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](https://help.oclc.org/Library_Management/Amlib/VDX_ILL_Email/010Overview).

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 Amilb client

Amilb Client
Amilb 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