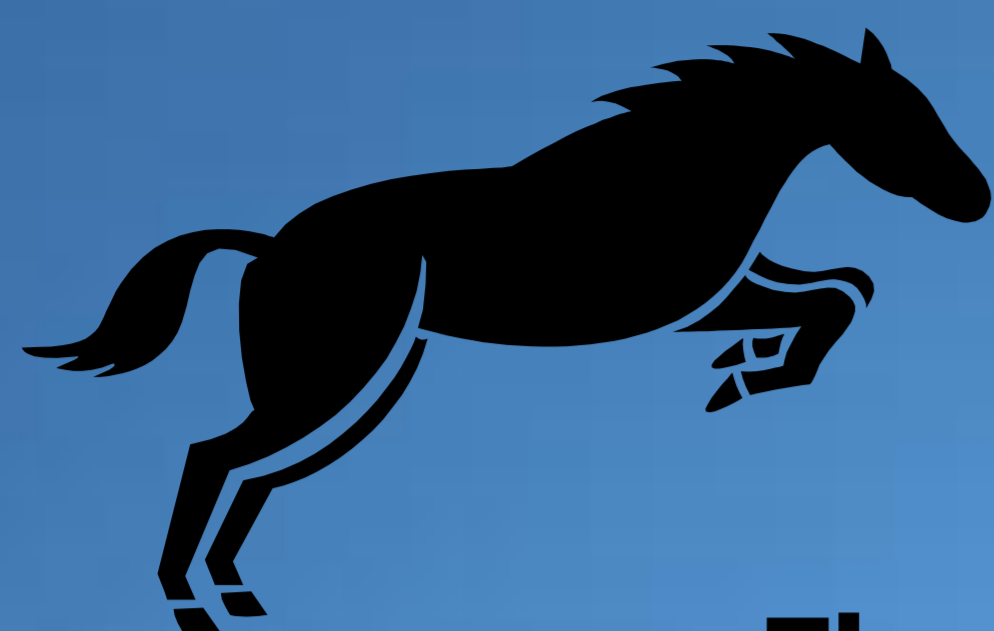


Clio – a One Horse Race?



And we're off! New ILL software 2004

Clio, one of the very few available ILL software packages, interfaces with Voyager and the British Library. Patrons place requests on the University OPAC, the document delivery team check for local access/copyright infringement, then submit requests via ArtEmail. Physical books and journals, and electronic articles, are supplied to the patron via the library.

The first few hurdles:

Generic problems: 2004-2011

The majority of the functions are obsolete as far as our library operations are concerned. Three separate modules mean unintuitive and clunky handling. Sort and search options are limited, i.e. searching by patron's **first** name only. No ability to check issue numbers of previous requests without searching within each individual request; this means time consuming research to check for copyright infringements. Cannot change screen or font sizes, all of which are very small.

The biggest hurdle, December 2010: The Update.

What actually happens: Clio is now Access 2007 compatible - but has also become slightly lame.

It takes several weeks to get Clio moving at all. The Request module now shows requests from all operators, instead of separating them. This might be of benefit to smaller libraries, but for us it is a step backwards as we now cannot have more than one operator using the request module at one time. The new ability to label requests with individual operators' names does not really help.

The function which used to enable us to send emails direct to patron from Clio in ArtEmail items for review stops working; we therefore have to create many different signatures in Outlook and send responses manually from there.

The Reapplication button also ceases working, so that now reapplications (amended requests) also have to be created manually in Outlook.

All three Clio modules now require three more steps just to open (content must be enabled each time).

Voyager now sends random cancellation messages to patrons, causing much confusion.

What should happen:

We fly over the jump. Clio becomes Access 2007 compatible. SEDs (electronic documents) are sent direct to the patron, saving us hours of work.

The home straight? 2011...

Clio is still being led by the hand, as none of these problems have been solved. However, the British Library's updated system should eventually allow for less mediation between our suppliers and our patrons.

Finish

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