Process ILL requests as Borrower transcripts

Welcome to Process ILL requests as a Borrower.

The topics to Process ILL requests as a Borrower

include how you can process your loan requests

how you can request renewals for your ILL

requests.

How you can process your copy requests the

available batch options for your ILL requests

and where you can find more training materials

and documentation on these topics.

Let's start with processing your loan requests.

After you create and submit your ILL request,

you find your request on the left side panel

under Borrowing requests category in Produced

Awaiting Response with Submitted status.

Let's start with a loan request which is

for a physical item.

You can click either the ID or the title link.

At this point, before a library has answered your request, you can edit anything on your

request and save it or you can cancel your request if you no longer need it.

You can also add a staff note using the Note button and add a note for internal staff if

needed.

After a lending library answers your request, if the library answers "no" then your

request automatically moves to the next lender in the lender string.

The library can answer conditional, and your request will be under Conditional status,

and you have four days to act on this request or the request will automatically move to

the next lender in the lender string You can

see the conditions, open the request and either

accept it or not or cancel the request.

If you don't accept the conditions, then
the request moves to the next lender in the

lender string.

If you accept the conditions then you need
to update the request accordingly, save it,

and click the Yes button.

After the lending library answers yes to your
request, your request is found under In Transit

status and you can see the date the item was
shipped to your library.

After the item arrives, open the request.

Check to Print the book straps if your library
uses this option then update the request clicking

the Mark as received button on the upper left

side of the screen.

Your request is now under Received In use status.

Click to open request.

You have three options here: If your patron or anybody else at your library lost or damaged the item you can mark it as Lost and it moves to the status as Received but missing, you can request renewal or if you are ready to return the item to the lending library you mark to Print return labels and update the request clicking the Return item button on the upper left side of the screen.

Your request is now under Returned status waiting for the lending library to close it when item arrives there.

The return labels and bookstraps you have

marked on the requests will be under your

Print Queue on the left side panel.

You can print multiple return labels at a

time selecting the options to add, selecting

the position to start and click Print.

The same applies to your bookstraps.

Another option you have after you have received

your loan request is to request renewals in

case your patron needs more time with the

item.

The lending library might approve or deny

your renewal request.

Select a request from the Received/in Use

status to open use the calendar icon to select

your desired new due date then click Renew

item button.

Your request is now under Renewal Requested status.

If the lending library approves your request, then you will find it under Renewal Approved

status with the new due date.

If the lending library denies your request then it will be under Request Denied and the

item must be returned on the original due date.

Now let's see how to process a copy request.

After you create your copy request then you find it under Processed- Awaiting response

you click to open the request.

At this point, before a library has answered your request you can edit anything and save

it, or you can cancel your request if you

no longer need it.

If the lending library answers no then your request moves to the next lender in the lender

string, if the library answers conditional then it will be under Conditional status as

seen here before and you have four days to act on it.

If the library answers yes then your request is found under In Transit status and if the

library answered using Article Exchange then you find it also under Article Exchange alert

status.

Click to open the request Article Exchange creates a unique URL and password to protect

the document.

You can click preview to confirm it's the correct file.

If everything is fine, then you can click

email doc to patron your patron email will

be automatically populated if this information

was on the request.

Then add a note informing your patron that

the file will be available for 30 days or

5 views and send the message.

After that, update the request click Mark

as received button.

Your request is now under closed status because

there's nothing to return to the lending

library.

Let's see the batch option when processing

requests.

You can find options to batch receive and

batch return items.

The options are where you see the arrow icon
on the in Transit and Receive statuses.

Let's start with batch receiving items clicking
in Transit status.

Click the 'Batch receive in Transit items'
link click the plus sign icon to add the requests

to the batch list mark to print bookstraps
if your library uses this option then click

Receive items button.

All the items in the batch list are updated
to Received In Use status and the bookstraps

are added to your print queue.

Now let's batch return items.

Click Received status on the left side panel.

Click "Batch Return Received items" link.

Click the plus sign icon to add items to the

batch list, mark to print return labels then

click Return items button.

All the items in the batch list are updated
to Returned status and the return labels are

added to your print queue.

You can contact OCLC support and find more
documentation and training materials at help.oclc.org.

Thanks for watching!