Overview

Find information about the features and applications of Amlib VDX ILL Email. 
_Amlib VDX ILL Email_ allows for the receipt of a structured email sent from OCLC’s _VDX Inter-Library Loans System_.

This structured email creates Stockitem and ILL records within the _Amlib_ client, as well as creating a reservation for the borrower as entered into _VDX_. This user guide covers how to configure and run the _Amlib VDX ILL Email_ solution.

For information on how to install the required programs, see the _Amlib VDX ILL Email Installation Guide_.

The _Amlib VDX ILL Email_ is available to all _Amlib_ libraries that currently use the _OCLC VDX Inter- Library Loans System_, at no additional cost to the library.

The solution is available in two modes – automated Service or manual Client.

When manually run by an operator, the _Amlib VDX ILL Email client_ will:

1. Allow the automatic creation of a temporary Stockitem record on a requesting Amlib library’s database when the library has requested an item from another library via _VDX_
2. Allow the automatic creation of a reservation on the temporary holding record in _Amlib_
3. Allow the automatic creation of a corresponding ILLs record in _Amlib_

The _Amlib VDX ILL Email Service_ (run via the _Amlib Configuration Manager_) will:

1. Require a schedule to be set and activated using the _Amlib Configuration Manager_ (see below)
2. Allow an overall scheduled processing time and cycle to be set
3. As per the schedule, allow the automatic creation of a temporary Stockitem record on a requesting Amlib library’s database for any request placed on behalf of a patron by library staff on the OCLC _VDX ILL system_
4. Allow the automatic creation of a reservation on the temporary holding record in _Amlib_
5. Allow the automatic creation of a corresponding ILLs record in _Amlib_

**Note:** Users must first have updated their _Amlib_ client to _Amlib 5.3_.

Applications

In addition to the _Amlib 5.3_ client, users can install one of two applications provided by _OCLC_ to implement the interface:

1. **Amlib VDX ILL Email Client**
   - When run by an operator, this application is responsible for checking for messages sent to a pre-configured email address
   - Installed by the _AmlibVDXILLEmail.msi_ on the user’s _Amlib_ PC

2. **Amlib VDX ILL Email Service**
This application runs as a *Windows* Service (the Service is responsible for automatically executing the processes according to the schedule defined *Amlib Configuration Manager*)

- Installed by the `AmlibVDXILLEmailService.msi` on the server

In addition to the above applications, there is a separate *Amlib Configuration Manager* application (installed at the same time) which is used to configure the connection between the selected *Amlib VDX ILL Email* application(s) and the *Amlib* SQL databases.

Certain *Amlib* client settings also need to be enabled and configured as part of the *Amlib VDX ILL Email* setup.

**IMPORTANT:** Configuration of the *Amlib VDX ILL Email* application/service requires the creation of **Location-specific POP3 email user accounts (mailboxes)** within the *Amlib* client – see *Amlib Supervisor Settings*. Once set-up, these location-specific *Amlib* mailbox addresses MUST be added into the *State Library of WA (SLWA)* VDX system against the specific user locations. After entering their email settings in the *Amlib* client, users should contact Sandra Jones (sandra.jones@slwa.wa.gov.au) at *SLWA* providing the email addresses to be added to their VDX configuration. *SLWA* will arrange for these configuration changes on their behalf (which will also include testing).

Note: It is not possible to use a standard *Exchange* mailbox with the *Amlib VDX/ILL Email* application/service.

**IMPORTANT:** The POP3 mailboxes created should NOT use SSL as this system does not support SSL. This VDX ILL Email program will only be within your internal network so there is no security risk.

**Due to specific VDX workflow requirements, the *Amlib VDX ILL Email* application/service is currently only available for use by WA users.**
VDX
User creates ILL request – email alert generated and sent to POP3 mailbox

POP3 Mailbox
VDX-generated alert emails received here awaiting to be processed

VDX/ILL Email Client
Processes (and deletes) the alert emails in the POP3 mailbox(es) and pushes them through to the Amlib client

Amlib Client
* Amlib client performs 2 operations:
  1. it creates a Stockitem/ILL record (using the VDX-generated alert email details), and
  2. generates (optional) user alert emails notifying library staff that the VDX-generated emails have been processed.

Stockitem Module
(1) Stockitem record created
(2) ILL record created

User Alert Emails (Optional)
(1) User alert email to library staff generated
(2) CC User alert to library staff generated