Relais ILL for RILINK:
Everything You Need to Know to Win the Relais Race*

*It's not really a race

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Last revised August 16, 2011 by Z. Berger
Send questions and comments to zach.RILINK [at] gmail.com
**What is Relais ILL? (an overview)**

**THE BASICS**

Relais ILL is a resource sharing system that allows LORI-member libraries throughout Rhode Island to share resources through interlibrary loan (ILL) via the statewide delivery system provided by OLIS. RILINK schools that are LORI members may make Relais ILL requests when resources are not available from within RILINK.

**THE DETAILS**

The State of Rhode Island Office of Library and Information Services (OLIS) maintains and supports a membership network of Libraries of Rhode Island (LORI), comprised of multiple types of libraries. When LORI libraries are unable to fill ILL requests from within their own ranks, the statewide Relais ILL system is used for requesting titles from the Ocean State Libraries (OSL), HELIN, Brown University (Josiah), and RILINK networks.

Relais International is the vendor that provides web access, database maintenance, and technical support for the Relais ILL system. Relais International maintains the RI-One Catalog Z39.50 database that links all of the LORI-member online public access catalogs (OPACs) into one searchable database. OLIS oversees the Relais International / LORI relationship and provides the delivery service.

**THE FINE PRINT**

*When you place an ILL request in Relais, you will be responsible for:*
1. Logging into the Relais ILL system and placing your initial request (see pages 4-7)
2. Alerting RILINK staff to any discrepancies or changes in your request (see page 12)
3. Monitoring your RICAT Processing Needed page for information about your request (see page 9)
4. Checking your dedicated ILL email address regularly for notifications about your requests (see page 9)
5. Watching your LORI delivery for the request to arrive
6. Using RICAT to check out the requested title to your patron (see page 10)
7. Enforcing the due date (normally, 3 weeks from receipt of title) and/or following appropriate renewal procedures (see page 8)
8. Using RICAT to check in the requested title when your patron is done with it (see page 11)
9. Packing up and returning (via the LORI delivery system) the requested title to the owning library (see page 11)
10. Abiding by the LORI ILL Code (see page 12)
Search for available Relais ILL titles

**THE BASICS**

http://www.search.relaislori.com

If you can’t find what you need at a RILINK school or the title you want is not available, use the Relais RI-One Catalog Z39.50 multi-OPAC search tool to locate available titles. You may also search the OSL, HELIN, and Josiah catalogs individually to confirm availability (see links on the “Additional Resources” page of this manual).

**NOTE:** If there is a discrepancy between availability of holdings listed in the RI-One Catalog and in the individual OSL, HELIN, or Josiah OPACs, defer to the latter for accuracy. *If a title is held at Brown University (Josiah) and at other locations, Brown will be the provider of last resort.*

**THE DETAILS**

1. Begin your search here: http://www.search.relaislori.com

2. Enter title keywords in the simple search box, or click “Advanced Search” and enter Title, Author (Last name, First name), ISSN, ISBN, and/or Year of Publication. Enter more information to narrow search results. Use drop-down menus to enable Boolean searching.

3. Click “Search”

4. Re-sort the results, control the number of results per page, and use the Sources, Subjects, and/or Authors facets to further narrow search results, as desired

5. Click a numbered title (in bold) to expand holding information for that title; click the title again to shrink back to list format

6. There must be a Yes on at least one location’s Availability line to request the book through Relais ILL

7. Avoid selections that include “Not Registered” or “Undetermined”

8. Write down the following information (or copy and paste it) for the Relais ILL Request Book form: Author, title, publication date, ISBN, call #

![Sample search result image](image-url)
Relais Patron Login screen

**THE BASICS**

RILINK has a dedicated Relais Patron Login portal for making Relais ILL requests at this link:  [http://relaislori.com/RelaisAccess/preloginRILINK.jsp](http://relaislori.com/RelaisAccess/preloginRILINK.jsp)

You may want to bookmark the above link for easy access.

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**NOTE:** You will not have access to making Relais ILL requests until you become a LORI-member library and meet the LORI Certification requirements. For more information on becoming a LORI member, go to:  [http://www.olis.ri.gov/network/standards/cert.php](http://www.olis.ri.gov/network/standards/cert.php)

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**THE DETAILS**

Your login ID and password are the 3-digit LORI code for your school (the login ID and password are the same and are both UPPER CASE). Do not change your password. RILINK and OLIS staff may need to access your account to provide technical support.

If you don’t know or don’t remember your 3-digit LORI code, look here:  [http://www.olis.ri.gov/network/delivery/search.php](http://www.olis.ri.gov/network/delivery/search.php)

Before clicking Submit, select the appropriate function. You should only ever have to use Request Book or Request Article.
Request a book, article, A/V

**THE BASICS**

If a title is not available from another RILINK library, place your ILL request through Relais using the Book or Article Request form. (Use the Book form if you are looking for a VHS or DVD title.) Fill out all required information and as much other information as you can, to increase the chances of an accurate match. See screen shots on next page.

**THE DETAILS**

The following information is required for all Relais requests (please note that RILINK processing requirements differ from but include Relais form requirements):

*Select the correct publication type (book, A/V, or journal)

*Title of publication (or title of article)

*Author of publication (or author of article)

*ISBN or ISSN (please make every attempt to include this)

*Patron name (last name is fine) OR patron ID number in the NOTES field

*Always make sure Delivery Method is set to LORI Delivery for book or A/V materials

*Always make sure your 3-letter LORI code is in the Delivery Address field

*Include a Need By date using the calendar insert, if applicable

Please also try to include Publication Date, Publisher, and Place of Publication, and Call Number, when possible.

For article requests, the default delivery method will be email.

A "Request Submitted" confirmation message will appear with the Relais request number, which will always start with RLK-nnnnnnnn. This RLK number serves as the barcode number for the Relais ILL title on your Processing Needed page in RICAT.
Request a book (screen shot – top half)

RILINK-required elements are not designated inside the Relais interface. RILINK-required elements from the list on page 5 are indicated below with a red arrow.

Select book, A/V, or journal for publication type

Remember that the more information you include, the more accurate the match(es) will be for the result you are looking for.
Request a book (screen shot – bottom half)

RILINK-required elements are not designated inside the Relais interface. RILINK-required elements from the list on page 5 are indicated below with a red arrow.

<table>
<thead>
<tr>
<th>Call Number:</th>
<th>FIC PAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source of Information:</td>
<td>#mc Berger test</td>
</tr>
<tr>
<td>Notes:</td>
<td>Patron name or ID # must go in NOTES field</td>
</tr>
<tr>
<td>External Number:</td>
<td></td>
</tr>
<tr>
<td>Delivery Method:</td>
<td>LORI Delivery</td>
</tr>
<tr>
<td>Delivery Address:</td>
<td>NRH</td>
</tr>
<tr>
<td>Messaging Method:</td>
<td>E-mail</td>
</tr>
<tr>
<td>Messaging Address:</td>
<td><a href="mailto:zach.RILINK@gmail.com">zach.RILINK@gmail.com</a></td>
</tr>
<tr>
<td>Maximum Cost:</td>
<td></td>
</tr>
<tr>
<td>Need by Date:</td>
<td></td>
</tr>
<tr>
<td>Account:</td>
<td>None</td>
</tr>
<tr>
<td>Project Code:</td>
<td></td>
</tr>
<tr>
<td>Street:</td>
<td>Narragansett High School Library</td>
</tr>
<tr>
<td></td>
<td>245 South Pier Road</td>
</tr>
<tr>
<td>City:</td>
<td>Narragansett</td>
</tr>
<tr>
<td>State/Province:</td>
<td>RI</td>
</tr>
<tr>
<td>Country:</td>
<td>USA</td>
</tr>
<tr>
<td>Zip/Postal Code:</td>
<td>2882</td>
</tr>
<tr>
<td>Contact Phone:</td>
<td>401-285-9283</td>
</tr>
</tbody>
</table>

Please acknowledge that you accept the institution's conditions for placing requests.

Request Book  Clear

Remember that the more information you include, the more accurate the match(es) will be for the result you are looking for.
**Request multiple copies**

**THE BASICS**

The Relais ILL system can be used to acquire multiple copies of a title when:

1) RILINK members have some copies available, but not enough to fill your needs
2) RILINK members have no copies available

Always request any available copies of the desired title through RICAT first before submitting a request for multiple copies from Relais.

**Do not use Relais to place multiple copy requests. Do not even request the first copy of multiple copies through Relais. RILINK staff must process these requests. See below.**

**THE DETAILS**

After you have used the Relais RI-One Catalog Z39.50 multi-OPAC search tool to determine the availability of titles, send an email to Zach Berger [zach.rilink at gmail.com] with the following required information:

*Title of publication
*Author of publication
*ISBN
*Publisher, publication date, place of publication
*Preferred format and/or edition (hardcover, paperback, DVD, VHS), if required, and if not obvious from publication information
*Patron name or ID for each copy to be requested (necessary for RICAT processing)
*Total number of copies needed
*Need By date – please allow a minimum of three weeks for processing and delivery of multiple copy requests (some requests can take longer)

Once the multiple copy request has been processed through Relais, all other processing resumes in RICAT – the same as for any other Relais ILL request.

**Renew a Relais ILL title**

Relais ILL titles are generally due 3 weeks from the date the title appears in your LORI ILL shipment. Some titles are non-renewable. Contact Zach Berger at zach.rilink at gmail.com for more information or to inquire about renewing titles.
Track Relais ILL requests in RICAT

THE BASICS

When a RILINK member submits a Relais ILL request, RILINK staff works behind the scenes to transfer all relevant information into RICAT so that all of the remaining processing is done in RICAT for your convenience.

You will process all Relais ILL requests in RICAT just as you would any RILINK ILL request, with some differences in data and steps, as outlined below and on the following pages.

THE DETAILS

*You will receive a Relais email to your ILL email account (either directly or forwarded to you by RILINK staff) to acknowledge that the Relais system is processing your request. The email will include your Relais ILL number (RLK-nnnnnnnnn)

*The assigned barcode for the Relais ILL title will be RLK-nnnnnnnnn. This allows for easy searching of RLK numbers on your Processing Needed page.

*All Relais ILL titles will start with RELAIS ILL before the first word of the title (excluding leading articles)

*The assigned call number for the Relais ILL title will change depending on status. When the request is waiting to be filled, the call number will read “PENDING” and the title will appear in the Pending section of your To be filled by other sites queue.

*Once the Relais ILL request has been shipped, the call number will change to FROM NNN, where NNN is the 3-letter LORI code of the owning library, and the title will appear in the En Route section of your To be filled by other sites queue.

*Once you receive the Relais ILL title in your LORI delivery shipment, you must click Receive next to the title on your Processing Needed page. The status of the request will change to Ready.
Use RICAT to Check Out a Relais ILL title

**THE BASICS**

To check out Relais ILL titles, scanning the title’s barcode won’t work. Check the title out to the patron by finding the patron in the Holds/ILL function of the Circulation tab.

**THE DETAILS**

1. Click on Circulation, then Holds/ILL
2. Pull up the patron record using the Find Patron field
3. Click the ILL Checkout button next to the hold item listed

The item will now appear on your Processing Needed page as Checked Out:

The Processing Needed page now shows completely updated Checked Out status for this Relais ILL title:

*The RELAIS ILL at the beginning of the title shows the title is a Relais ILL loan
*The Copy (barcode) # RLK-nnnnnnnnn shows the original Relais request number
*The Call # FROM NNN shows the 3-letter LORI code of the title’s owning library. Use this 3-letter code to ship the book back via LORI delivery.
Use RICAT to Check In and Return Relais ILL title

**THE BASICS**

To Check In Relais ILL titles, scanning the title’s barcode won’t work. You must locate the patron name or book title and the RLK # on your Processing Needed page. You will then use the Check In function in the Circulation tab to check the book back in.

**THE DETAILS**

1. In Processing Needed, find the record for the title in the Checked Out section of the To be filled by other sites queue.

2. Write down the Relais ILL request ID # (the full RLK-nnnnnnnnn number) or highlight and copy it. Write down the call number. It will always look like this (example): FROM CCW.

3. Click on the Circulation tab, then click the Check In function on the left side - your cursor should then be blinking in an empty "Find Copy" box.

4. Paste or type in the full Relais ILL request ID # in the "Find Copy" box (example: RLK-10004953). This number must EXACTLY match what is on the record, including the hyphen and the correct number of zeroes.

5. Click "Go" and the following messages should appear:

   ![Message](image)

6. The record for the Relais ILL title will move to the Returning section of your To be filled by other sites queue. RILINK staff will complete the Relais ILL process and remove the item, pending verification of delivery back at the owning library.

7. Pack up the Relais ILL title as you would any ILL return, and make sure to indicate the correct 3-letter LORI code (from the Call # FROM NNN, where NNN is the owning library’s 3-letter code) on the delivery slip.
Additional resources

**RILINK Contacts**

www.rilink.org, rilink [at] ride.ri.net

Zach Berger, Member Services Librarian - primary ILL and Relais contact
zach.rilink [at] gmail.com, 401- 286- 9283

Sharon Webster, Professional Development/Technology Support Specialist
sharon.rilink [at] cox.net, 401- 323- 7432

Dorothy Frechette, Executive Director
dorothy.rilink [at] gmail.com, 401- 573- 0927 or 401- 728- 8568

**Important RILINK ILL links**

www.rilink.org

- **Link name:** About interlibrary loan
  **How to navigate there:** RILINK home > For members
  **Topics covered:** Needs Processing, ILL email, statistics, instructions, questions, delivery issues

- **Link name:** Submitting an ILL request
  **How to navigate there:** RILINK home > For members
  **Topics covered:** Check RILINK holdings, place RILINK ILL, search LORI, place Relais ILL, OLIS ILL Clearinghouse

- **Link name:** Form for submitting ILL statistics
  **How to navigate there:** RILINK home > For members
  **Topics covered:** Tally (on paper) and report (online) monthly ILL statistics

**Section name:** Interlibrary Loan (several links)

- **How to navigate there:** RILINK home > For members > Beyond Help
  **Topics covered:** Glossary of Destiny ILL terms, handouts for students and teachers, placing hold, reserving multiple copies, processing holds and ILL, Gob-ILL-ins

**Important OLIS ILL links**

www.olis.ri.gov

- **Link name:** LORI Standards and Certification
  **How to navigate there:** OLIS home > RI Library Network
  **Topics covered:** Required codes of conduct and responsibilities for all LORI member libraries, including ILL requirements; LORI member certification forms and information (updated as needed for annual certification)

- **Link name:** Interlibrary Loan
  **How to navigate there:** OLIS home > RI Library Network
  **Topics covered:** ILL Code, About LORI ILL, Procedures for Borrowing Libraries, Lending Libraries, Packaging, Search LORI Catalogs, FirstSearch & ILL Clearinghouse, Relais ILL Resources, Other ILL Resources