users; this icon is preselected when "My users" window opens;
-  displays only enabled users;
-  displays only pending users;
-  displays only disabled users.

The meaning of each icon is reported in the box on the left of the section. It can be also retrieved by pointing the mouse over each of them. For the libraries who used the previous version of NILDE, three additional icons (green, yellow and red) are reported. They are marked by the subscript **NILDE v.3** and refer to those users who did not update their account.

By clicking on each icon, the list of users are reported below in different columns that refer to:

- *User*: it contains a user's forename and family name along with his/her email address;
- *Username*: it indicates the username selected during the registration. For users accessing NILDE through a IDEM-GARR account, the username is not displayed and is substituted by three lines;
- *Title*: it contains the title selected by the user;
- *Inst./Depart.:* it displays the name of the Institute/Department selected by the user during the registration. Alternatively, it can be selected by the Library after the registration;
- *Reg. date*: it indicates the date of registration to NILDE;
- *Status*: it associates to the user the icon representing his/her status (enabled, disabled, pending).

Below the set of icons, two additional options facilitate the display and search of users.

It is possible to change the way in which users are displayed in the following ways:

- selecting from the option Display number per page the maximum number of users to display in each page;
- sorting the information in each column in alphabetical, chronological or status order (both ascending or descending).

It is not necessary to scroll down the entire list, but information about a specific user can be retrieved by applying a filter (surname, name, department/institute or title) and clicking on **Search**.

Before starting a new search, the option **complete list** should be checked.

Users' status is displayed in the last column (**Status**) by the specific icon.

To change the status of any user, click on the name in the column User. In the box on the left the user setting is displayed, along with all the possible actions according to his/her status:

- : by selecting **Disable**, the NILDE service becomes unavailable for that user, whose information are maintained in memory. Later he/she can be enabled again or eventually deleted from the system;
-  and : by clicking on **Enable** the user is allowed to exploit NILDE service. Instead by clicking on **Delete**, information about the user are definitively removed from the system.

## 8.1 Managing the Departments' list

Users can be classified according to their Institute/Department. In this way, you can generate a list of users according to their affiliation. This approach makes easier to supply the requested paper.

Clicking on the icon  on the top-right corner, a new box appears.



Figure 61: Add or rename department.

If you want to add a new Department, you can enter its name here and click on Enter department. The name of the new Department will appear below in alphabetical order. For each Department in the list, you have three options, marked by the icons in the list on the right hand side:

-  Rename department
-  Delete department
-  Apply department to the selected users

If you want to associate a user or a group of users to a specific department, you should follow the steps below:

- from the users' list, you select the box(es) referring to the user(s);
- from the departments' list, you select  close to the selected department.

After this procedure, you will notice that for each user the name of the selected department will appear in the column Inst./Depart.

If you need, you can rename, cancel or modify the affiliation of each user. Removing a department from the list does not remove users, but they can be reassigned to other departments later.

## 8.2 Exporting data

The updated list of users can be exported in a .CSV format (comma delimited file) and imported in Excel

by clicking on the icon .

This is a useful option, if you want to create a mailing list.

In fact, the exported file contains the personal details of users, including their status, the type of their account and their email (only password are removed from the information of each user).

## 9 HOW TO USE THE SOFTWARE

To use NILDE 5.x efficiently, it is recommended to use Mozilla Firefox, which NILDE supports totally. Other browsers (such as Safari, Opera, Google Chrome and Epiphany) are compatible but they may encounter small graphics rendering problems.

**Microsoft Internet Explorer**, version 7.0, is only partially supported; In fact, NILDE has some graphical incompatibilities and Javascript malfunctions (as the browser does not completely meet the W3C standard requirements) and therefore its use is not suggested.

For the upgraded versions 8, 9 and 10 instead, the compatibility with NILDE is almost complete and only small graphic faults are displayed.