

Responding to an ILL loan transcripts

Hi welcome to Responding to an ILL loan request session. In this video as a

lending library you'll have an overview of the steps you need to take before

responding to a loan request how to proceed responding no to a request

responding yes to a request responding conditional to a request and responding

when a borrowing library requests a renewal to an item. There are some steps

to take before a lending library responds to a loan request first identifying the

loan request you want to answer to from your can you supply queue then click the

respective ID number to open the request identify if the borrower accepts your

payment rules such as IFM and the

maximum cost then if your library has

configured for your online catalog link
to appear on your interlibrary loan

service page click the respective link
to search the item in your catalog and

identify the location of the item on the
shelf if the item is available copy the

information to add to the request
add the information to the local ID

field and save it then mark it as
considering you can now either print

this request or take notes of the title
and shelf location to make sure the item

is available and in conditions to be loaned
to another library. After checking

whether your library is able or not to lend
the item if your library cannot lend the

item you then choose to respond no to the request and select one of the reasons for not filling the request. When you answer no to a request the system will automatically send the request to the next lender on the lender string in case your library is the only lender on the lender string then the request will be closed as unfilled. There are ways of automatically responding no to requests by either setting up deflections or configuring your library as a no supplier on the OCLC policies directory. OCLC offers videos in how to set up deflections and configure no supplier status. On the other hand if your library can supply the item you can then apply the appropriate constant data

mark the print shipping labels and print book straps stickers options and then

click the Yes button and ship the item to the borrowing library. You will find the

shipping labels and book straps to print from the left side panel under print

queue. In case you forget to mark the print options you can reopen the request

and click the reprint options to print the shipping labels and book straps

Another option is to respond conditional to a loan request. These

are situations where you cannot supply the item as requested but you'll be able

to in case the borrowing library accepts your conditions. You click the

conditional button and select the

condition to fill the request the borrowing

library will then have four days to
respond to your conditional response. If the

library does not accept your conditions
or doesn't reply after four days then

the request goes automatically to the
next lender on the lender string. If the

borrowing library accepts the
conditional response then the request

will show as conditions accepted for the
condition you stipulated and with the

information you requested. Notice that you
no longer have the conditional button. You

can only respond yes or no to this
request

if you are responding yes you can
proceed by applying your appropriate

constant data mark the print options and respond yes to the request. When a

borrowing library requests a renewal to an item the request shows under your

lending request with the status of renewal requested click the respective

ID number to open the request you have the options to accept renewal deny

renewal recall item and check in/complete request. If you accept the renewal then

fill in the new due date field with the desired due date informed by the

borrowing library and mark accept renewal the item will then have the due

date change to the date proposed by the borrowing library and as renewal granted

if you click deny renewal the due date remains the same as the original due

date and as renewal denied

if you click recall item then the

borrowing library must return the item

immediately regardless of the due date

and the status changes as recalled. Mark

checked-in/complete request when the item

arrives back at your library. If you have

questions please contact OCLC support in

your region at the URL on the screen

thanks for watching