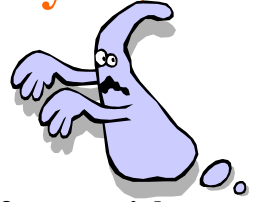




The Gob – ILL – ins will get you, if you don't watch out... *New, improved 2010 version !!!*



- ★ Remember that the Rhode Island Interlibrary Loan Code requires that you **fill requests for material within your own consortium first**, so please search RICAT and place the hold or reserve there if you find the item that you are looking for - before going to RELAIS. Remember that you only need to use RELAIS for placing requests for materials from other Rhode Island libraries. All of the subsequent processing for a RELAIS request is done on RICAT, where you will be able to check the status of each request within a day or two of when it has been entered. If you can't find what you are looking for in RICAT or RELAIS, you can request materials through the OLIS Interlibrary Loan Clearinghouse. (Find step-by-step RILINK interlibrary loan procedures at <http://www.rilink.org/ILL/interlibraryloan.htm> .)
- ★ Check and **respond to items pending** on your library's Needs Processing page **every day** if possible, or **at least twice a week**. If you cannot respond to a request, please Decline it so that it will move on to the next library. (Destiny does NOT do this automatically; the request is stalled on your Needs Processing page until you do something with it.)
- ★ **Check and respond, as needed, to messages in your library's interlibrary loan email account** ([your library's three-letter LORI delivery code]@ride.ri.net, for example, mct@ride.ri.net) **at least twice a week**. This is also where you will receive notices about interlibrary loan and delivery from the Office of Library and Information Services (OLIS). If you don't know the email password for this account, please contact dorothyfe@cox.net .
- ★ Please report any problems with Destiny interlibrary loan to dorothyfe@cox.net, and any questions about RELAIS requests to Zach Berger at zach.RILINK@gmail.com . Please be specific, giving details for titles and patrons, copying from the page(s) in Destiny, and inserting the copied details into your email, if possible.
- ★ If the only option that you have is to Decline a Request, **WAIT !** If you look carefully at the request, you will see that this is a Reserve, a request for an item for a particular period of time. When it gets closer to the date that this item was requested for, you will have other options. If you can't send the item for the time frame that is requested, you can, of course, decline the request at any time.

Pending The goblin under the stairs (for Barrington High School (BHS) / 1 Copy Reserved 10/29/2007 to 11/16/2007) test patron 10/13/2007

WAIT !

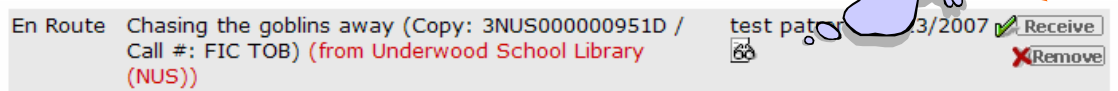
Pending The goblin under the stairs (for Barrington High School (BHS) / 1 Copy Reserved 10/15/2007 to 10/31/2007) test patron 10/13/2007

Note: This is the only type of request where you can choose (pick) which copy to send.

- ★ **For all other requests: If you can't send the matching barcode, decline the request !**

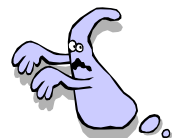


★ **Process ALL incoming interlibrary loan items on the Needs Processing list.** NEVER check in an incoming ILL item. Go to the Processing Needed list, and click on **Receive** next to the item. Use the Find function in your browser (hold down the [Ctrl] key and press [f] in Microsoft Explorer) then scan in the barcode of the book to find it on the list.

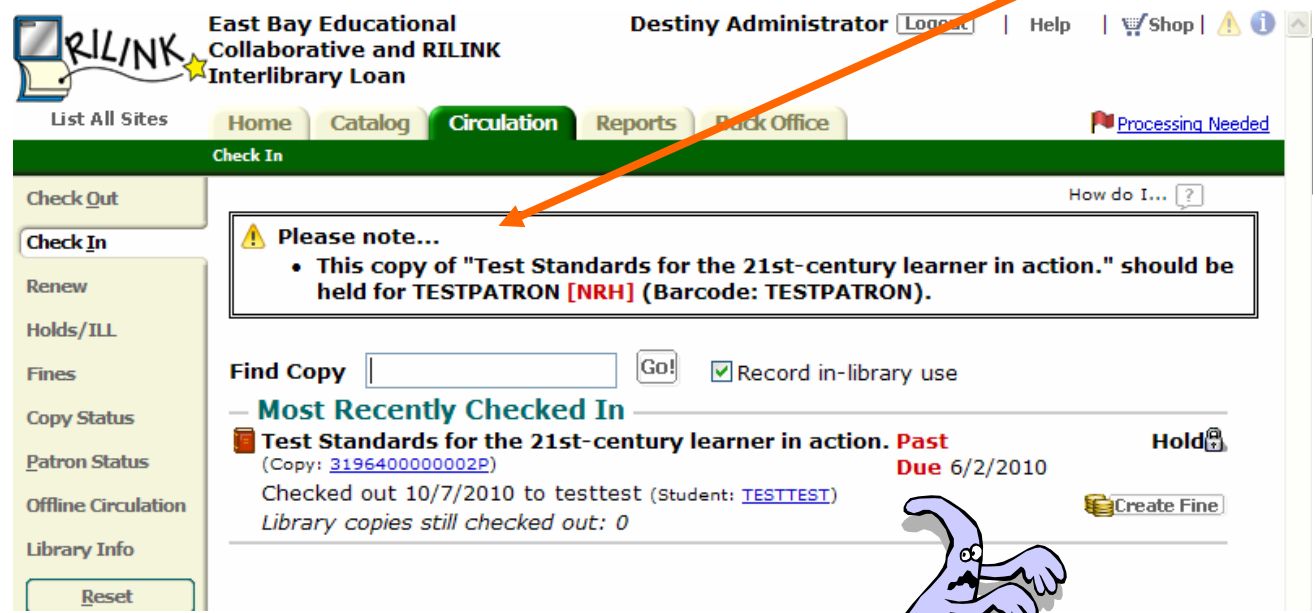


★ If a hold has been placed on a title, and your library has the only copy or the last possible available copy, but it is currently checked out, the item will appear on your Needs Processing list with **only the option to Decline**. You can Decline of course, but if you are willing to send the book if it comes back before the Hold expires, WAIT. If it is checked back in before the Hold expires, you will get a notice at Check In, and the option to Ship It will be added to this item on your Needs Processing page.

★ If a hold has been placed on a title, and the **copy that you are checking in becomes the first available copy, you will get a notice on the screen telling you where to send the book, and who it is for**. This hold will also appear on your Needs Processing list for you to Ship or Decline, and on the requesting library's Needs Processing as Pending at that point. If you do not see the notice, and re-shelve the book, eventually the Hold will expire. When this happens, the item will appear as Returning on both your Needs Processing list and the Needs Processing list of the library that requested it – even though it is sitting on your shelf !!!

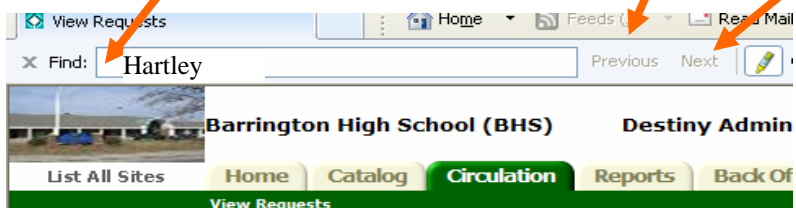


When the item is trapped for a Hold at the Circulation Desk, this is what the screen will look like:

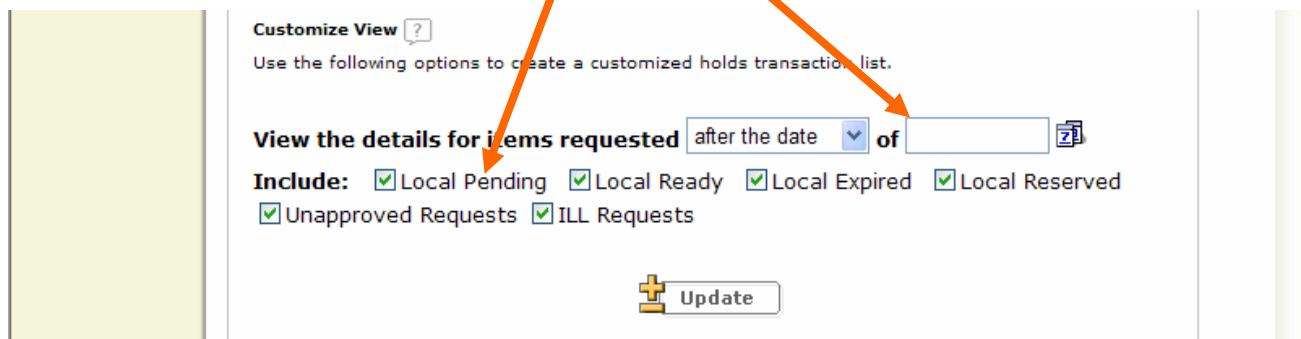


- ★ Use your browser's Find function (usually the [CTRL] key plus "F" held down at the same time) to locate a particular title (scan in the barcode, or type the most significant word in the title or the student's last name in the box) on your Needs Processing list when the list gets too long. Use Previous and Next to go to other occurrences of the same word or name.

Example given using Microsoft Explorer (your browser may look different)



You can also selection the section of the Needs Processing page that you want to work with by scrolling to the bottom and choosing only those sections or date range that you want to see.



- ★ If your library is doing interlibrary loan, **the default patron for your site must be set as ILL**, not Student. You must change the default patron-type from ILL to Student or Faculty when entering a new patron. If your log-in does not allow you to do this, please contact dorothyfe@cox.net with the log-in username that you are using so that your log-in Access Level can be reset.
- ★ **The number of days that is set for BOTH Pending and for Ready holds to expire for this Patron-type MUST be AT LEAST 35 days.** The expiration status of a hold changes to a Ready hold as soon as a library indicates that they are sending a copy. In order to allow enough time for the item to get to the requesting school library and to get checked out to their student or teacher, you must allow at least 35 days for Ready holds to expire for the ILL patron-type. If the request reaches the expiration date for Ready holds before the item gets to the borrowing library or checked out to the local patron, the status of that request **AUTOMATICALLY** goes to Returning. After that point it is difficult if not impossible to tell who requested the item in the first place, and exactly where the item in question actually is. The setting for Pending Holds should also be at least 35 days (but it can be much longer) to allow the request to be filled, especially if the first library or two has to Decline the hold.

- ★ For RELAIS requests, make sure to:



Type the title correctly, checking to MAKE SURE THAT THERE ARE NO TYPOS

If the title is misspelled, the automatic search and request system will not be able to find the title, and your request will be assigned to a manual search. This will delay the response to your request.



Put ONLY the correct title and author in the corresponding fields. Adding other information will keep the automatic search and request system from finding the matching item, and your request will be assigned to a manual search. This will delay the response to your request. **The patron name or barcode MUST be included, but only in the NOTES field.**



Always include the ISBN (or ISSN) number – this will help the system find the correct matching item. If it finds more than one match for your request, it will be assigned to manual search, delaying the response.



Enter the delivery address on the RELAIS request form as the code assigned to your library. It must match the LORI three-letter delivery code for YOUR LIBRARY.



The RELAIS request number becomes the barcode number for each interlibrary loan item. You can use this number to Check Out an item to a student at the Circulation Desk, or bring up their record in Circulation, click on Holds/ILL, and then click on ILL Checkout next to the matching title.



To find the barcode to check in a RELAIS interlibrary loan request that is being returned by a student or teacher, go to your Needs Processing page, and use your browser's Search function to find a significant word in the title. Then copy the barcode, which will start with RLK, go to Check In on your Circulation tab, and then paste the barcode and press Enter to check in the item.

Or, bring up the student's record in the Circulation Desk, click on Patron Status in the left-hand column, and then locate and copy the barcode for the item being checked in. You can then go to Check In, paste the barcode, and press Enter to check in the item.

- ★ **Print (or email) a Ready Hold notice for items that are waiting for a student or teacher to pick them up.** If you print a notice, ask the student or teacher to keep it with the book. If the Ready Hold notice is for an item borrowed through RELAIS, the notice will tell you the barcode to use for the item when you check it out or back in, and will also give you the three-letter delivery code to use in returning the item. Ready Hold notices can be generated in the Reports tab, by clicking on Library in the left-hand column, and then scrolling down the page. You can print (or email) a Ready Hold notice for an individual student or teacher by entering their last name in the From and To fields for the notice. Printed notice(s) will be available to View (and print) as a pdf file in the Reports Manager.
- ★ **At the end of the month, go to <http://www.rilink.org/ILLstats.htm> to enter your statistics,** remembering to use the drop-down lists for your library, the month, and the year. The tick sheet has large blocks for you to use to make a tick mark for items as they are sent and received during the month, but each large block has only a small data entry point in the lower right-hand corner for you to enter the actual number at the end of the month. Print a copy for your records, and [submit] the statistics. Then go back to the page to create and print a tick sheet for the following month.

