

OCLC Resource Sharing Webinar · March 24, 2020

Managing your library's ILL services during the COVID-19 crisis



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Today's guest presenters



Meg Massey

Manager Interlibrary Loan,
Penn State University Libraries



Meg Atwater-Singer

Fulfillment Librarian,
University of Evansville

Today's OCLC presenters



Jenny Rosenfeld

Product Analyst,
Resource Sharing



Tony Melvyn

Product Manager,
Resource Sharing

Today's topics

Learn how to adjust your library's ILL processes

- Changes to consider regardless of ILL system used
- Specific changes to consider for WorldShare ILL, Tipasa, ILLiad
- Consider using one specific Reason for No
- Consider not enforcing overdues and granting all renewals
- Maximize your e-content to easily lend digitally using the WorldCat knowledge base
- Hear thoughts from ILL community members

SUPPLIER STATUS AND DEFLECTION POLICIES

Questions to consider

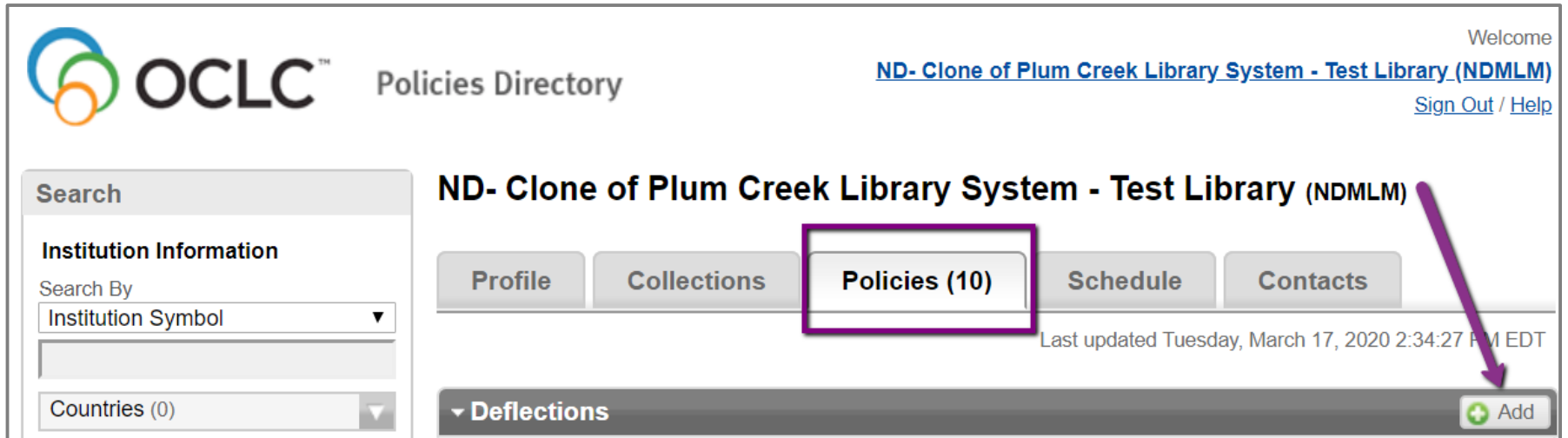
- Are you completely **unable to fill requests** for physical items?
- Can you still access your library's **electronic collections** to fill article and other requests for e-materials?
- Are you concerned with **items in transit** to or from your library?
- Can you **temporarily change your policy** and grant all renewal requests from borrowing libraries?

If you are unable to ship physical items

Can you still access your e-resource collection to fill article requests?

- **If yes**, consider setting up a deflection for all loan requests
- **If no**, change your status to non-supplier ("go lowercase")

Deflecting all loan requests - setup



The screenshot shows the OCLC Policies Directory interface. At the top left is the OCLC logo and the text "Policies Directory". At the top right, it says "Welcome" followed by the library name "ND- Clone of Plum Creek Library System - Test Library (NDMLM)" and links for "Sign Out / Help". The main heading is "ND- Clone of Plum Creek Library System - Test Library (NDMLM)". Below this heading are five buttons: "Profile", "Collections", "Policies (10)", "Schedule", and "Contacts". The "Policies (10)" button is highlighted with a purple box. A purple arrow points from the top right towards the "Add" button in the "Deflections" section. The "Deflections" section is a dark grey bar with a dropdown arrow and the text "Deflections", and an "Add" button with a green plus sign. On the left side, there is a search box with "Institution Information" and "Search By" set to "Institution Symbol". Below the search box is a "Countries (0)" dropdown.

<https://illpolicies.oclc.org>

OR

Access directly from within your WorldShare Staff interface, under Quick Links

Deflecting all loan requests - setup

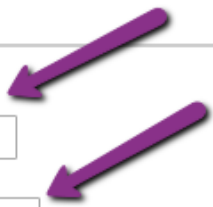
Add Deflection Policy * Required Fields ✕

* Policy Name:

Service

*Request type:

*Deflection type:



Deflecting all loan requests - setup

Add Deflection Policy * Required Fields

E-License Terms: None Include Exclude

Select the e-license terms to include with this policy...

Material Age:



Less than: More than:

Notes:

This policy was set up on 3/20/20 due to our library's closure. We are not able to access our physical collection but can still send electronic documents from our collection.

[Cancel](#)

Deflecting all loan requests - setup

Temporary Loan Deflection COVID19 Closure  [Edit](#)  [Delete](#)

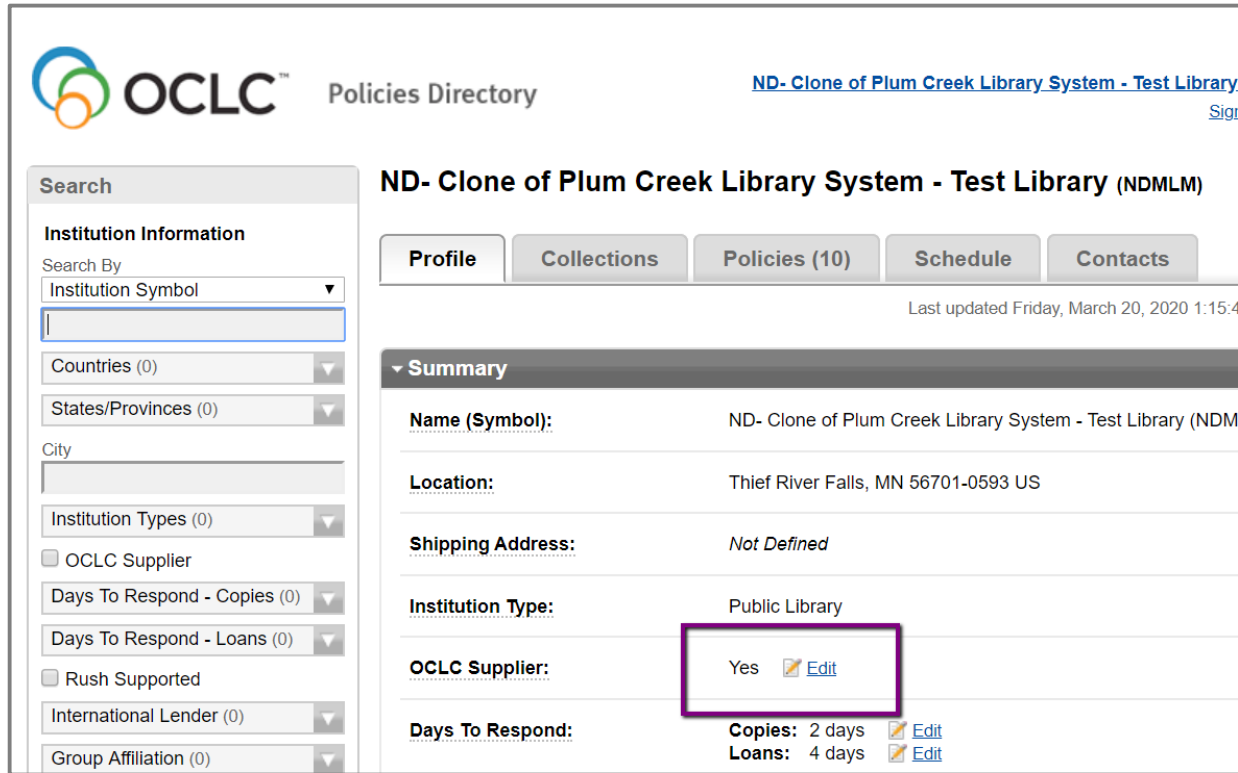
SERVICE	FEES	BORROWERS	ITEMS
Requests: Loan Deflection Type: Enable Real Time Deflection			

Note: This policy was set up on 3/20/20 due to our library's closure. We are not able to access our physical collection but can still send electronic documents from our collection.

If you are unable to supply at all

- Set your library to non-supplier status in the Policies Directory
- You can do this by just changing supplier status from yes to no
- Be sure to switch back to supplier when you reopen

Changing to non-supplier



The screenshot displays the OCLC Policies Directory interface for the institution "ND- Clone of Plum Creek Library System - Test Library (NDMLM)". The page includes a search sidebar on the left and a main content area with tabs for Profile, Collections, Policies (10), Schedule, and Contacts. The "OCLC Supplier" status is currently set to "Yes", and the "Edit" link next to it is highlighted with a purple box. The "Days To Respond" section shows "Copies: 2 days" and "Loans: 4 days", both with "Edit" links.

OCLC™ Policies Directory ND- Clone of Plum Creek Library System - Test Library [Sign](#)

Search

Institution Information

Search By
Institution Symbol

Countries (0)

States/Provinces (0)

City

Institution Types (0)

OCLC Supplier

Days To Respond - Copies (0)

Days To Respond - Loans (0)

Rush Supported

International Lender (0)

Group Affiliation (0)

ND- Clone of Plum Creek Library System - Test Library (NDMLM)

Profile Collections Policies (10) Schedule Contacts

Last updated Friday, March 20, 2020 1:15:4

Summary

Name (Symbol): ND- Clone of Plum Creek Library System - Test Library (NDMLM)

Location: Thief River Falls, MN 56701-0593 US

Shipping Address: Not Defined

Institution Type: Public Library

OCLC Supplier: Yes [Edit](#)

Days To Respond: Copies: 2 days [Edit](#)
Loans: 4 days [Edit](#)

Changing to non-supplier

Edit Profile

OCLC Supplier: Yes No

Non-circulating:

Note: Days to Respond uses calendar days, not 24-hour periods. Selecting "1 day" means you will have until midnight Eastern time (US) to respond, *on the same day the request is routed to you*, whether it arrives in your Can You Supply queue at 8 am or 10 pm. If you do not respond by midnight, the request will advance to the next lender.

Days To Respond - Copies:
2 days ▼

Days To Respond - Loans:
4 days ▼

[Cancel](#) [Save](#)

CLEARING OUT LENDING QUEUES

Say No to lending requests you cannot supply

- After setting up deflections or changing supplier status, clear out your lending queues
- Requests will remain until they age if you don't say no to them
- Use the **Preferred Delivery Time Not Possible** Reason For No
- You can bulk update requests to No for this reason

Say No to Lending Requests

WorldShare®

< 0 Metadata Acquisitions Circulation **Interlibrary Loan** Analytics Admin

Tipasa® Home

- Discover Items
- Find Patrons
- Borrowing Requests
- Document Delivery
- Lending Requests**

Can You Supply? (20)

Lending Requests: Can You Supply? (20)

Batch respond to "Can You Supply" items [Yes](#) [No](#) [Considering](#) [Verifying](#) [Retrieving](#) [Scanning](#) [Packaging](#)

Results 1 - 20 of 20

ID	Status	Media Type	
202545205	Submitted		The art of fieldir
202545204	Submitted		The art of fieldir

Say No to Lending Requests

Lending Requests: [Can You Supply? \(20\)](#)

Reason for No:

Preferred delivery time not possible

[Remove all](#) Limit of 100 requests

ID	Status

[Remove all](#) Limit of 100 requests

No

Batch respond to "Can You Supply" items [Yes](#)

Results 1 - 20 of 20

	ID	Status	Media Ty
	202545205	Submitted	
	202545204	Submitted	

Step 1

- First, select **Preferred delivery time not possible** from the drop-down list of RFN

- Next, use the green plus signs to move all requests you cannot supply to the top of the screen where you can then...

Step 3

- Click the blue **No** button to bulk reply no to the list of requests for the selected reason


- Do this 20 requests at a time

Say No to Lending Requests

- This is what **success looks like** after bulk responding no to each group of requests

NDHCO Reg ID: 148755

Lending Requests: Can You Supply? (0)



20 Requests 202545205, 202545204, 202545203, 202545202, 202545201, 202545200, 202545199, 202545198, 202545197, 202545196, 202545195, 202545194, 202545193, 202545192, 202545191, 202545190, 202545189, 202545188, 202545187, 202545186 status updated to: PREFERRED_DELIVERY_TIME_NOT_POSSIBLE

A Note about Reasons for No (RFN)

- **If your library uses Tipasa or WorldShare ILL**, you will select Preferred Delivery Time Not Possible from the drop-down menu in your lending requests.
- **If your library uses ILLiad**, you can create your own local RFN. However, we ask you to map your local RFN to our recommendation. If you have created a local RFN for these circumstances, you would need to map the local RFN to RFN number 24 in the ILLiad Customization manager. Please see this [RFN documentation](#). Also see these [specific instructions](#) under the Options for Disabling Lending section.

CHANGES TO BORROWING WORKFLOWS – REQUEST BUTTONS

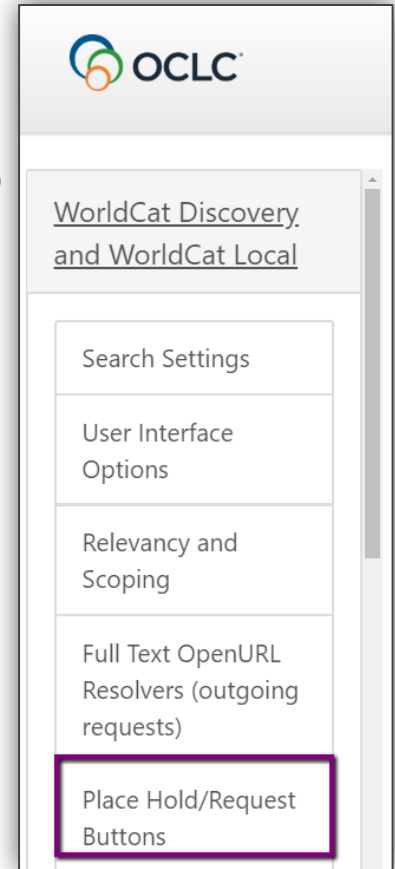
Disabling or curtailing borrowing

Do you want to stop all borrowing or continue to request copies?

- **If stopping all borrowing:** Remove ILL request buttons from WorldCat Discovery, FirstSearch, other vendors, and forms from your website
- **If you still want to request copies,** remove the request button based on material types

WorldCat Discovery

- In Service Configuration (worldcat.org/config)
 - **WorldCat Discovery and WorldCat Local**
 - **Place Hold/Request Buttons**
- You can remove request buttons **OR**
- You can change when they display



WorldCat Discovery- Remove request button

Place Hold/Request Buttons

Customize your Place Hold and Request Buttons for ND- Clone of Hennepin County Library - Test Library

Required fields are marked with an asterisk (*).

- › ND- Clone of Hennepin County Library - Test Library Place Hold/Request Button (Level 1)
- › Resource Sharing (Any Level)
- › For items owned by ND- Clone of Hennepin County Library - Test Library
- › For items owned by WorldCat Libraries

Save Changes

Cancel

WorldCat Discovery – Remove request button

Resource Sharing (Any Level)

Your WorldCat.org will display resource sharing options to your patrons when the user is IP authenticated to your WorldCat Resource Sharing Service. [more about resource sharing](#)

*** Resource Sharing Button Label:** Request Item through Interlibrary Loan
 Open in a new tab or window

For best display, keep this label under 40 characters
Configure visibility of this button in the "Items owned by:" sections below.

Type of button configuration:

*** Choose an OpenURL Resolver from the OpenURL Resolvers you have already registered with OCLC:**

OpenURL 1.0
OCLC Resource Sharing
None
WCRS/WS ILL
OpenURL 1.0
Custom URL

at.org/profile/roi

[View registered OpenURL Resolvers](#)

Change to **None** to remove request buttons for ILL

WorldCat Discovery – Edit request button

Place Hold/Request Buttons

Customize your Place Hold and Request Buttons for ND- Clone of Hennepin County Library - Test Library

Required fields are marked with an asterisk (*).

- › ND- Clone of Hennepin County Library - Test Library Place Hold/Request Button (Level 1)
- › Resource Sharing (Any Level)
- › For items owned by ND- Clone of Hennepin County Library - Test Library
- › For items owned by WorldCat Libraries

WorldCat Discovery – Edit request button

▼ For items owned by WorldCat Libraries

Specify when to display each fulfillment button.

* Display WorldCat Libraries fulfillment button:	<u>Monograph (default type)</u>	OpenURL 1.0 - "Request Item through Interlib ▼
	<u>Serial</u>	OpenURL 1.0 - "Request Item through Interlib ▼
	<u>Article</u>	OpenURL 1.0 - "Request Item through Interlib ▼
	<u>E-Serial</u>	OpenURL 1.0 - "Request Item through Interlib ▼
	<u>Mass digitized electronic content</u>	OpenURL 1.0 - "Request Item through Interlib ▼
	<u>All other electronic content</u>	OpenURL 1.0 - "Request Item through Interlib ▼

Save Changes Cancel

FirstSearch – Remove request button

firstsearch.oclc.org/admin

- Log in with your 9-digit autho and password

Administrative Module

Authorization:

Password:

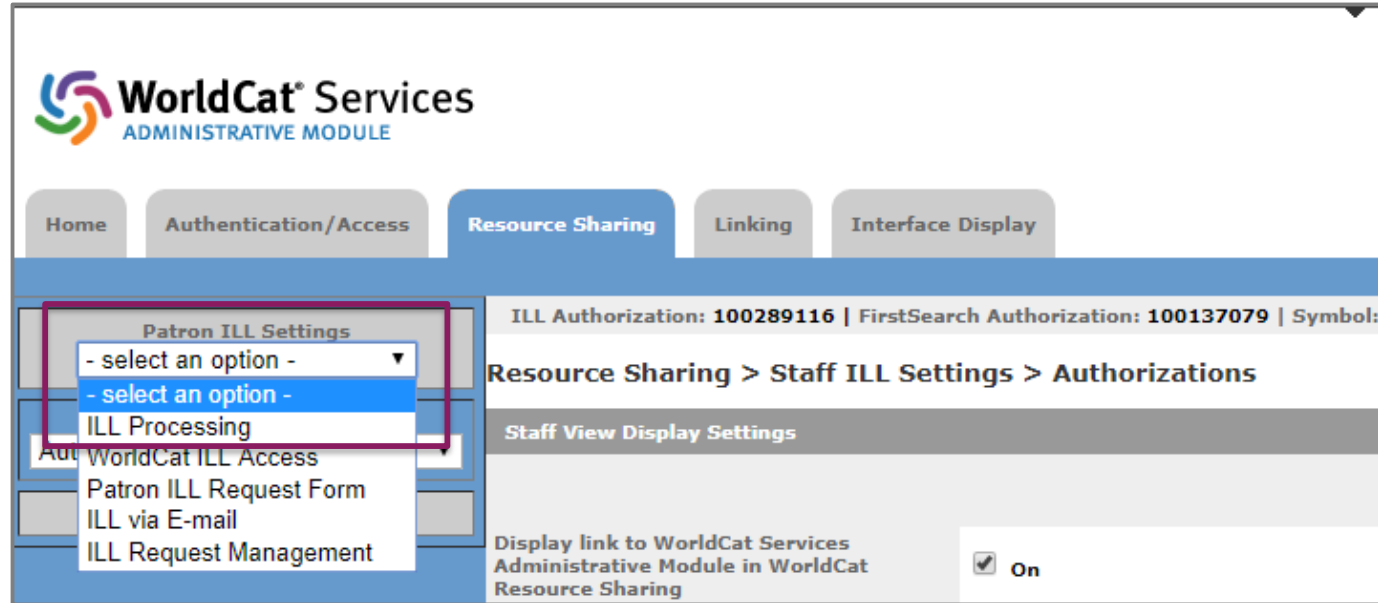
[Terms & Conditions](#)
[WorldCat Services Login](#)
[Usage Statistics](#)
[FirstSearch News](#)
[About OCLC FirstSearch](#)
[Recommended Browsers](#)

[English](#) | [Español](#) | [Français](#) | [日本語](#) | [中文\(繁體\)](#) | [中文\(简体\)](#)

FirstSearch® Copyright © 1992-2020 OCLC as to electronic presentation and platform. All Rights Reserved.

FirstSearch – WorldShare ILL libraries

- Make sure you are on the **Resource Sharing** tab
- In **Patron ILL Settings**, Select **ILL Processing**



The screenshot displays the WorldCat Services Administrative Module interface. At the top, the logo for WorldCat Services ADMINISTRATIVE MODULE is visible. Below the logo, there are five tabs: Home, Authentication/Access, Resource Sharing (which is the active tab), Linking, and Interface Display. The main content area is divided into several sections. On the left, there is a 'Patron ILL Settings' dropdown menu with a red box around it. The dropdown menu is open, showing a list of options: '- select an option -', '- select an option -', 'ILL Processing' (which is highlighted in blue), 'WorldCat ILL Access', 'Patron ILL Request Form', 'ILL via E-mail', and 'ILL Request Management'. To the right of the dropdown menu, there is a section for 'ILL Authorization: 100289116 | FirstSearch Authorization: 100137079 | Symbol:'. Below this, there is a breadcrumb trail: 'Resource Sharing > Staff ILL Settings > Authorizations'. Further down, there is a section for 'Staff View Display Settings' and a checkbox labeled 'On' with a checkmark icon.

FirstSearch – WorldShare ILL libraries

- Uncheck **ILL Access**
- Then **Save Changes**

WorldCat[®] Services
ADMINISTRATIVE MODULE

Search Help ?
Comments ?
Site Map ?
Print Your Settings ?
Exit ?

Home Authentication/Access **Resource Sharing** Linking Interface Display

Patron ILL Settings
ILL Processing

Staff ILL Settings
- select an option -

OpenURL Links

ILL Authorization: 100289116 | FirstSearch Authorization: 100137079 | Symbol: OMB

Resource Sharing > Patron ILL Settings > ILL Processing

ILL Access

ILL Access: On


ILL Button Display Options:
 Display always
 Do not display when held by your library

ILL Request Form Link Text: Borrow this item from another library



Save Changes

FirstSearch – WorldShare ILL Libraries

Before unchecking the ILL Access box



Kitten's first full moon /
Kevin Henkes


2004, ©2004 First edition.
English  Book : Fiction : Juvenile audience  Internet Resource 32 unnumbered pages : illustrations ; 27 x 27 cm
ISBN: 0060588284 9780060588281 0060588292 9780060588298 0439800560 9780439800563

When Kitten mistakes the full moon for a bowl of milk, she ends up tired, wet, and hungry trying to reach it.


GET THIS ITEM

Access: <http://www.kevinhenkes.com/>

Availability: Check the catalogs in your library.

- [Libraries worldwide that own item](#): 4415 (1 Committed to Retain)
-  [Search Woodbury University Library catalog](#)
- [Borrow this item from another library](#) (Interlibrary Loan)

External Resources:

-  [Find full text](#)
- [Cite This Item](#)

FirstSearch – WorldShare ILL Libraries



After unchecking the ILL Access box



Kitten's first full moon /

Kevin Henkes

2004. ©2004 First edition.


English  Book : Fiction : Juvenile audience  Internet Resource 32 unnumbered pages : illustrations ; 27 x 27 cm
ISBN: 0060588284 9780060588281 0060588292 9780060588298 0439800560 9780439800563

When Kitten mistakes the full moon for a bowl of milk, she ends up tired, wet, and hungry trying to reach it.

GET THIS ITEM

Access: <http://www.kevinhenkes.com/>

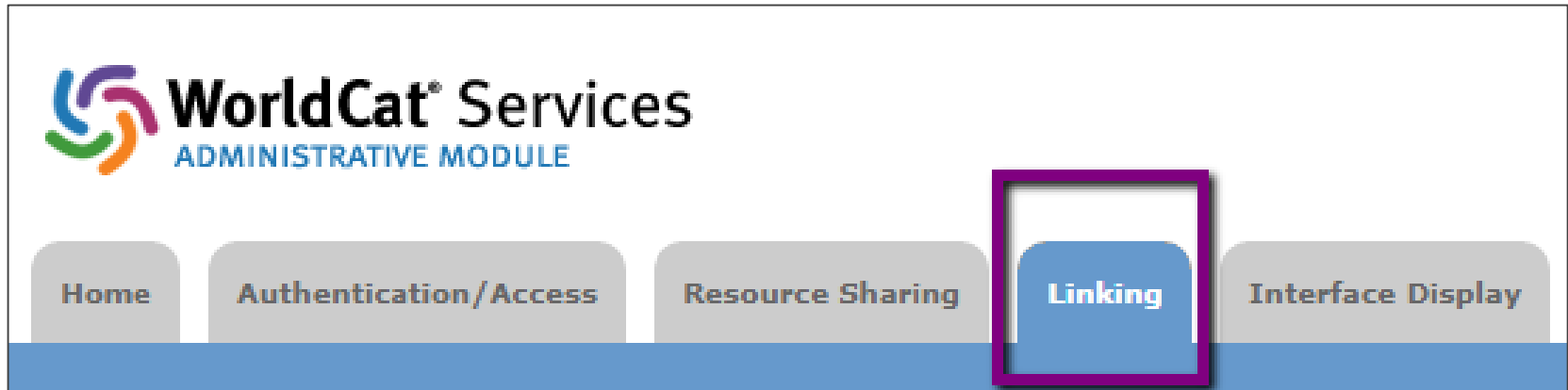
Availability: Check the catalogs in your library.

- [Libraries worldwide that own item](#): 4415 (1 Committed to Retain)
-  [Search Woodbury University Library catalog](#)

- External Resources:
-  [Find full text](#)
 - [Cite This Item](#)

FirstSearch – Tipasa/LLiad

- Log in to FirstSearch Admin with a FS-Admin autho
- Click on the **Linking** tab



FirstSearch – Tipasa/ILLiad

- From the **Linking** tab, click **OpenURL Links** in the left side menu



FirstSearch – Tipasa/ILLiad

- Highlight the OpenURL link to your ILL system
- Click **Delete Server**
- **Save Changes**

OpenURL Links

Add OpenURL Server:
Select the URL you want to add from the list, or type the URL if it is not in the list, and click Add Server. Then specify the Icon URL and/or Link Text below.

Select OpenURL Server:
Select the URL that you want to rename or delete.

— Select an OpenURL server URL — ▾

0060150424 ISBN Test

<https://148756.account.worldcat.org/profile/route/openu...>

Save Changes

Add Server

Rename Server

Delete Server

Other discovery layers and databases

For OpenURL

- Remove or disable any custom links to ILL forms
- Alternatively, configure those links to display only on articles and not books/AV materials

Request Forms on your website

- Remove or add a note to forms indicating delays in processing

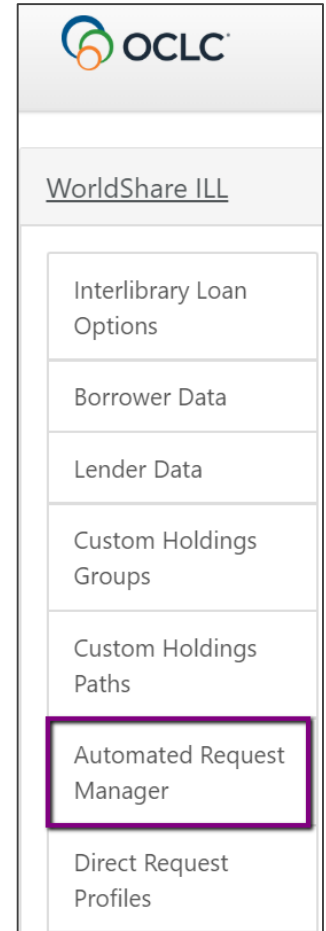
CHANGES TO BORROWING WORKFLOWS - AUTOMATION

Automation (Formerly Direct Request)

- Consider updating the [Automated Request Manager](#) to route new loan requests to the review queue instead of automatically submitting to lenders
- You could leave existing processing in place for copy requests

Automated Request Manager

- In OCLC Service Configuration, click on **WorldShare ILL**
- Under WorldShare ILL, click on **Automated Request Manager**
- Your Direct Request profiles were migrated here on March 8



Automated Request Manager

- An existing profile might look like this
- It is sending requests for books to lenders









Main Automations

Configure automations that will be applied to new borrowing requests. Only the best matching automation will be applied to a request. + Add New

Name	Matches	Actions	Priority i
BOOKS	Format(s): Book	If Held By Your Institution, Route to Document Delivery. (else) Send Request to Lenders if at least 1 lender(s) from Custom Holdings Path DEMOPATH hold(s) the item. Apply Constant Data: LOANNOIFM.	7 Edit Delete


Automated Request Manager

- Click **Edit** to edit the automation
- Remove the action to send to lenders
- If desired, edit again and select the action **Build a lender string**

Name	Matches	Actions	Priority 
Required fields are marked with an asterisk *			
*Name	<input type="text" value="BOOKS"/>		
*Priority 	<input type="text" value="7"/>		
Matches	<input type="text" value="Formats"/>	<div><input type="text" value="Archival/Mixed Material"/> <input type="text" value="Book"/> <input type="text" value="Computer File"/> <input type="text" value="Dissertation"/> <input type="text" value="E-Audio Book"/></div>	
 Add a Match			
Actions	<input type="text" value="Apply Constant Data"/>	<input type="text" value="LOANNOIFM"/>	
	<input type="text" value="Send Request to Lenders"/>	Minimum Lenders <input type="text" value="1"/> Custom Holdings Path	
		<input type="text" value="DEMOPATH"/> 	
 Add an Action			

Automated Request Manager

- After editing the automation
- Applies constant data and moves to review

Name	Matches	Actions	Priority	
BOOKS	Format(s): Book	If Held By Your Institution, Route to Document Delivery. (else) Route Request to Review. Apply Constant Data: COPYIFM.	7	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

DEALING WITH REQUESTS IN PROGRESS

Borrowing Requests in Progress

- **Cancel loan requests** that have already been submitted to lenders. Alternately, plan for any items that may arrive from a lender
- **Proactively submit renewal requests** where appropriate
- **Before shipping items back**, verify someone at the other library can receive them

Lending Requests in Progress

If your library loaned an item to an impacted library:

- Approve renewal requests from impacted libraries whenever possible
- Relax any overdue penalties
- Use the [ILL Policies Directory](#) to formalize any policy exceptions for impacted borrowers

WHAT CHANGES SHOULD WE CONSIDER FOR TIPASA?

Notifications

Notifications to your patrons

- Disable automated overdue and about to be due notifications or update the content to provide extra information about what patrons should do

Notifications to borrowing libraries

- Disable automated overdue and about to be due notifications

Tipasa - Notifications

Purchase Options	<h2>Notifications</h2> <p>Required fields are marked with an asterisk *</p> <p>View, manage, and create automated email notifications specific to your institution. <i>Offset times are scheduled relative to GMT-5.</i></p> <h3>SMS Notifications</h3> <p><input checked="" type="checkbox"/> Send SMS for automated notifications.</p> <p><input type="button" value="Save Changes"/></p> <ul style="list-style-type: none">➤ Borrowing Library to Patron➤ Lending Library to Borrowing Library➤ Document Delivery Library to Patron➤ Custom
Patron Request Workforms	
Print Settings	
Advanced Workflows	
Patron Settings	
Contacts	
Notifications	
External System Settings	
Tipasa WMS Integration	
Non-WMS Circulation Integration	

Tipasa – Patron Notifications

- **Uncheck Automated** so that these notifications are not sent out by the system
- **Remember to save** changes at the bottom of the screen

Item about to be due <i>Reminder to patron that the due date for an item is approaching.</i>	Preview	Edit
<input checked="" type="checkbox"/> Manual sending in WorldShare <input type="checkbox"/> Automated	1 days before Patron Due Date	Send Test Email Send Test SMS
Item overdue - 1st notice <i>Reminder to patron that an item is overdue.</i>	Preview	Edit
<input checked="" type="checkbox"/> Manual sending in WorldShare <input type="checkbox"/> Automated	0 days after Patron Due Date	Send Test Email Send Test SMS
Item overdue - 2nd notice <i>Reminder to patron that an item is very overdue.</i>	Preview	Edit
<input checked="" type="checkbox"/> Manual sending in WorldShare <input type="checkbox"/> Automated	14 days after Patron Due Date	Send Test Email Send Test SMS
Item overdue - 3rd notice <i>Reminder to patron that an item is very, very overdue and additional recourse may be necessary.</i>	Preview	Edit
<input checked="" type="checkbox"/> Manual sending in WorldShare <input type="checkbox"/> Automated	21 days after Patron Due Date	Send Test Email Send Test SMS
		Save Cancel

Tipasa – Borrower Notifications

- Do the same for Lending Library to Borrowing Library notifications

▼ Lending Library to Borrowing Library

Additional information required
Request for the borrowing library to provide more information about the request or the item desired.

Manual sending in WorldShare

Item about to be due
Reminder to borrowing library that the due date for an item is approaching.

Manual sending in WorldShare

Item overdue - 1st notice
Reminder to borrowing library that an item is overdue.

Manual sending in WorldShare Automated

0 days after Due Date

Item overdue - 2nd notice
Reminder to borrowing library that an item is very overdue.

Manual sending in WorldShare Automated

0 days after Due Date

Tipasa – User Portal

- **Add a [Custom Link](#)** to any special statement about the event from the library, the university/parent organization, local government officials, etc.
- **Disable any [Patron Request Workforms](#)** to prevent patrons from placing new requests
- [Hide patron due dates](#) in the user portal
- **Allow patrons to [renew or cancel their own requests](#)** from the user portal

User Portal – Add a Custom Link

In Service Configuration
>WorldCat Discovery
>>User Interface Options
>>>**Custom Links**

WorldCat Discovery and WorldCat Local

ND- Clone of Hennepin County Library - Test Library (148755)

User Interface Options

Required fields are marked with an asterisk (*).

- > Your WorldCat.org URL
- > Language Options (WorldCat Local)
- > Search Language Options (WorldCat Discovery)
- > General Display Settings
- > Branding & Customization
- > Logo Settings
- > **Custom Links**

Search Settings

User Interface Options

Relevancy and Scoping

Full Text OpenURL Resolvers (outgoing requests)


Place Hold/Request Buttons

OPAC Statuses, Locations and Circulation Policies

Holding Codes & Shelving Location Messages

User Portal – Add a Custom Link

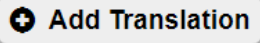
 [Add another custom link](#)

 **Custom link 4:**

Link type:

URL:

Display text:
25 character limit. [Test URL](#)



Tipasa – Request Workforms

- **If your patrons use your blank request forms** in the Tipasa User Portal to place requests (as opposed to using OpenURLs from databases), you can disable the forms
- **Disabling OpenURL links** (as previously mentioned) is also important

Tipasa – Request Workforms

WorldShare ILL

ND- Clone of Hennepin County Library - Test Library (148755) Change

[Help on this screen](#)

Patron Request Workforms

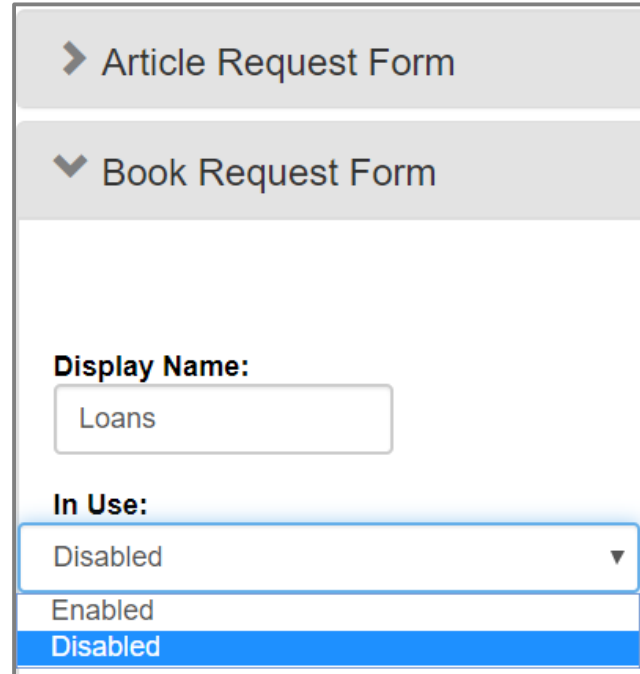
Customize the request forms that display for your patrons in WorldCat Discovery and Tipasa®. To alter the logo, links, and colors that display on the header of each of the form displays, visit the User Interface Options section of the [My WorldCat.org](#) page.

- > Article Request Form
- > Book Request Form
- > Other Request Form
- > WorldCat Discovery Request Form

Click the 'Save' button to save the workform. Click the 'Reset' button to use the Standard Workform for this institution.

Tipasa – Request Workforms

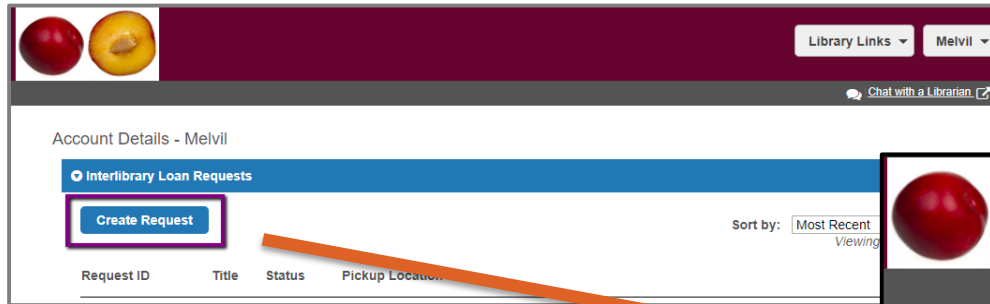
- You can disable one or all of your request forms



The screenshot shows a configuration panel for request forms. At the top, there are two expandable sections: 'Article Request Form' (expanded) and 'Book Request Form' (collapsed). Below these, the 'Display Name:' field contains the text 'Loans'. The 'In Use:' dropdown menu is open, showing three options: 'Disabled' (selected), 'Enabled', and 'Disabled'.

➤ Article Request Form
▼ Book Request Form
Display Name: <input type="text" value="Loans"/>
In Use: Disabled ▼ Enabled Disabled

Tipasa – Request Workforms



Submit an Interlibrary Loan Request

Request Type: **Copies**

* Required field

About my item

Journal Title: *

Date (MM/YYYY) : *

This example shows all except the Articles (named Copies here) form disabled

Tipasa – Patron Settings

WorldShare ILL [Help on this screen](#)

Patron Settings

Interlibrary Loan Options

Borrower Data

Lender Data

Custom Holdings Groups

Custom Holdings Paths

Automated Request Manager

Direct Request Profiles

Purchase Options

Patron Request Workflows

Print Settings

Advanced Workflows

Patron Settings

Contacts

Patron Account Management

Route requests from newly registered patrons to New for Review so their account can be verified prior to processing the request.

Require approval for new ILL patron accounts

On

Patron Request Management

Enable patron actions for interlibrary loan requests in the user portal application.

Display patron due date

On

Allow patrons to renew ILL requests online

On

Allow patrons to cancel ILL requests online

On

Number of days to offset patron's due date

2 days

Number of active requests allowed per patron

Note: No value indicates unlimited

Enter 1 - 500

WHAT CHANGES SHOULD WE CONSIDER FOR ILLIAD?

Accessing OCLC-hosted ILLiad remotely

You will need either:

- An ILLiad Client installed on your local PC and connected to a VPN server at your institution whose IP address is defined in the OCLC ILLiad firewall **OR**
- An ILLiad client running at your institution that is already working and allowed through the OCLC ILLiad firewall and using remote access software (e.g., PCAnywhere, GoToMyPC, etc.)

[More information here](#)

ILLiad changes to consider

Borrowing

- Disable your patrons' ability to place new requests by [Editing Web Pages](#).
- Limit your patrons' ability to request an entire book by [Editing OpenURLMapping](#).
- Provide information to patrons regarding service availability by [Editing Status Lines](#) and [Creating Web Alerts](#).
- Explore the [ILLiad Addon Directory and new version 9.1 Decision Support Pipeline](#) options to further streamline and automate staff workflows.
- Re-route your existing ILL requests with [Bulk Email for Requests](#).

ILLiad changes to consider

Lending

- Add OCLC Reason For No #24 to [Customization Manager LendingReasonsForCancellation](#) table for COVID-19 response and statistics
- [Disable overdues](#)
- Implement the [AutoRenewal](#) addon to automatically approve renewal requests

ILLiad changes to consider

- For updates as new ILLiad add-on options and tips become available, see Atlas Systems' [Managing ILLiad Workflow During COVID-19](#)

STOPPING OVERDUES AND RENEWING ITEMS

Stopping overduees and renewing items

- Stop overduees
- Managing the renewal of items
- For WMS libraries, there's the new [WorldShare Circulation Bulk Renewal](#) client

USING THE OCLC KNOWLEDGE BASE TO MAKE ARTICLE FULFILLMENT SIMPLER



WorldShare[®] Collection Manager

- WorldCat knowledge base collections are managed via WorldShare Collection Manager
- Collection Manager can set WorldCat holdings for those collections to which you have access
- If you need access to Collection Manager, use the link below to get started

Learn more at oc.lc/getCM

Enable WorldCat holdings

The screenshot displays the WorldShare Administration interface. The top navigation bar includes 'WorldShare' and tabs for 'Metadata' and 'Admin'. The left sidebar contains several menu items: 'Record Manager', 'My Labels', 'Collection Manager', 'Search', 'Activity History', 'Approve Changes to Global Collections', 'View Recent Collections', 'Create a Collection', and 'Institution Settings'. The 'Institution Settings' menu item is highlighted with a red box. The main content area shows the 'Institution Settings' page with a 'Save' button highlighted by a red oval. Below the 'Save' button, there are expandable sections for 'OCLC Symbol', 'Knowledge Base Data', and 'WorldCat Holdings'. The 'WorldCat Holdings' section is highlighted with a red box and contains the text: 'Maintain WorldCat holdings for knowledge base and cataloging partner titles.' Below this text, there is a 'Maintain Holdings' section with two radio buttons: 'Yes' (selected) and 'No'. The 'Yes' option is accompanied by the text 'Your symbol is [ZMZ](#)'. The 'No' option is unselected. Other expandable sections in the main content area include 'Proxy and Authentication', 'Provider Settings', 'Sharing', 'WorldCat Discovery', 'MARC Records', 'Reports', and 'Display Options'.

Configure Proxy

The screenshot displays the WorldShare Admin interface. At the top, the 'WorldShare' logo is visible. Below it, there are tabs for 'Metadata' and 'Admin', with 'Admin' being the active tab. The left sidebar contains a navigation menu with options like 'Record Manager', 'My Labels', 'Collection Manager', and 'Institution Settings'. The 'Institution Settings' option is highlighted with a red box. The main content area shows the 'Institution Settings' page, with a 'Save' button circled in red. Below this, there are sections for 'OCLC Symbol', 'Knowledge Base Data', and 'WorldCat Holdings'. The 'Proxy and Authentication' section is expanded and highlighted with a red box. Within this section, the 'Proxy' tab is selected and highlighted with a red box. The 'Proxy' configuration area includes a text input for the proxy-based URL, a radio button selection for 'Proxy Type' (with 'EZproxy' selected), and a text input for 'Base URL *' containing 'https://mylibrary.idm.oclc.org'. There are also input fields for 'Username' and 'Password', with a question mark icon next to the 'Password' field.

Search for collections

The screenshot shows a web interface with a navigation bar at the top containing 'Metadata' and 'Admin'. Below the navigation bar, there is a 'Collection Manager' section. Within this section, a 'Search' form is highlighted with a red border. The form includes a 'Scope' dropdown menu set to 'Provider', a 'Search Term(s)' input field with a help icon, and a 'Limit by' section with a checkbox for 'My Selected Collections'. At the bottom of the search form are 'Search' and 'Clear' buttons. Below the search form, there are buttons for 'Activity History' and 'Approve Changes to'.

Metadata Admin

My Labels

Collection Manager

Search

Scope
Provider

Search Term(s)
 ?

Limit by
 My Selected Collections

Search Clear

Activity History

Approve Changes to

Select collections

The screenshot shows the WorldShare Record Manager interface. The top navigation bar includes the WorldShare logo, a user profile for 'Jody S', and a 'Need Help?' dropdown. Below the navigation bar are tabs for 'Metadata' and 'Admin'. The left sidebar contains a 'Collection Manager' section with search and filter options, and a list of buttons for 'Activity History', 'Approve Changes to Global Collections', 'View Recent Collections', 'Create a Collection', and 'Institution Settings'. The main content area is titled 'Search Collections with ""' and includes a 'Collection Actions' dropdown and a 'Filter by' dropdown set to 'Select'. The search results show 376 - 400 of 16092 results. A table lists five collections, with the 'Selections' column highlighted by a red box. Each row in the table has a checkbox, a collection name with a link, a list of attributes, a provider link, an updated date, and a 'Not Selected' status with a 'Select' button.

	Collection	Type / Attributes	Provider	Updated	Selections	Sharing
<input type="checkbox"/>	African American Newspapers Collection ID: accessible.africanamericannews	Knowledge base collection • Customizable • Google Scholar Disabled	Accessible Archives	10/23/2019 12:22 PM	⊘ Not Selected by my library Titles: 0/10 Select	
<input type="checkbox"/>	African American Poetry Collection ID: chadwyck.daap	Knowledge base collection • Google Scholar Disabled • Non-Customizable	Chadwyck-Healey	08/06/2019 05:28 PM	⊘ Not Selected by my library Titles: 0/98 Select	
<input type="checkbox"/>	African American Study Centre Collection ID: OUP.aasc	Knowledge base collection • Google Scholar Disabled • Non-Customizable	Oxford University Press	03/19/2020 09:24 AM	⊘ Not Selected by my library Titles: 0/0 Select	
<input type="checkbox"/>	African Diaspora, 1860-Present: Text - All Titles Collection ID: alexanderpress.africandiaspora	Knowledge base collection • Google Scholar Disabled • Non-Customizable	Alexander Street	01/02/2020 03:02 PM	⊘ Not Selected by my library Titles: 0/6004 Select	
<input type="checkbox"/>	African Diaspora, 1860-Present: Video - All Titles Collection ID: alexanderpress.africandiasporavidall	Knowledge base collection • Google Scholar Disabled • Non-Customizable	Alexander Street	07/16/2019 02:58 PM	⊘ Not Selected by my library Titles: 0/22 Select	

Configuring ILL Licenses in Collection Manager

4 easy steps

1. For each collection, open **Holdings and MARC records**
2. Choose **yes** or **no** depending on the collection in the “ILL allowed” section
3. (optional) select one or more **lending instructions** depending on what’s necessary
4. **Click save** and repeat for each collection

The screenshot shows the WorldShare Collection Manager interface for a collection named "2012 Cambridge Journals Full Package Standard UK". The "Holdings and MARC Records" section is expanded, and the "ILL allowed" configuration is highlighted with a red box. The "ILL allowed" section has two radio buttons: "Yes" (selected) and "No". Below it, the "Instructions" dropdown menu is set to "Non-Profit only". Other settings visible include "Maintain WorldCat Holdings" (selected "Use institution setting: maintain holdings"), "Data Sources" (selected "All approved data sources"), "Export to Google Scholar" (selected "Use institution setting: Google Scholar is enabled"), and "Enable MARC Record Delivery" (selected "Use institution setting: MARC records are enabled").

Turning on kb integration for ILL

Interlibrary Loan Options
Borrower Data
Lender Data
Custom Holdings Groups
Custom Holdings Paths
Automated Request Manager
Direct Request Profiles
Purchase Options
Patron Request Workforms

ND- Clone of Hennepin County Library - Test Library (148755)

[Change](#)

[Help on this screen](#)

Interlibrary Loan Options

Persistence Setting

Select whether you wish constant data records be automatically applied to each resource sharing request. If persistence is turned on, a default constant data record will automatically be applied, and if a modified constant data record is selected, that record will be applied to future requests. If persistence is turned off, users must manually select a constant data record for each resource sharing request.

On

Knowledge Base Active Link

Select whether you wish to activate a link to the Library's WorldCat knowledge base for enhanced Interlibrary Loan of articles

On

Lender view from ILLiad

System 42 - Lending Request

Lending Processing OCLC

Cancel Request Conditionalize Request Finished Searching Yes Yes With Due Date Renewals No Route Policies Directory Resend Request Odyssey Billing View Send E-Mail Print Request Add to Print Queue Print and Empty Queue Pending Updates System

Detail History OCLC Z39.50 PubMed/Docline

General Request Information

Transaction Number: 42 Article Loan
Username: Lending Service Type:
Transaction Date: 9/28/2011 11:23 AM Not Wanted After: 10/28/2011
Delivery Method: Site:
Service Level: Regular Shipping Options: Mail
Billing Account: Doc Type:

OCLC Information

ILL Number: 10004340
OCLC Number: 225470254
Lending String: *OCL,IUL
Borrower: OZY 1
System ID: OCLC 0
OCLC Status: IN_PROCESS

Article Info Loan Info Collections Local Holdings Imported Request Copyright In

Collection	ILL Terms	Instructions	URL
SAGE Health Science Package	Yes	Print then se...	http://lhwcap01qxdu.dev.oclc.org:22340/
SAGE STM Package	Yes	Scan	http://lhwcap01qxdu.dev.oclc.org:22340/

Accept Alternate Edition
Accept Non English
Allow Copies?
Copyright Already Paid?
Allow Renewal?
Library Use Only?
Replacement Pages?
Priority Shipping
Ariel
Odyssey (Missing OdysseyIP)

Item Information

Call Number:
Location:
Due Date:
Reason For Cancellation:
Item Num/Ref Num:
ISxN: 1753-4658
Special Instructions:
Max Cost/Pieces:

Citation Information

Cited In: London, UK ; SAGE Publicat
Title:
Date:
Volume/Pages:

Awaiting Lending Request Processing Lending

Lender view from WorldShare ILL/Tipasa

Title	Asia Pacific Journal of Marketing and Logistics
ISSN	1355-5855
Format	ePeriodical
Article Title	An examination of product development approaches within demand driven chains
Article Author	Ganji, E.N., Shah, S., Coutroubis, A.
Volume	30
Issue/No	5
Issue Date	2018
Verification	WS-ILL

[Search my library's online catalog](#)

Local ID

Open Access

No links found

Library's Holdings Information

Collection

[Emerald Management 111](#)

ILL OK?

Yes

Print then mail or fax (Send electronic copy) (Print then send secure electronic) (Same country only) (Non-Profit only)

Collection Manager resources

- [Collection Manager support site](#)
- [Knowledge base collections](#)
- [Collections available in the WorldCat knowledge base](#)
- More to come on additional e-resources access during the COVID-19 crisis
- [Collection Manager Office hours](#)
 - Expanding to bi-weekly starting March 31!
- [OCLC Support](#)

ILL COMMUNITY MEMBERS



All University Libraries locations are closed, but we're here to help!



Our ongoing priority is to support our users. Visit our [Remote Resources](#) page for quick access to our resources and services, and our [COVID-19](#) page for updates.

- [Read more](#)

Last updated on Mar 20, 2020 at 9:47am

FIND

[Books, Articles and More](#)[Databases](#)[E-Journals](#)[Course Reserves](#)

[> Advanced Search](#) [> Search the CAT](#) [> Try our new Libraries catalog](#)

ACCESS VIRTUAL RESOURCES, SERVICES

While our [locations](#) are closed, we still have many options to access resources, services, and assistance. See our curated [Remote Resources](#) page and [COVID-19 updates](#); find help via our [Ask a Librarian](#) and [Subject Experts](#) services.

ASK
A LIBRARIAN

Deflections

Pennsylvania State University Libraries (UPM)

Profile Collections **Policies (11)** Schedule Contacts

Last updated Monday, March 23, 2020 8:11:18 AM EDT

▼ Deflections ➕ Add

COVID-19 ✎ Edit 🗑 Delete

SERVICE	FEES	BORROWERS	ITEMS
Requests: Loan Deflection Type: Enable Real Time Deflection			
Note: Unable to loan any physical items at this time.			

Online Journals Only Full-screen Snip ✎ Edit 🗑 Delete

SERVICE	FEES	BORROWERS	ITEMS
Requests: Copy Deflection Type: Enable Real Time Deflection - except when I am last in the lender string			Formats: <ul style="list-style-type: none">✔ Book✔ Microform✔ Newspaper✔ Serial
Note: We can only supply from e-journals (internet resources) at this time.			

Changes to web pages



PennState
University Libraries

 Active Requests All Requests

Welcome to Penn State ILLiad

Logoff mem548

[ILLiad Main Menu](#)

Search:
LionSearch
The CAT

Request:
Article / Book Chapter

View:
Checked Out Items / Renew
Available Articles
Outstanding Requests
Finished Requests
Cancelled Requests
All Requests
Notifications
Print a Return Label

Settings:
Update Account
Preferences

Due to the closure of our library locations, the Interlibrary Loan department is no longer able to request physical materials, or provide scans from materials on site. We are still committed to providing resources to you. At this time, we can continue to request chapters or journal articles for you. Please use the book chapter/article request form in your ILLiad account to request materials.

Electronically Received Articles

Transaction	View	Title	Delete
No Articles			

Articles posted to this page will remain accessible for **30 days** from the date of posting.

Outstanding Requests

Transaction	Type	Title	Status
No Outstanding / Active Requests			

Checked Out Items / Renew

Transaction	Title	Author	Due Date
2553516	First, break all the rules : what the world's greatest managers do differently	Gallup	6/5/2020
2553558	It's the manager : Gallup finds the quality of managers and team leaders is the single biggest factor in your organization's long-term success	Clifton, Jim.,	4/10/2020

Recently renewed items may disappear from this list until staff process the renewal.


COVID-19 & ILLiad Due Dates

We are working to adjust due dates on all ILLiad loans. Please view your "Checked Out Items" for updated due dates on your items. Please don't be anxious about ILLiad due dates. We understand the situation we're all in with COVID-19. We will get through this together!

University Libraries COVID-19 (novel coronavirus) Updates and Resources

Penn State News article on libraries closure

Open URL change



PennState
University Libraries

Active Requests All Requests

ILLiad request management system

Logoff mem548

ILLiad Main Menu

Search:
LionSearch
The CAT

Request:
Article / Book Chapter

View:
Checked Out Items / Renew
Available Articles
Outstanding Requests
Finished Requests
Cancelled Requests
All Requests
Notifications
Print a Return Label

Settings:
Update Account

Loan/Book Request * Indicates required field

Due to the closure of our library locations, the Interlibrary Loan department is not currently able to request physical materials, or provide scans from materials on site. If you submit this request, it will be queued for processing after the University Libraries reopen. We are still committed to providing resources to you. At this time, we can continue to request chapters or journal articles for you. Please use the book chapter/article request form in your ILLiad account to request articles or chapters.

* Author/Editors	<input type="text" value="Triggs, Teal"/>
* Title	<input type="text" value="The graphic design reader"/>
ISBN (International Standard Book Number) <small>If provided, will speed request processing</small>	<input type="text" value="9781472526472"/>
Publisher / Place	<input type="text"/>
Date	<input type="text" value="2019-01-01"/>
Edition	<input type="text"/>
Call Number	<input type="text"/>

ASK
A LIBRARIAN

ILLiad Addons: Part 1

Server Addons - ILLiad Customization Manager (mem548)

Home Addons

New Update Export Save Delete Cancel Reset Settings

Manage

Customization Z39.50 Notification Templates Server Addons DSP Business Rules

Name	NVTGC	Author	Version	Active	Last Updated	Description
Addon Type: Server						
UBorrow Lending	ALL	Atlas Systems, I...	1.1.0	Inact...	11/17/2017 7:54 ...	An ILLiad server addon that processed requests based on availability determined from EZBorrow Relais D2D lookups.
TwilioSMSNotifications	ALL	Atlas Systems, I...	1.0.3	Active	9/15/2016 12:16 ...	Sends SMS Notifications using the Twilio API
UBorrow Find Item DWS	ALL	Atlas Systems, I...	1.6.0	Inact...	3/20/2020 8:50 AM	This addon is a server addon for ILLiad that will make calls to a Relais FindItem DWS.
Penn State EZBorrow Relais Addon	ALL	Atlas Systems, I...	1.1.0	Active	4/30/2018 9:48 AM	An ILLiad server addon that processed requests based on availability determined from EZBorrow Relais D2D lookups.
UBorrow Lending Workaround	ALL	Atlas Systems	1.6.1	Active	11/14/2017 7:44 ...	Imports call number and location information for transactions containing a note with UBorrow data, and optionally routes affected transactions to a new queue.
ILLiad AutoRenewals Server Addon	ALL	Atlas Systems, I...	1.0.2	Active	3/19/2020 11:15 ...	Automatically handles renewals of borrowing and lending requests.
Automatic Routing and Notification A...	ALL	Atlas Systems, I...	1.1	Active	3/20/2020 8:54 AM	Automatically routes all requests in the monitored queues to the destination queue, after sending the specified email template.

Name	Automatic Routing and Notification Addon	Settings																				
Author	Atlas Systems, Inc.																					
Version	1.1																					
NVTGC	ALL																					
Active	<input checked="" type="radio"/> Yes <input type="radio"/> No																					
Description	Automatically routes all requests in the monitored queues to the destination queue, after sending the specified email template.																					
		<table border="1"> <thead> <tr> <th>Setting Name</th> <th>Value</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>NVTGC</td> <td>UPILL,DSL,CCL,HBG</td> <td>string</td> <td>Comma-separated list of NVTGCs to process. Please list out all NVTGCs as they would appear in the NVTGC field on the Users form. If left blank, the addon will process transactions from all NVTGCs.</td> </tr> <tr> <td>MonitorQueues</td> <td>COVID19</td> <td>string</td> <td>Comma-separated list of queues to monitor.</td> </tr> <tr> <td>EmailName</td> <td>covid19</td> <td>string</td> <td>Name of the email template to send.</td> </tr> <tr> <td>RouteQueue</td> <td>On hold due to COVID-19 closures</td> <td>string</td> <td>Queue to which requests will be routed.</td> </tr> </tbody> </table>	Setting Name	Value	Type	Description	NVTGC	UPILL,DSL,CCL,HBG	string	Comma-separated list of NVTGCs to process. Please list out all NVTGCs as they would appear in the NVTGC field on the Users form. If left blank, the addon will process transactions from all NVTGCs.	MonitorQueues	COVID19	string	Comma-separated list of queues to monitor.	EmailName	covid19	string	Name of the email template to send.	RouteQueue	On hold due to COVID-19 closures	string	Queue to which requests will be routed.
Setting Name	Value	Type	Description																			
NVTGC	UPILL,DSL,CCL,HBG	string	Comma-separated list of NVTGCs to process. Please list out all NVTGCs as they would appear in the NVTGC field on the Users form. If left blank, the addon will process transactions from all NVTGCs.																			
MonitorQueues	COVID19	string	Comma-separated list of queues to monitor.																			
EmailName	covid19	string	Name of the email template to send.																			
RouteQueue	On hold due to COVID-19 closures	string	Queue to which requests will be routed.																			

ILLiad Addon: Part 2

Server Addons - ILLiad Customization Manager (mem548)

Home Addons

New Update Export Save Delete Cancel Reset Settings

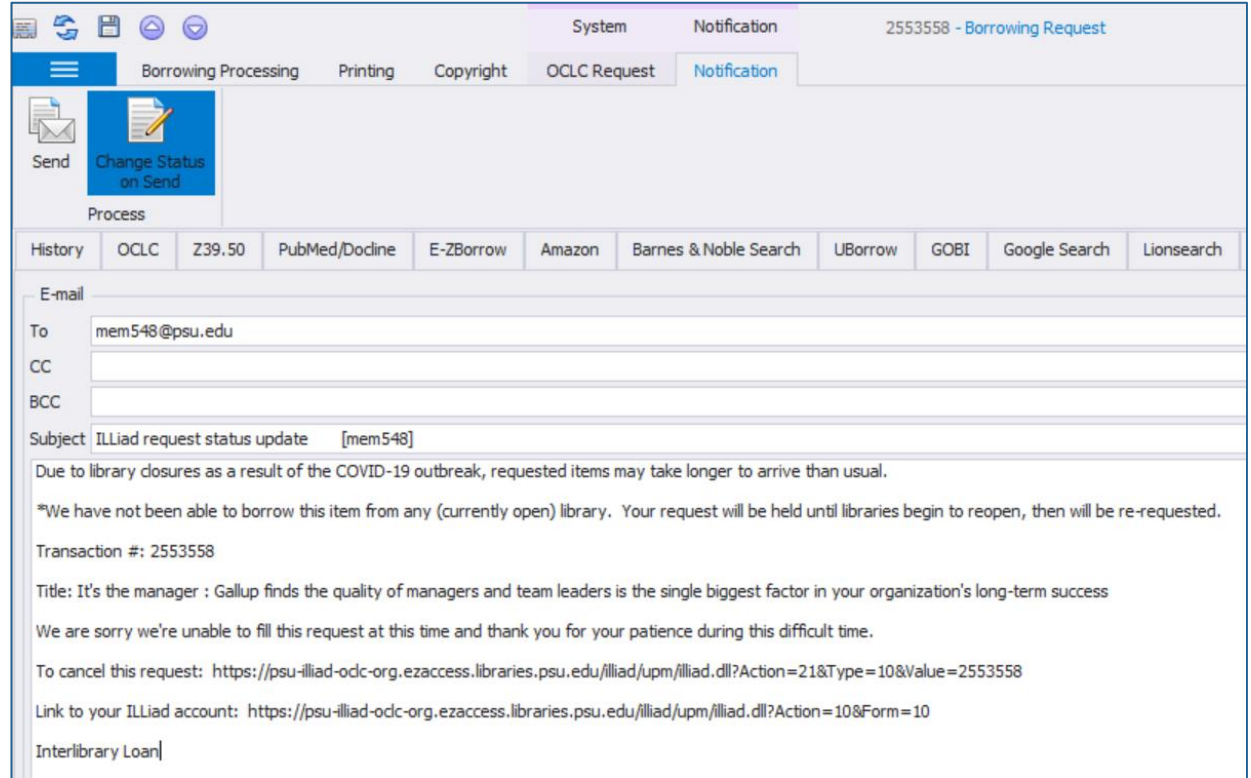
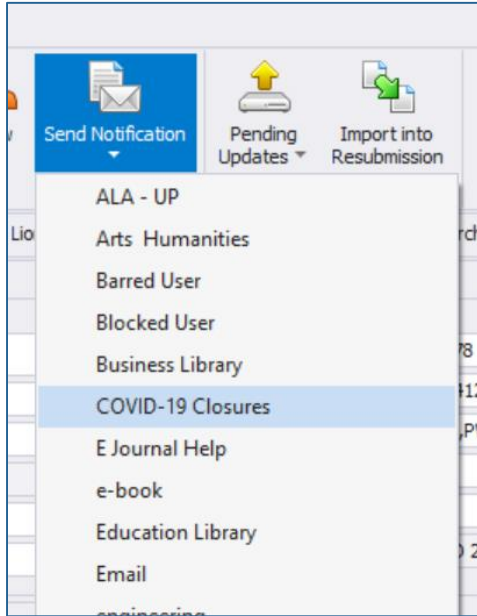
Manage

Customization Z39.50 Notification Templates Server Addons DSP Business Rules

Name	NVTGC	Author	Version	Active	Last Updated	Description
Addon Type: Server						
UBorrow Lending	ALL	Atlas Systems, I...	1.1.0	Inacti...	11/17/2017 7:54 ...	An ILLiad server addon that processed requests based on availability determined from EZBorrow Relais D2D lookups.
TwilioSMSNotifications	ALL	Atlas Systems, I...	1.0.3	Active	9/15/2016 12:16 ...	Sends SMS Notifications using the Twilio API
UBorrow Find Item DWS	ALL	Atlas Systems, I...	1.6.0	Inacti...	3/20/2020 8:50 AM	This addon is a server addon for ILLiad that will make calls to a Relais FindItem DWS.
Penn State EZBorrow Relais Addon	ALL	Atlas Systems, I...	1.1.0	Active	4/30/2018 9:48 AM	An ILLiad server addon that processed requests based on availability determined from EZBorrow Relais D2D lookups.
UBorrow Lending Workaround	ALL	Atlas Systems	1.6.1	Active	11/14/2017 7:44 ...	Imports call number and location information for transactions containing a note with UBorrow data, and optionally routes affected transactions to a new queue.
ILLiad AutoRenewals Server Addon	ALL	Atlas Systems, I...	1.0.2	Active	3/19/2020 11:15 ...	Automatically handles renewals of borrowing and lending requests.
Automatic Routing and Notification A...	ALL	Atlas Systems, I...	1.1	Active	3/20/2020 8:54 AM	Automatically routes all requests in the monitored queues to the destination queue, after sending the specified email template.

Name	ILLiad AutoRenewals Server Addon	Settings			
Author	Atlas Systems, Inc.	Setting Name	Value	Type	Description
Version	1.0.2	BorrowingEnabled	<input type="checkbox"/>	boolean	Controls whether borrowing requests are processed for automatic renewal.
NVTGC	ALL	LendingEnabled	<input checked="" type="checkbox"/>	boolean	Controls whether lending requests are processed for automatic renewal.
Active	<input checked="" type="radio"/> Yes <input type="radio"/> No	LendingRenewalDueDate	2020-05-22	string	Specifies a renewal due date for Lending requests. If this is blank, the addon will default to use the normal due date plus the number of days defined in the LendingRenewalDateDays customization key. If a date is provided for this setting, the addon will consider the provided date and the default date and will prefer the later of the two. Example: "2020-04-15"
Description	Automatically handles renewals of borrowing and lending requests.	NVTGC	UPM	string	Comma-separated list of NVTGCs to process. Please list out all NVTGCs as they would appear in the NVTGC field on the User form. If left blank, the addon will process transactions from all

Email



University of Evansville Timeline

- 3/11: spring break extended; 3/18-27: online instruction
- 3/13: library building closed; call ahead service offered
- 3/13-24: Access Services Staff work staggered shifts
- 3/17: Extended online instruction to end of semester
- 3/23: state issued “shelter in place” effective 24th @ midnight through April 6
- 3/25-4/6: Access Services Staff working from home

University of Evansville

OCLC Policy Directory

- Calamity deflection for loans

▼ Deflections + Add

COVID Calamity [Edit](#) [Delete](#)

SERVICE	FEES	BORROWERS	ITEMS
Requests: Loan Deflection Type: Enable Real Time Deflection			

Note: This policy was enacted on 3/23/20 in response to the Indiana Governor's shelter in place order. We will be unable to access our physical collections but can still send electronic documents.

University of Evansville

Tipasa Patron Portal

- Hid Loan Form
- Added link to COVID-19 info on library website

Interlibrary Loan

As COVID-19 closures and stay-at-home directives have spread across the country, including Indiana's on March 23, libraries are suspending their lending services, making it very difficult to fill interlibrary loan requests for books, DVDs, CDs, scores, etc. As a result, the Interlibrary Loan department will not be placing requests for physical materials. If you do make a request, we will be in contact to see if we can request a chapter or two or if you can wait until a later date.

We are committed to providing resources and will continue to request chapters or journal articles. Please use the book chapter/article request forms in [Quill](#) to request materials.

If you have an item from ILL in your possession, PLEASE KEEP IT – even if the due date has passed. We are asking libraries to renew these items. See [Quill](#) for new due dates.

Interlibrary loan (ILL) assists **scholarly research** by obtaining library materials unavailable at the University of Evansville Libraries. ILL personnel locate requested materials in other libraries, borrowing items and/or obtaining copies on behalf of eligible UE students, faculty, staff and administrators. **ILL users are responsible** for the safe return of books/loans to the Information Desk. Failure to observe ILL rules may result in the

Interlibrary Loan

As COVID-19 closures and stay-at-home directives have spread across the country, including Indiana's on March 23, libraries are suspending their lending services, making it very difficult to fill interlibrary loan requests for books, DVDs, CDs, scores, etc. As a result, the Interlibrary Loan department will not be placing requests for physical materials. If you do make a request, we will be in contact to see if we can request a chapter or two or if you can wait until a later date.

We are committed to providing resources and will continue to request chapters or journal articles. Please use the book chapter/article request forms in **Quill** to request materials.

If you have an item from ILL in your possession, PLEASE KEEP IT – even if the due date has passed. We are asking libraries to renew these items. See **Quill** for new due dates.

<https://www.evansville.edu/libraries/interlibraryLoan.cfm>

University of Evansville

- Created New Patron Notification

Hello!

As COVID-19 closures and stay-at-home directives have spread across the country, including Indiana's on March 23, libraries are suspending their lending services, making it very difficult to fill interlibrary loan requests for books, DVDs, CDs, scores, etc. As a result, the Interlibrary Loan department will not be placing requests for physical materials.

Regarding your request:

ILL #: 12345678

Title: Journal of the Medical Library Association

Author: Dickens, Charles

We cannot order this book for you. Is there a particular chapter or two we can request instead? Or can you wait until a later date?

Please email loansrus@evansville.edu with your response.

Yours in health,
UE Libraries ILL Dept

University of Evansville

OCCLC Service Configuration

- Edited Automated Request Manager for Books
 - Route to Review so we can order chapters
- Disabled borrowing & lending overdue notifications
- Continuing to renew all lending & borrowing requests

TAKEAWAYS AND GETTING ASSISTANCE

Our recommendations

- Review OCLC's Resources list: [oc.oclc.org/covid19-service-info](https://oclc.org/covid19-service-info)
- Review these slides
- Post your question to the [OCLC Community Center's Discussion list](#)
- Contact OCLC Customer Support (support@oclc.org)

Q&A

**Because
what is
known must
be shared.®**

support@oclc.org

Welcome to OCLC Support

How can we help you?

Select a category



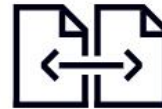
Discovery and Reference



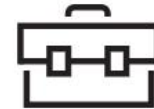
Library Management



Metadata Services



Resource Sharing



Librarians' Toolbox

OCLC Resource Sharing team

