

# Processing Holds/Interlibrary Loan Requests

Process Holds/ILL **daily** (click on little red flag shows in upper right-hand corner when logged on as administrator or staff).

## ➔ 1. Unapproved Requests (Local Pending)

These are items where students/teachers have placed holds. Each needs to be processed in order to go forward. Click on the word Unapproved next to each title requested to process that request. (In processing the request, you can choose to place a local hold if your library already has copies that are currently out in circulation.) To cancel the Request, click on the trash can icon to delete it. If you delete a hold, no notice is sent to the student or teacher's My Info page that they see when they log in. You may want to notify a student or teacher if you cancel (delete) their request without letting it go forward, letting them know why you did not process the request.

 Printable



### Unapproved Requests

Status	Title	Patron	Requested
<a href="#">Unapproved</a>	Life in Charles Dickens' England 	patron test 	9/23/2006  Delete

If you are sending the request forward, please let Destiny randomly choose the library to fill the request, rather than picking a specific library. When you let Destiny randomly choose, if the request is declined by a library, Destiny will continue to try other libraries until the request is filled, or the hold expires. Once you Approve the request, it becomes pending at the library receiving the request.

## ➔ 2. ILL Requests (from other libraries)

Go to the Process Holds/ILL screen (click on the little red flag, or choose Hold – View All in Reports on the Back Office tab). Scroll down to the bottom of the screen and unclick all of the options except ILL Requests. Click on the Update button, and then choose and print out the Printable version of the list that comes up. (The list will also give you a status report on any pending requests for your students and teachers.) Go the shelves and pull each item, **matching the barcode if you have more than one copy** and noting any items that are not available to send. If the request is coming from the RILINK Interlibrary Loan Site, you will need to click on the set of eyeglasses next to the person's name when you go back to the online version of the list to figure out where to send the requested item. The first 3 letters of their **barcode** is the delivery address.

Status	Title	Patron	Requested
Pending	Gulag : a history (Copy: T 25671 / Call #: 365 APP) <b>(for RILINK Interlibrary Loan site)</b> 	John Leach 	9/14/2006

### John Leach [Student / RILINK Interlibrary Loan site]






Barcode LSA900 

**Optional step, to have system count ILLs for statistics:** Check out each item to the library that requested it. The system will tell you that the item is being held for the student that requested it. Click on Yes to continue the checkout. **Then check all of the books back in.** This will give you the ILL statistics for items loaned to other libraries, without messing up the ILL routine on Destiny. **You must do this step before you click on Ship It, and make sure to check everything back in.**

Click on the red flag again (or choose Hold – View All in Reports on the Back Office tab if the red flag isn't there), and process each pending ILL request by choosing to Ship or Decline each request. **Do NOT use the Pull option for Interlibrary Loan Requests.**




## ILL Requests

### To be filled by Cranston High School East Library

Status	Title	Patron	Requested	
Pending	The Courts of Europe : politics, patronage, and royalty, 1400-1800 (Copy: T 14688 / Call #: 940.2 COU) (for Coventry High School Library) 	patron test 	9/23/2006	 <b>X</b>  <b>X</b>  <b>Ship It</b>

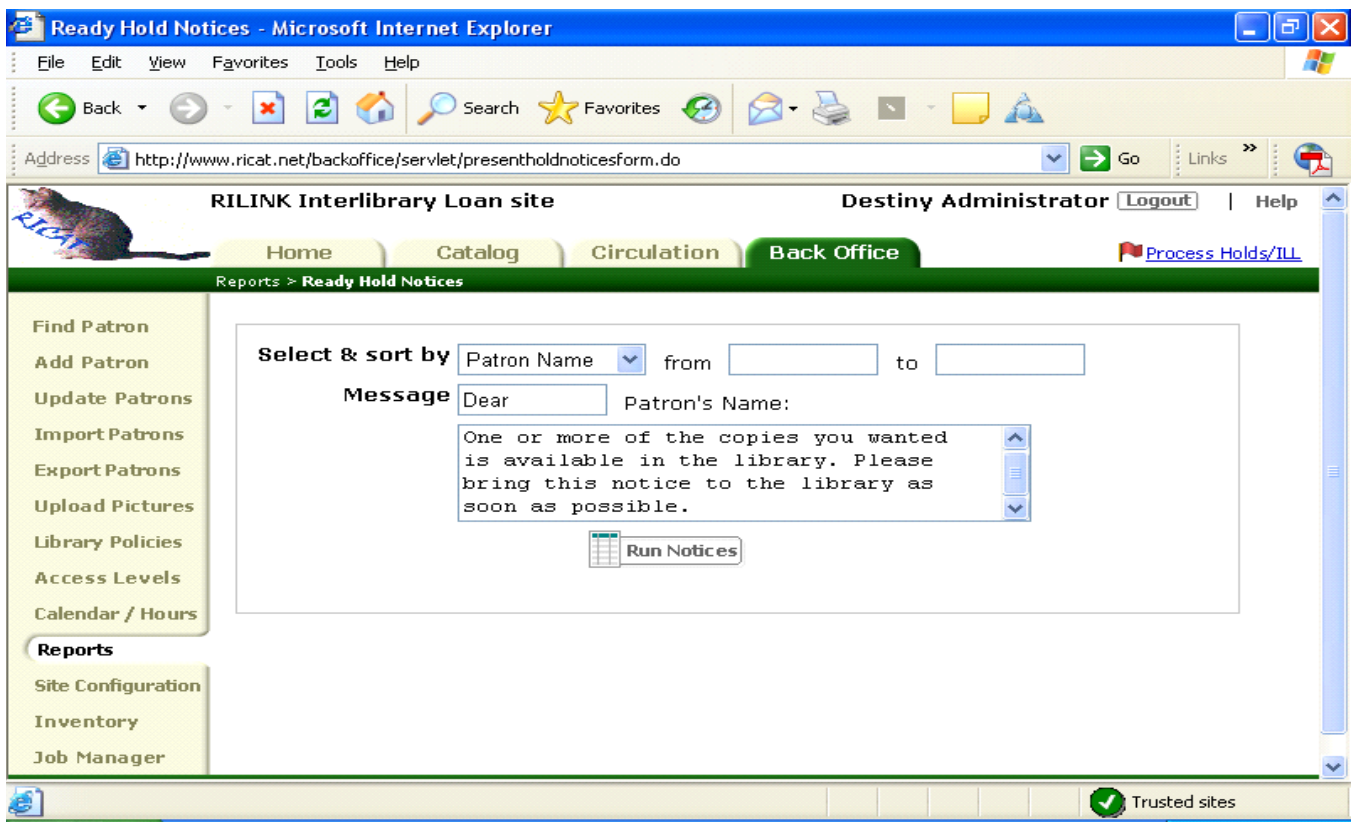
### → 3. Process Incoming Items

Click on the little red flag, or choose Hold – View All in Reports on the Back Office tab. Scroll down to the bottom of the screen and unclick all of the options except ILL Requests. Click on the Update button, and then scroll down on the resulting page to the section called **To be filled by other sites**. For each item in the shipment, locate the entry on the list and click on the Receive button. This will change the status of the Request in both the Holds/ILL list **AND** My Info for the person that requested it. It will also set up this item to generate a Hold notice for the student or teacher that requested it. Put each item aside to be held for the person that requested it, adding a slip or card to indicate the person's name.

En Route	Life of a Medieval knight (Copy: 3CPV230018552B / Call #: 940.1 C) (from Park View Middle School Library)	Faye Catalan 	9/18/2006	 <b>Receive</b>  <b>X</b> Remove
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### → 4. Generate hold (ILL) notices for students and teachers who have requested materials.

Go to Reports in the Back Office tab, and choose **Ready Hold Notices** under Holds. You can choose how to sort the notices and change the text of the notices. Any changes that you make will be saved for the next time you run these notices.




The screenshot shows a web browser window titled "Ready Hold Notices - Microsoft Internet Explorer". The address bar shows "http://www.ricat.net/backoffice/servlet/presentholdnoticesform.do". The page is part of the "RILINK Interlibrary Loan site" and is accessed via the "Back Office" tab. The "Ready Hold Notices" report is selected. The page contains a form for configuring notices, including a "Select & sort by" dropdown set to "Patron Name", a "Message" text area with the text "Dear [Patron's Name]: One or more of the copies you wanted is available in the library. Please bring this notice to the library as soon as possible.", and a "Run Notices" button. A sidebar on the left lists various site functions like "Find Patron", "Add Patron", and "Reports".



→ 5. When the student or teacher comes to pick up the item, check it out to them. If the item has the same barcode as an item in your collection, you will be asked to choose which item you are checking out. (You can also click on the Holds Ready link in the patron record that comes up when you choose the patron for checking out this item. Then click on the ILL Checkout button.) **If the barcode does not come up as an interlibrary loan, check the item out as a temporary item for your collection.**

**Nonemaker, Ashley** (Student: [LSA1126](#))  

Checked Out Library: 0  
 Overdue Library: 0  
[Holds Ready](#) 1  
[Fines](#) Library: \$0.00


Grade Level  
 Homeroom





**Nonemaker, Ashley** (Student: [LSA1126](#))  

Checked Out Library: 0  
 Overdue Library: 0  
 Holds Ready 1  
[Fines](#) Library: \$0.00

Grade Level  
 Homeroom



**Holds**

Title	Requested	Quantity	Status	
 Joseph Stalin	[PHS] 3PHS000003351%	1	Ready	

→ 6. Check in and return each item.

When you check in an ILL item, the screen will indicate that the item must be returned to the lending library. The status of the item is changed to “Returning.” Label and package each item, placing it in the delivery bin.




→ 7. Process items returning to your library.

Unclick the [Record In Library Use] box, and Check In each book that is returning from Interlibrary Loan. – OR – Click on the Receive button next to the book in your ILL Request list.

Do not click on the Remove button in ILL Requests unless you are sure that the book is not coming back - this will mark it as lost.

**ILL Requests** 

**To be filled by Ponaganset High School Library**

Status	Title	Patron Requested	
Returning	Joseph Stalin (Copy: 3PHS000003351% / Call #: 92 STA) (for <a href="#">RILINK Interlibrary Loan site</a> ) 		 

Note: The Local Requests section (Local Materials to be Pulled, Local Materials Ready for Patron, Local Materials Expired and Local Materials Pending) of the Holds/ILL screen refers to local holds placed by your students and teachers. Search for Local Requests or Hold Queues in Destiny Help for more information.