













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



**It's not really a race*

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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 #

22. James and the giant peach Roald Dahl
Source: OSL

→	Author	: Dahl, Roald
→	Title	: James and the giant peach
→	Published	: p2003
	Edition	: Unabridged
	Subject	: Fantasy, Fairy tales, Audiobooks
→	ISBN	: 0060536195

Location 1	: Auburn Audio Book AUB	[Relais Supplier Code: AUB AUDIO]
	Available	- Yes
	Call #	- J CAS DAH
Location 2	: Cranston Audio Book CRA	[Relais Supplier Code: CRA AUDIO]
	Available	- Yes
	Call #	- J CAS DAH



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>

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

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>

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>

Before clicking Submit, select the appropriate function. You should only ever have to use Request Book or Request Article.

Patron Login

User Login:

User Password:

Select Function

- List Open Requests
- List All Requests
- Query Requests
- Request Book
- Request Article
- Edit Profile

Forgot your User Login/Password ? Click [here](#) to have it sent to the registered email address.



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.

Welcome, NRH Patron. [CLICK HERE TO LOG OUT.](#)

Query Requests	List Open Requests	List All Requests	Request Article	Edit Profile
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Request Submitted

Your request has been entered into the system. For your records, your request number is:

→ **RLK-10004953**

You may navigate from here using the menu on the top.

[Please contact us if you have further questions or require additional information.](#)



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.

Welcome, NRH Patron. [CLICK HERE TO LOG OUT.](#)

[Query Requests](#) | [List Open Requests](#) | [List All Requests](#) | [Request Article](#) | [Edit Profile](#)

Book Request

Enter as much information as possible and click Request Book

** indicates required fields.*

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

Service Level:	<input type="text" value="Regular"/>	Service Type:	<input type="text" value="Loan"/>
Publication Type:	<input type="text" value="Book"/>		
Title of Publication:	<input type="text" value="HIGHER POWER OF LUCKY"/>		
Author of Publication:	<input type="text" value="Patron, Susan"/>		
Title of Article:	<input type="text"/>		
Author of Article:	<input type="text"/>		
Volume/Issue:	<input type="text"/>	Pages:	<input type="text"/>
Publication Date:	<input type="text" value="2006"/>	Edition:	<input type="text"/>
Series Title:	<input type="text"/>		
Publisher:	<input type="text"/>		
Place of Publication:	<input type="text"/>		
ISBN:	<input type="text" value="9781416901"/>	ISSN:	<input type="text"/>
ISBN-2:	<input type="text"/>	ISSN-2:	<input type="text"/>
Additional Numbers/Letters:	<input type="text"/>		
Call Number:	<input type="text" value="FIC PAT"/>		

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.

Call Number:	<input type="text" value="FIC PAT"/>		
Source of Information:	<input type="text"/>		
Notes:	<input type="text" value="#mc Berger test"/> Patron name or ID # must go in NOTES field		
External Number:	<input type="text"/>		
Delivery Method:	<input type="text" value="LORI Delivery"/>	Delivery Address:	<input type="text" value="NRH"/>
Messaging Method:	<input type="text" value="E-mail"/>	Messaging Address:	<input type="text" value="zach.RILINK@gmail.com"/>
Maximum Cost:	<input type="text"/>	Need by Date:	<input type="text"/> <input type="button" value="ITXR"/>
Account:	None		Project Code: <input type="text"/>
Street:	<input type="text" value="Narragansett High School Library"/>		
	<input type="text" value="245 South Pier Road"/>		
City:	<input type="text" value="Narragansett"/>	State/Province:	<input type="text" value="RI"/>
Country:	<input type="text" value="USA"/>	Zip/Postal Code:	<input type="text" value="2882"/>
Contact Phone:	<input type="text" value="401-286-9283"/>		

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

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-nnnnnnnn)

*The assigned barcode for the Relais ILL title will be RLK-nnnnnnnn. 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.

To be filled by other sites						
Status	Title		Call #	Patron	Requested	
Pending	The RELAIS ILL higher power of Lucky Collaborative and RILINK Interlibrary Loan	Details	(Copy: RLK-10004953) Call #: PENDING	(from East Bay Educational Collaborative and RILINK Interlibrary Loan) Sharon Webster	8/16/2011	

*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.

To be filled by other sites						
Status	Title		Call #	Patron	Requested	
En Route	The RELAIS ILL higher power of Lucky Collaborative and RILINK Interlibrary Loan	Details	(Copy: RLK-10004953 / Call #: FROM CCW)	(from East Bay Educational Collaborative and RILINK Interlibrary Loan) Sharon Webster	8/16/2011	<input checked="" type="checkbox"/> Receive <input type="checkbox"/> Remove

*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.

Status	Title		Call #	Patron	Requested	
Ready	The RELAIS ILL higher power of Lucky RILINK Interlibrary Loan	Details	(Copy: RLK-10004953 / Call #: FROM CCW)	(from East Bay Educational Collaborative and RILINK Interlibrary Loan) Sharon Webster	8/16/2011	



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

Holds				Add Hold
Title	Requested	Quantity	Status ?	
The RELAIS ILL higher power of Lucky	[LORI] RLK-10004953	1	Ready	ILL Checkout

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

To be filled by other sites					
Status	Title	Requested	Patron	Requested	
Checked Out	The RELAIS ILL higher power of Lucky Details <small>Educational Collaborative and RILINK Interlibrary Loan</small>	(Copy: RLK-10004953) / Call #: FROM CCW) / from East Bay	Sharon Webster		

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-nnnnnnnn 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-nnnnnnnn 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:

This item must be returned to East Bay Educational Collaborative and RILINK Interlibrary Loan. It will be marked as "Returning" until it has been received.

Find Copy Record in-library use

Most Recently Checked In

<p> The RELAIS ILL higher power of Lucky (Copy: RLK-10004953) Checked out 8/16/2011 to Webster, Sharon (Faculty: P.85) <i>Library copies still checked out: 0</i></p>	Due 9/20/2011	Hold
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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.

Status	Title	Patron Requested
Returning	The RELAIS ILL higher power of Lucky Details (Copy: RLK-10004953 / Call #: FROM CCW) (from East Bay Educational Collaborative and RILINK Interlibrary Loan)	

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