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