



## CLIO, INTER LIBRARY LOANS | **SEARCH. REQUEST. ACQUIRE.**

**Clio Inter Library Loans (Clio) is a hosted application for managing the processes of enquiry, searching, price determination, cost allocation and delivery of information requests to users.**

Clio is the product of 15 years of experience in developing Inter Library Loans software solutions across the globe. It is designed to integrate with organisation workflows and corporate branding. Currently it is the only Inter Library Loans software that has integration with the new British Library Document Supply System API.

### **Market leading search efficiency | British Library Document Supply Service (BLDSS)**

**BRITISH  
LIBRARY**

Powerful integration with the British Library means that Clio provides real-time search and discovery of the British Library holdings. Results are presented in real-time in a single results set from searches with; item status, citation matching, eligibility and availability. No more REAPPs or Chasers. If the item is not available at the British Library, Clio's 'get it for me' feature of the BLDSS allows the user to find it in another library.

In addition to automatically searching the British Library catalogue, Clio will simultaneously search selected catalogues such as WorldCat, SunCat, Copac and holdings of any web catalogue of your choosing. Once you find the item, it is easy to send a request directly to that library via email for it.

### **EMPOWERMENT**

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#### **Help users get what they want**

Clio provides online access for users to submit requests, check on the status of requests, request renewals and retrieve items received electronically. They can do this both on-site and remotely. In terms of accuracy of information, Clio works with OpenURL/Discovery systems to provide accurate citations.



## Keep in touch with your users

Users want to know what is happening with their requests. Clio automatically sends updates via email when the status of a request changes. Staff can communicate easily with users to verify citations or suggest alternative resources. Clio provides printed material for returnable items to ensure Inter Library Loan items are returned to your office, rather than getting lost in the stacks.

## FLEXIBILITY

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### Appearance

The Clio interface is web based, using the latest HTML 5 technology and is customisable to meet all branding and style formats. The powerful Staff Section allows Inter Library Loan staff to control the Web interface without needing technical support.

### Integration

Forms can be embedded into any web page or interface such as SharePoint, or a CMS, providing seamless integration with internal systems. Authorisation protocols such as LDAP, SAML, Shibboleth and ADFS provide users with Single Sign On (SSO) to simplify their access.

### Controls

End-users get the control they need within 'guided' workflows, using functions such as:

- Copyright support: implement your institution's policy, whether that is e-signatures or copyright forms
- Enforced request limits
- Request renewals
- Check Holdings: to encourage users to check your holdings first
- OpenURL connection to citation databases: pre-filling request forms with Bibliographic Details
- Email confirmations: to users and requests for approval to supervisors

### Service analytics and collection development support

Clio provides staff and managers with the information they need to monitor and improve the service provided to users. All interactions with users and libraries are logged and displayed. Built in reports tabulate the amount of time taken to fill requests, the number of requests unfilled, borrowing costs, support collection development and much more. Reports also show:

- Copy/loan/unfilled
- Method item received
- User status and/or department
- Turnaround time
- Collection development
- Top lenders

Each report can be based upon groups or individual libraries - all of the data is available to you.



## NEXT STEPS

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To find out how Soutron could transform your eContent management and distribution strategy, **get in touch:**

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