

Open a Library Card in Other University Libraries

Clear steps from user request to final approval

Uri Gafni and Naomi Abraham

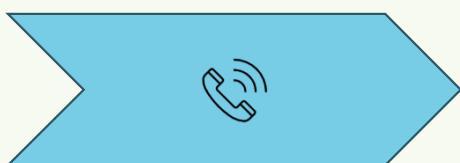


The Libraries
and Information
Division

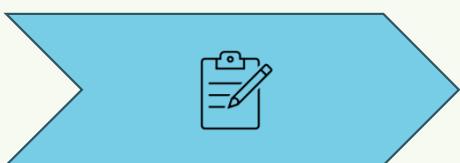
The Old Method



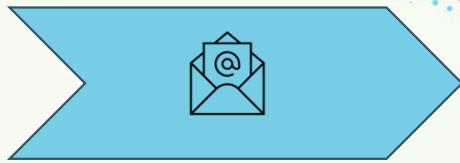
Patrons filled out
the Word form



Requests
communicated via
email and phone



each request
processed manually



Request sent via
email to requested
library



The Old Method

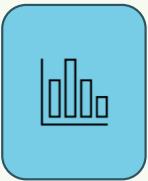
Problems:



Outdated forms, word documents and emails to communicate and complete the process



SLA time for handling each such request was approximately 15–20 minutes



no statistical data of any kind





The New Method

The New Method

Goals and Objectives



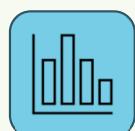
Enhanced quality of service for our patrons



Improved processing speed



Advanced managerial supervision



Data Analysis



The New Method

Project platforms



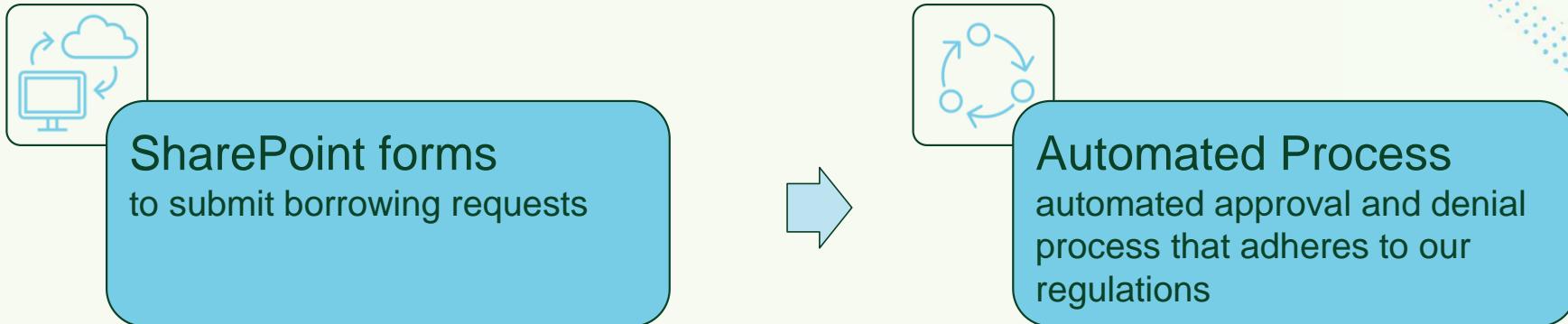
The New Method

Project platforms

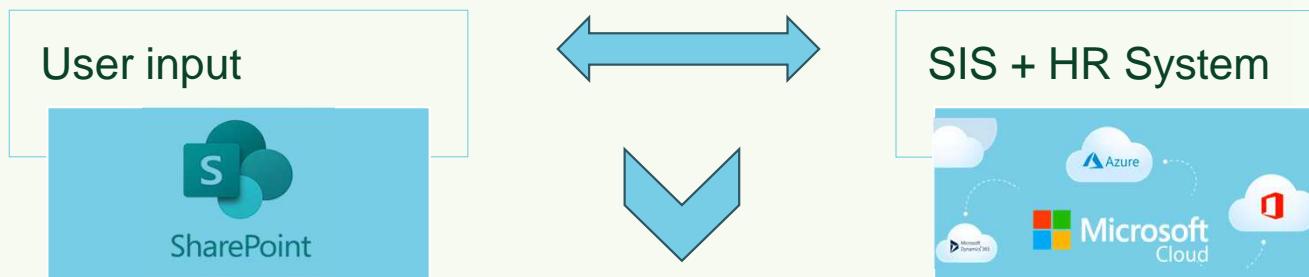


The New Method

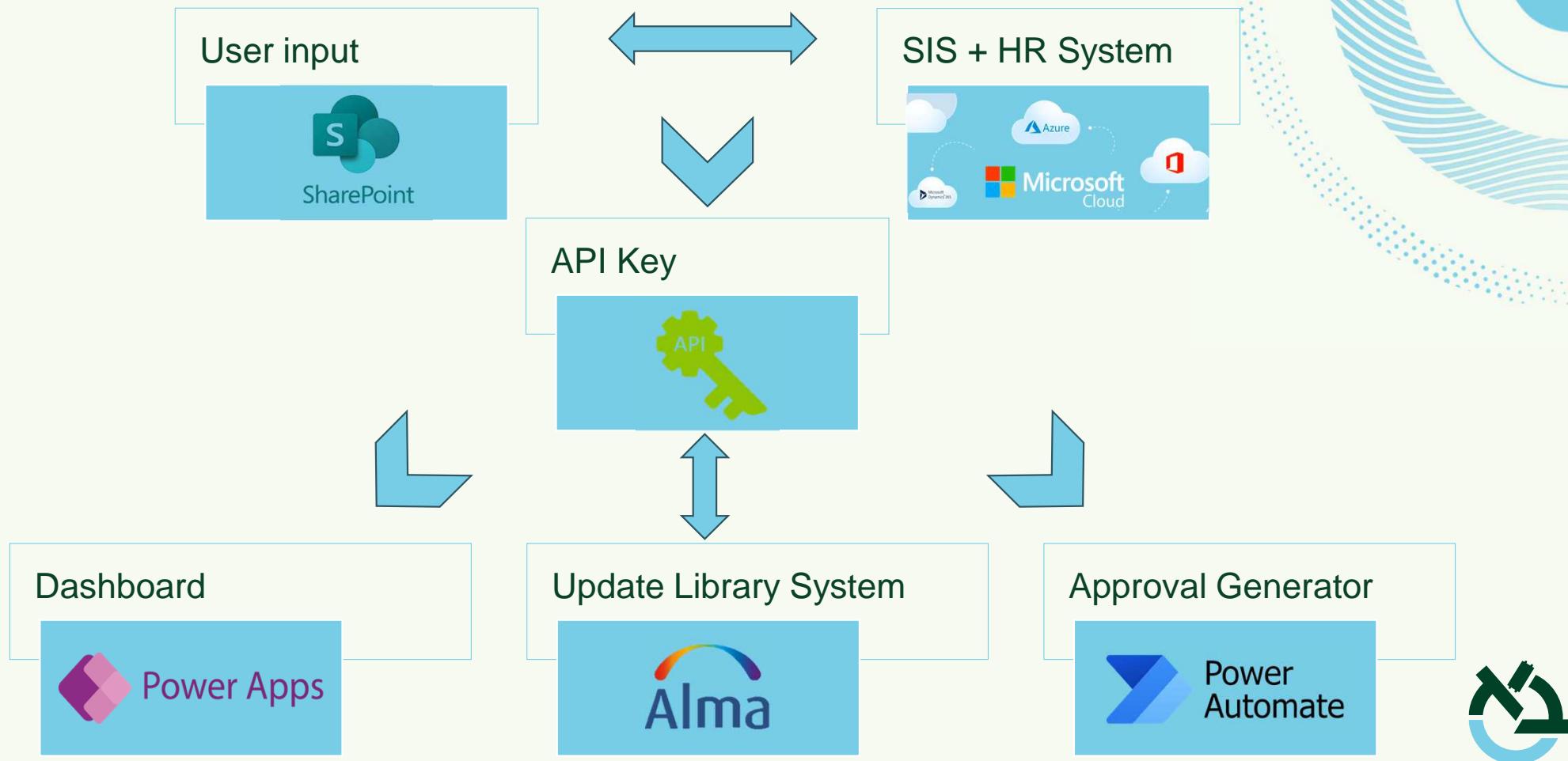
Overview Automated System



The New Method



The New Method



The New Method

The Process

-  Access and Permissions Management
-  User Request input
-  Request Processing and Staff Handling
 -  Approval
 -  Rejection
-  Dashboard and Data Management

The New Method



Access and Permissions Management

The Libraries and Information Division

About Libraries and Collections Library Services Catalogs and...

The Libraries and Information Division

The information specialists are the teaching, learning and research university. Impacting tomorrow.

Books & more

Search the Catalog

Reference >
Circulation Department >
Interlibrary Loan >
Deposition of M.A. and Ph.D. Theses >
Learning Spaces for Groups in the Campus Libraries
Forms
New Publications
Events
Online Payment System

Sign in

Please fill in your M365 username

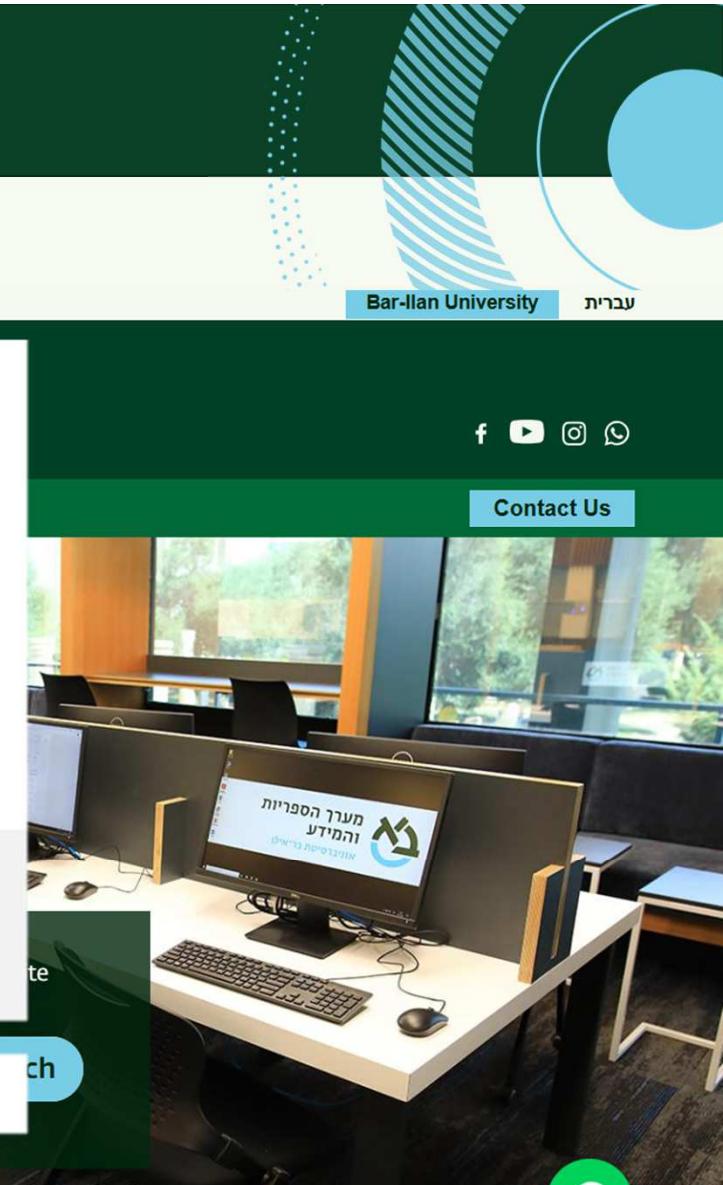
Forgot Password

Next

What is my Username?

Instructions on username and on changing password

Sign-in options



The New Method



Access and Permissions Management

★ במעקב

בר-אילן של



24 תוצאות חיפוש | תצוגה:

Application to Access Materials from the Rare Books Department	Application for Diplomas Stored in the University Archive	Application for Borrowing ...Procedures for New Readers or
Recommending Books to Purchase	Ordering a Personal Training Session	Database Trial Review Form
Requesting group training on how to use the library resources	Request to Open a Library Card in Other University Libraries in Israel To be used only by MA/PHD Students and Academic Staff	Report any Failure to Access Databases
בקשת לקבלת שירותים ספרי	בקשת להזמנת הדרכה קבוצתית מתקדמת לשימוש במשאבי הספרייה	Theses and Dissertations Deposition Process

תளיא

חידה מנהלית

שפה הטופס/



This application form is intended for opening a library card at other university libraries in Israel for the purpose of borrowing physical items only. It is not intended for requesting an interlibrary loan of a specific item.

To order a specific item, the [online](#) form must be filled out.

The loan authorization will be granted for a maximum of one academic year, according to the validity of the library card and no later than October 31 of that year. The applicant must meet the borrowing requirements and conditions of the requested university libraries.

For further questions and inquiries, please contact: intlib@biu.ac.il or by phone: 03-5318496

* Phone

0505050505

* Please select all the requested libraries

For use by librarians only

- Ariel University Library
- Ben-Gurion University
- Bloomfield Library for the Humanities and Social Sciences
- Haifa University
- Hebrew University - Education and Social Work Library
- Hebrew University - Harman Science Library
- Hebrew University - Law Library

uested libraries.

it here.

if the university libraries to which this authorization is intended.

ge and/or fines and/or loss according to the library's lending regulations.

Bar-Ilan libraries and may cause me to delay receiving my degree.

Send

The New Method



User Request Initiation



The form has been successfully submitted.

An email with the details of the request will be sent to you in the next few minutes. The department staff will review the request and upon completion of processing, the approval to open the reader's card will be sent to the requested libraries with a copy to you.

[To view application details >](#)



The New Method



User Request Initiation

Your request for book loan approval has been received in the system



השאלה בין-ספריתית - מערכ הספריות והמידע
נעמי אברהם
To: נעמי אברהם

Hello, נעמי אברהם

Your request for approval to borrow books from other university libraries has been recorded in the system and will be processed as soon as possible.

You can view the request details at the following link: [My BIU portal](#)

An email will be sent at the end of the treatment.

Best regards,

Interlibrary Loan Department

The array of libraries and information

Bar Ilan University

Phone: 03-5318496

Email: intlib@biu.ac.il

The New Method



Request Processing and Staff Handling

3 בקשות הממתינות לטיפול



3 requests are awaiting process



The New Method



Request Processing and Staff Handling

☆ לא כמעקב

בר-אילן של



חיפוש לפי טופס, גורם מאשר וכו'...

מועד פתיחה

מחלקה

תעודת זהות

נפתח ע"י

מציג 3 מתוך 3

28-04-2025

מחלקת מערכות מידע

[REDACTED]

טופס בקשה פתיחה כרטיס קורא בספריות אוניברסיטאיו...

13-07-2025

מערך הספריות והמידע

נעמי אברהם

...en a Library Card in Other University Libraries in Israel

12-08-2025

מערך הספריות והמידע

נעמי אברהם

...en a Library Card in Other University Libraries in Israel

The New Method



Request to Open a Library Card in Other University Libraries in Israel

| מערך הספריות והמידע

נעמי אברהם |

All requests | Main portal

Request In Progress

Application submission date 13/07/2025

Population Administrative staff, Teacher

University libraries Weizmann Institute

Email ABRAHAN@biu.ac.il

Phone 0123456789



User Group	Status Date	Expiry Date	Active Loans	Fees	Fines
Staff	10/08/2025	05/08/2026	1 Active Loans, 0 Overdue	₪20	₪0

Approve

Decline



The New Method



Request Decline

X

Are you sure you want to decline?
Select the reject reason

Books have not been returned yet

Books have not been returned yet

Your status for this year has yet to have been determined

The debts to the library must be settled

Other

No Yes, decline

10/08/2025 05/08/2026 1 Active Loans, 0 Overdue 10/20



The New Method



Request Decline

Your request for opening a library card declined



השאלה בין-ספריתית - מערכ הספריות והמידע
נעמי אברהם ● To

Summarize

Reply Reply All Forward

יום ג 12/08/2025 09:23

נעמי אברהם

Your request for opening a library card in other university libraries in Israel has been declined.

Declination reason :

Books have not been returned yet:

You can view the request details at the following link: [My BIU portal](#)

Best regards,

Interlibrary Loan Department

The array of libraries and information

Bar Ilan University

Phone: 03-5318496

Email: intlib@biu.ac.il



The New Method



Request Approval

X

Are you sure you want to approve?

Expiry date of the certificate(s)

/10/2025

שנת לימוד

▼ תשפ"ה

No

Yes, approve



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Request Approval

Request to Open a Library Card in Other University Libraries in Israel



השאלה בון-ספריתית - מערך הספריות והמידע

נעמי אברהם

To

Cc

השאלה בון-ספריתית - מערך הספריות והמידע



pdf.אישור_השאלה_ספרים_שימוש ספרנים בלבד - און לחזור בשורה זו
99 KB



Summarize

09:26 12/08/2025 ב]

נעמי אברהם,

Your request for opening a library card in other university libraries in Israel has been approved.

Please note, the borrowing services policy for you will be determined by the university libraries that received the approval, according to their borrowing policy.

Opening a reader card in another library constitutes your commitment to abide by these conditions.

Attached are the relevant approvals.

An additional copy has been sent to the requested libraries.

Sincerely,

Interlibrary Loan Department

Library and Information System

Bar-Ilan University

Phone: 03-5318496

Email: intlib@biu.ac.il



The New Method



Request Approval

ExLibris
Part of Clarivate



User Details

Toggle Account Type

Open For Update

Cancel

Save

אברהם, נעמי



ID

Record type Public

Account Type
User group

External
Staff

Identity Service
Owner

Not Used
SIS

General Information

Contact Information

Identifiers

Notes

Blocks

Fines/Fees

Statistics

Attachments

Proxy For

History

1 - 13 of 13

+ Add Note



▼ Note Type : All

Note	Type	User viewable	Pop up note	Created By	Creation Date	External Data
1 נשלח אישור התchingות לאוניברסיטאות: שימוש ספרנים בלבד- אין לבחור בשורה זו, תשפ"ה	Library			System	12/08/2025 09:26:00 IDT	

The New Method



Dashboard and Data Management

בקשת פיתוח כרטיס קורא בספריות אוניברסיטאיות אחרות בארץ

בל בקשות פורטל ראשי

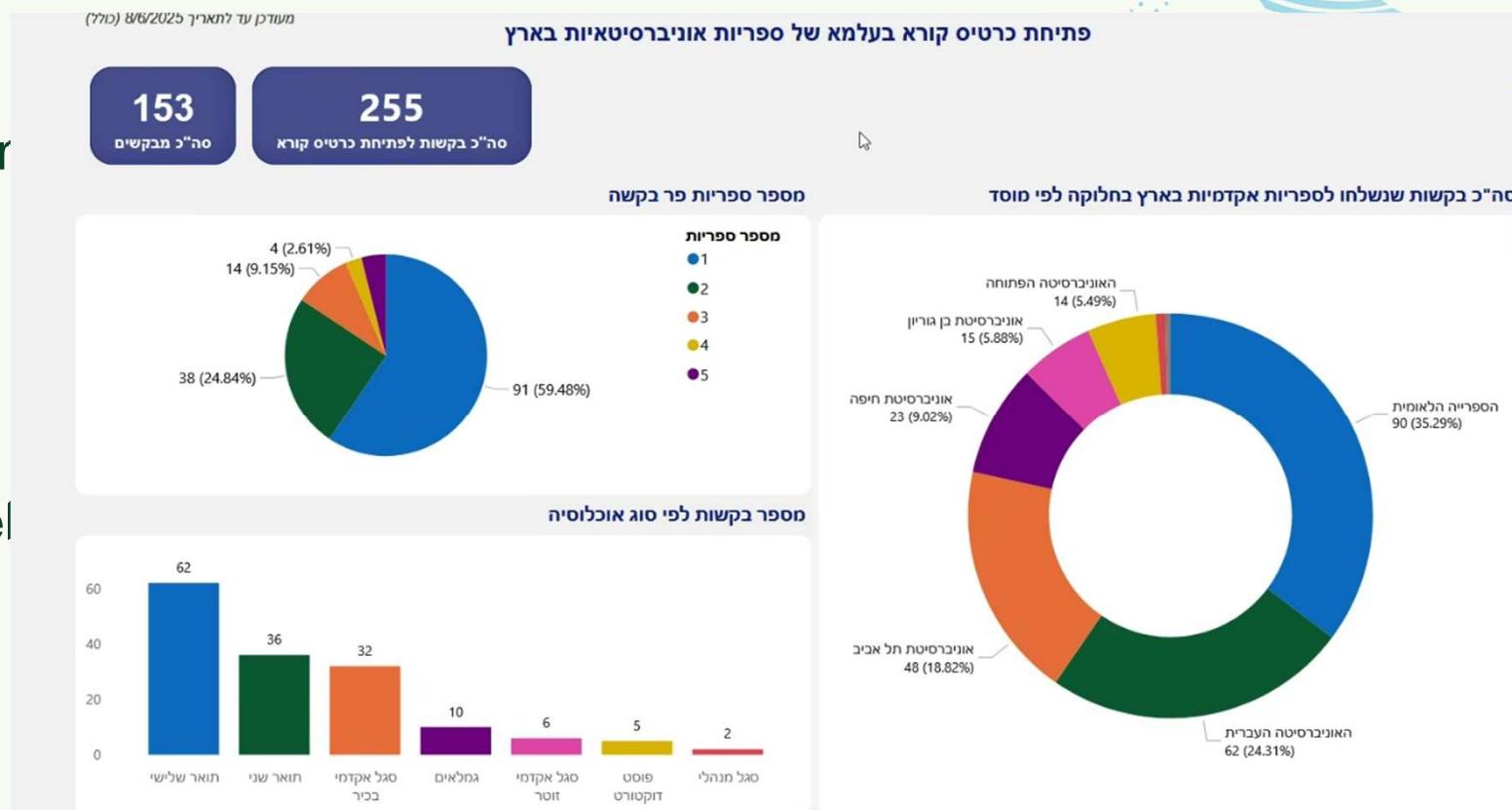
בל בקשות פורטל ראשי

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Dashboard and Data Management

The number of user reading cards that were opened in libraries across universities in Israel





Open a Library Card
in Other University Libraries

Conclusion

The New Method

Conclusions



Enhanced quality of service for our patrons



Improved processing speed



Advanced managerial supervision



Data Analysis



Strengthen collaboration



Grazie, Questions

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naomi.Abraham@biu.ac.il

Uri Gafni,
uri@biu.ac.il