Workflow Optimization with IDS Logic

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Planting Seeds

Image from ibm.com—IBM Watson site
ILL is a big pie, and we have functions for many pieces, but have room for growth in borrowing and doc del.
Right now, we’re getting to the medium stuff
Finding unexpectedly large pieces of your ILL pie.

- Different types of libraries will have different issues.
- SYB—27% of all ILL activity required availability look-up.
The slices we’ll go after will be smaller and smaller.

Pie Chart: Pie Slice Hover Tooltip
And then, the slices will get more and more refined.

- Find the medium stuff in a more complex process or queue.
- Define your perfect automation and review everything else.
Logic and Change
It’s no fun Being Left with Problems
Logic leaves you notes to tell you what it did to transactions.
Transactions are followed through workflows to reduce touches through Logic.

- TNs move through processes with different rules applied based on your business logic.
How Does IDS Logic Work?

Libraries Configure Logic Rules and Services to best automate workflows, getting data from APIs, web services, and other sources.
Server Addons

• Run in System Manager
• Like a system/form addon, store lua and config.

Supported Commands:
• Route
• Add Flags
• Send Emails
• Set Flags
• Add ESP Update
• Write Sys. Log
How we’re using Server Addons

• A main server addon
• Lua is written on the fly for the addon to execute based on your needs.
• No need for dozens or hundreds of addons.
• Simple for you.
Code that writes code…

CHUCK NORRIS DOESN’T WRITE CODE
He stares at a computer screen until he gets the program he wants.
Sometimes in life, it’s about the queue, not the transaction.

Buttons are much more powerful when you can act on many transactions at the same time.
Logic Addon(s): Coming Soon

• Logic Dev has led us to dynamic addons for the Illiad client managed by Logic.

• Go to Logic Dev session for more information and discussion.
What exactly does this mean to me?

- IDS Logic can insert information into transactions.
- IDS Logic can route transactions.
- IDS Logic can cancel and update transactions in ILLiad and WCRS/Worldshare.
- IDS Logic can send emails to patrons or other libraries based on criteria you give it.
- IDS Logic can read information in transactions and take actions based on criteria.
Who’s Using Logic Now?

73 Libraries

Most are IDS Project Members, and all types of libraries are represented in this group.
IDS Logic Rules

IDS Logic looks for information that is reliably acted upon and takes actions, including notifying patrons.

- Can key off date information
- Emails Patron
- Updates/Routes Transaction
- Add/Remove Flags
How are Logic Rules different than Client Routing Rules?
Rules can make finding, fixing, and working on your workflow problems much easier.
Lending Availability Service

Remember the good old days when we had to look up ILL requests manually?
LAS Now @ CUNY
What’s Coming with ALIAS

• Lending Improvements.
• Print finally gets its due.
  – Avail Lookup for print articles.
• Sorting E and P for workflow optimization.

From: http://library.buffalo.edu/annex/
Borrowing Availability Service—Baker’s Dozen

• Set your direct request free and still find what you have that’s available.
My Library is Your Library
Direct Request Enhancer: Straight from Ken’s Brain

From independt.co.uk
Rule Examples: Stale Requests in Request Sent

• Finds requests in queues that you’d like to monitor closely—but may not have the time to.
Rule Example: Book Chapter Direct Requester—16 Libraries Using

• Article requests shouldn’t be ignored just because they’re book chapters.
• And OCLC shouldn’t be ignored either.
Logic is a platform that will continue to be built to facilitate the most effective resource sharing possible through ILLiad automation and enhancements.
Taking Logic to the Web (think GIST 2.0)

• ILL webpages dynamically generated to offer different options for purchase or rental for books and articles.

• Integrate Discovery APIs into webpages to harvest citation information and provide purchase options.
Future Developments: GIST Rules
Turning the Mic over for questions...