



EFTS

Quarterly

Winter 2004

Volume 1, Issue 2



University of Connecticut
Health Center

Electronic Fund Transfer System
Lyman Maynard Stowe Library
University of Connecticut Health Center
263 Farmington Avenue - PO Box 4003
Farmington, CT 06034-4003
(866) 561-5045
Fax: (860) 679-1305
<https://efts.uchc.edu>

From the Director ...

EFTS Participation: Issues and Responses

by *Ralph Arcari*

EFTS was started in 1996 and currently has over 1000 participants. There are now EFTS libraries in each of the 50 states, Canada and Mexico. In developing this service over the past nine years, EFTS staff has had the opportunity to listen to many librarians who have raised questions, issues and concerns regarding EFTS. In the FAQ format, we'd like to address some of the more commonly asked questions.

Why does EFTS charge a 3% service fee to only the loaning library and not the borrowing library?

EFTS eliminates the need for invoicing on the part of the loaning library. The service fee is intended to replace the cost of invoicing. The expense of the latter includes not only sending the actual invoice but following up on aging unpaid accounts.

Net loaning libraries have the option of receiving a redistribution check every 90 days for the amount on account that is above the minimum balance needed to cover their own borrowing. Cash flow to net loaning libraries is predictably consistent.

Additional costs for getting an article, unfortunately, may be the deciding factor in some cases as to whether or not the request is ever made. Therefore, no service charge or need to upload data to EFTS encourages resource sharing, which translates into more income for the loaning libraries without invoicing.

Why doesn't EFTS follow the OCLC IFM model of requiring no account balance and charge borrowing libraries?

To belong to OCLC requires an annual payment to an OCLC regional service provider. The annual cost in New England to belong to NELINET is \$1,100. For this fee, a range of OCLC fee-based services are available to the regional member including ILL. Both the borrowing and the lending library have paid the annual fee.

Inside this issue:

<i>From the Director - EFTS Participation: Issues and Responses</i>	1-2
<i>Memorandum of Agreement Gets Re-vamped</i>	3
<i>EFTS Libraries Who Use OCLC</i>	4
<i>EZ-Pass Those Errors</i>	4
<i>Tips from Cristina</i>	5
<i>Contact Information</i>	5

EFTS-L Listserv

The EFTS-L listserv is the primary mechanism for communication between the Office and Participants. New members and software improvements are announced on the list. Participants can also ask questions and share ideas with others. Information on subscribing can be found under the Tools link on the homepage.

Join today!

Continued pg.2



EFTS Participation: Issues and Responses

continued

EFTS staff have carefully looked at and compared OCLC charges with the EFTS 3% service fee. There is no annual fee to belong to EFTS. Moreover, most EFTS participants are hospital libraries who often do not belong to OCLC.

How can a library that is part of an institution that does not allow deposit accounts join EFTS?

This is a matter of perspective on how you view it. One view some members have taken is that a journal subscription is a form of deposit account. Money is pre-paid for a product to be received in installments over time. Questions are not raised about the financial appropriateness of library subscriptions.

Another view is that EFTS is a bill reconciliation service. Sufficient funds have to be kept on account to cover the cost of a library's ILL transactions. If a library is a loaning library, income from loaned transactions often covers the cost of that library's borrowing.

How can libraries in my region which use pre-paid coupons for ILLs participate in EFTS?

EFTS has coordinated the transition from coupon systems to EFTS in NN/LM regions 1, 5 and 8. This transition takes about a year. Usually, the coupons are redeemed and the redemption funds are used to open an EFTS account. Because EFTS participation is identified on DOCLINE requests it would be very difficult to selectively participate in either coupons or EFTS.

We do not have staff to upload transaction files to EFTS.

You may be surprised at how little time it takes to create the transaction files. Many third party ILL management programs already support the creation of EFTS files. You may also enter the transaction data directly into the EFTS system. Remember that only transactions for which a loaning library has charged a fee have to be uploaded. The borrowing library doesn't need to do anything. Transactions can be uploaded at anytime and are processed immediately. You no longer have to batch process or submit files once a month. An interesting statistic reveals that only 15%-20% of EFTS participants upload transaction files.

Why does EFTS impose service charges for errors in uploaded transaction files?

EFTS does not charge for errors. In the past, there were fees associated with uploading a great many errors (>100). However, now that EFTS is online, EFTS no longer charges for any errors uploaded.

Has use of EFTS eliminated or reduced the work associated with overdue bill collecting?

Yes; EFTS takes responsibility for making sure bills are paid. Large EFTS net loaners find that staff committed to billing and collections can be redeployed into other work that relates directly to library information services.

Can participation in EFTS affect Docline routing tables?

Yes; when EFTS participants populate the first cells of their Docline routing tables with other EFTS participating institutions, they are assured the receipt of the materials will be not only timely but also without invoices.



Memorandum of Agreement Gets Re-Vamped

by Jola Sliwinski

Coming on March 1, 2005, a new MEMORANDUM OF AGREEMENT (MOA) will be implemented for use. This updated document retains many of its current components with most changes reflected in the "Signatory Page". Although the need for a formal agreement has never been disputed, the signatures required have proven at times to be not only cumbersome, but also an obstacle for participation.

The new MOA will require only the signatures of the EFTS participant, theoretically the library employee who will ultimately be responsible for the maintenance of the account and an Institutional official, someone with the authority to sign agreements. The document will require the signature and seal of a Notary.

Some of the wording on the new document has been changed as well. It will be available as a link on the EFTS website. Both Spanish and French



versions of the MOA will also be made available. The translated documents can be used by participants as a matter of convenience only as the basis for business will continue to be English.

It should be clear to all current participants that **ONLY** new participants (those joining post March 1, 2005) would be using this MOA. All current participants are bound by the terms of the agreement signed at the time of joining. No current participants will be asked to re-execute another MOA.

Responsible Library Person: (Print Name) _____
 Title _____
 Signature: _____ Date: ___/___/___

Institutional official who can verify that the 'responsible person' above has the authority to sign this MOA

Print Name _____
 Title _____
 Signature _____ Date: ___/___/___

Notarization
 Notary (Print Name) _____
 Notary Signature _____ Date: ___/___/___

Notary Seal:



EFTS Libraries Who Use OCLC

by Dorothy Kalahan

I find it helpful when an OCLC library, which also uses EFTS, includes its LIBID in the Lending Notes field. If both libraries are not IFM libraries, this practice makes it easier to (1) know the borrowing library is an EFTS member, and (2) enter the request into EFTS without the need to look up the LIBID. However, be sure to enter your LIBID correctly. Some libraries are still showing as their LIBID the old system of zip code plus letter. It may, in fact, be time to take a close look at your constant data in OCLC.

Without this assist, it is sometimes difficult to know if the OCLC requestor is indeed an EFTS member. Some libraries will use different versions of their names on Docline and OCLC. In other cases, the medical school of a university may be an EFTS participant, but the main library of the same university is not (i.e., the University of Connecticut Health Center Library, UCH on OCLC, is an EFTS member. The University of Connecticut, UCW on OCLC, is not. These libraries are separate and one cannot be billed for the other's transactions. Therefore, requests for UCH can be billed on EFTS, but requests for UCW cannot.)

If the borrowing library is indeed an EFTS member and the transaction is not covered by IFM, it is a simple matter to use EFTS to cover the costs.



EZ- Pass Those Errors

By Ed Donnal

For those of you who have been around long enough to remember the paper reports that used to be sent out monthly, you will recall that any errors you uploaded for collection were simply reported back without any action on the part of EFTS. No harm, no foul. However, when EFTS migrated to the web, that all changed and lenders were forced to correct or remove all errored transactions before the file could be uploaded and processed successfully. This usually meant uploading the file, getting the report of errors, editing the file, uploading the file again and then remembering you still may need to bill for those "Insufficient Funds" errors.

With the upcoming release of EFTS 3.0, the good 'ole days will return. The enhancement, termed 'One Time File Upload' will accept any file that is uploaded. All valid transactions are accepted and processed immediately by the system. Any transactions that contain an error are then moved to an online file and a report of the errors is provided. Participants can then go into this file and correct any errors at their convenience before resubmitting the transactions. "Now what about those Insufficient Funds errors" you may ask. Here's where it gets even better. The system will automatically scan all online transaction files overnight / every night and process any that are now valid. So, when a library status changes from Inactive back to Active, that transaction that was rejected yesterday for 'Insufficient Funds' will now be processed tonight, automatically!

It is our earnest hope that this will eliminate some of the stress that may have been involved with processing transactions this past year. We thank you for your patience and support as we continue to improve EFTS program software.



Tips from Cristina

By Cristina Alegria



Check your reports! Your Report for the Current Accounting Month is “real-time” and the most accurate reflection of your EFTS account’s current balance. Sign in with your LIBID and password, then click the link on the left that says “Reports.” Logging in at least once a month to view your Reports is not only an effective way to prevent overspending, but you can also be sure there are no erroneous charges posted to your account!

Drop them a line! When having difficulty uploading a transaction file because a “Borrower is a Member but Inactive,” give that library a call! Let them know you have outstanding unpaid transactions with them. Accounts do not become Inactive until the third consecutive month of having a negative balance. Your friendly reminder will most likely be very much appreciated!



Quid pro quo! Patrons or libraries not yet participating in EFTS can make deposits to your account with a check, Visa or MasterCard! The credit card deposit form is available under the FORMS link on our website. Checks should include your LIBID when mailed. There is no service fee for these deposits, regardless of the amount! It’s another convenient way to be paid for interlibrary loans! Of course, be sure to encourage non-participating libraries to join EFTS!



Peruse Your Profile!



Daylight Savings Time kicks in on April 3rd this year and is usually a reminder to check the batteries in our smoke detectors. It should also be a reminder to look over your EFTS Profile and see that all the information is current and accurate. Make sure the contact name and email reflect the person EFTS should be contacting regarding the account, and if you wish to be considered for quarterly redistribution, the box for this is checked Yes.

EFTS Staff

Ralph Arcari, PhD, Library Director

Arcari@nso.uhc.edu

Jacqueline Lewis, M.L.S., Head of Collection Access, EFTS

Program Manager

jlewis@nso.uhc.edu

Jolanta Sliwinski, EFTS Program Coordinator

sliwinski@nso.uhc.edu

Edward Donald, M.L.S., EFTS Technical Support

donald@uhc.edu

Cristina Alegria, EFTS Program Assistant

calegria@uhc.edu

Contact Us

EFTS

University of Connecticut Health Center

263 Farmington Avenue

P.O. Box 4003

Farmington, CT 06034-4003

Phone/Fax: 860-679-4500 (9:00 am to 4:30 pm EST)

Toll Free: 866-561-5045 (9:00 am to 4:30 pm EST)

Fax: 860-679-1305

E-mail: efts@uhc.edu

Web: <https://efts.uhc.edu/>