



# Library Staff Instructions

## Requesting and Providing Items

### Request Procedure

1. Login and Search for the title.
2. Click on the title to review holdings.
3. Click on the Request button for the request form.
4. Your user information will display.
5. Enter a need by date or leave blank.
6. Select Yes or No for "Is this a request for an article?" (Defaults to No if no selection made)
7. Click on the drop down menu and select a lending library. Your request will be emailed to this library.
8. Click Submit.
9. The system will send an email to the lending library that you have selected. You will receive an email copy of your request.
10. When the lender responds to the email, the borrower will receive an email indicating if the request was filled or not filled.

Source	Location	Call Number	Local Availability	
<a href="#">CEF Library System</a>	Clinton Essex Franklin Library System	025.6/Bou	Available	
<a href="#">CEF Library System</a>	Plattsburgh Public Library	025.6 BOU	Available	<a href="#">View MARC</a> <a href="#">RIS</a>
<a href="#">SUNY Canton</a>	SUNY Canton Library	Ref. Z713 B7 1996	Available	<a href="#">View MARC</a> <a href="#">RIS</a>

Figure 12: Title screen showing request

**Requester Details**  
 First Name: Christi  
 Last Name: Sommerfeldt  
 E-mail: christi@nnyln.org  
 Institution: NNYLN  
 Work Phone: 315-265-1119  
 Mailing Address:  
 6721 US-11  
 Potsdam

Need by date August 1, 2017  
 Note

Is this a request for an article? Yes  No

Requested Title:: **Interlibrary loan practices handbook**  
 Requested Author:: **Boucher, Virginia**  
 Item Type: book  
 Publication Date: 1996  
 ISBN: 0838906672

Please select the library you would like to request from. Libraries in need of multiple copies may select more than one library.

**Clinton-Essex-Franklin Library System**, Availability: UNKNOWN, Call Number: 025.6/Bou  
 **Plattsburgh Public Library**, Availability: UNKNOWN, Call Number: 025.6 BOU

Defaults to 'No'

Select a library - libraries may select multiple copies on special occasions, for example public libraries for book clubs or school libraries for classes

Figure 13: ILL Request Form

When a borrowing library's staff member selects a library for a loan and clicks Submit for an ILL request, the system sends both the lending and borrowing library an email.

An ILL request (2017-13) has been created for the following:

Title: Bottom dogs :  
 Author: Dahlberg, Edward  
 Item Type: book  
 Publication Date: 1930

Call Number: PS3507.A33 B6  
 Availability Status: Available\r\n
 Location:

The title is requested by the following library:  
 NNYLN  
 6721 US-11  
 Potsdam, NY 13676

The request was created by:  
 Chuck Henry  
[chuck@nnyln.org](mailto:chuck@nnyln.org)  
 315-265-1119

Will you fill this request? [Yes](#) [No](#)

An ILL request (2017-13) has been created for the following:

Title: Bottom dogs :  
 Author: Dahlberg, Edward  
 Item Type: book  
 Publication Date: 1930

Call Number: PS3507.A33 B6  
 Availability Status: Available\r\n
 Location:

[Do you need to cancel this request?](#)

Figure 14 & 15: ILL Request Emails

The lender responds to the email 'Yes' or 'No.'

If the lender responds 'Yes,' they are directed to the DueNorth request form (prompt to login if not logged in already) where they can write a note and fill the request. Both receive an email that the request has been filled. It is recommended that you have the item in hand before committing to fill a request. The email can be printed for records and pull slip. If the item does not have a pull slip or identifying information about destination, the request may end up unfilled and returned to the owning library.

Your ILL request 2017-13 for Bottom dogs : will be filled by Potsdam State University of New York

The lending library has noted the following  
Mailing 7/17/17 via USPS

Please email [testguy@nnyln.org](mailto:testguy@nnyln.org) for future communications regarding this request

Your ILL request 2017-13 for Bottom dogs : will be filled by Potsdam State University of New York

The lending library has noted the following  
In USPS mail today (7/17)

Figure 16 & 17: ILL Request Filled Emails

If the lender responds 'No', they are directed to the DueNorth request form (prompt to login if not logged in already) where they can write a note and deny the request. Both receive an email that the request has not been filled.

Your ILL request 2017-40 for Bottom dogs can not be filled by Potsdam State University of New York.

The lending library has noted the following:  
Book lost.

[Would you like to try a different library?](#)

Figure 18: ILL Request Not Filled Email with note "Book lost."

If the request has not been filled after 3 days, the system will send each library a reminder email.

An ILL request (2017-23)has been created for the following:

Title: Bob :  
Author: Pearson, Tracey Campbell  
Item Type: book  
Publication Date: 2002  
ISBN: 0374399573

Call Number:  
Availability Status: UNKNOWN

The title is request to delivered to the following institution:  
Northern New York Library Network  
6721 US-11  
Potsdam, NY 13676

The request was created by:  
Chuck Henry  
[chuck@nnyln.org](mailto:chuck@nnyln.org)

Will you fill this request? [Yes](#) or [No](#)

An ILL request (2017-23)has been created for the following:

Title: Bob :  
Author: Pearson, Tracey Campbell  
Item Type: book  
Publication Date: 2002  
ISBN: 0374399573

Call Number:  
Availability Status: UNKNOWN

The title is requested by the following library:  
Northern New York Library Network  
6721 US-11  
Potsdam, NY 13676

The request was created by:  
Chuck Henry  
[chuck@nnyln.org](mailto:chuck@nnyln.org)

Figure 19 & 20: ILL Request Reminder Emails

If the request has not been filled after 5 days, the ILL request expires and the system will send each library an email.

ILL request (2017-37) has EXPIRED and was not be filled by Oswego - Kingsford Park Elementary School Library, please resubmit to a different library:

Title: Cat :  
Author: Rayner, Matthew  
Item Type: book  
Publication Date: 2004  
ISBN: 0836841026 (lib. bdg.)

Call Number:  
Availability Status: UNKNOWN

The request was created by:  
Edward Demo  
[testguy2@nnyln.org](mailto:testguy2@nnyln.org)

ILL request (2017-37) has EXPIRED and was not be filled by Oswego - Kingsford Park Elementary School Library, please resubmit to a different library:

Title: Cat :  
Author: Rayner, Matthew  
Item Type: book  
Publication Date: 2004  
ISBN: 0836841026 (lib. bdg.)

Call Number:  
Availability Status: UNKNOWN

The request was created by:  
Edward Demo  
[testguy2@nnyln.org](mailto:testguy2@nnyln.org)

Figure 21 & 22: ILL Request Expired Emails

## Guidelines for Requesting

1. Check your own library catalog or shared circulation system first and if possible, place a hold.
2. When you cannot reasonably obtain an item through your system's circulation holds or the item is not owned by your library or shared circulation system, use DueNorth.
3. Determine whether or not the request is appropriate for a DueNorth request. Material that is very new, on reserve, on hold, or located in reference, local history or rare book collections will not be available.
4. Materials in electronic format including audiobooks, e-books and online videos are not available for interlibrary loans. Copies from articles in most journals in electronic format will not be available via interlibrary loan.



Potentially Available via DueNorth	Not Available via DueNorth
<p style="text-align: center;">-</p> <p style="text-align: center;">CHECKED IN</p> <p style="text-align: center;">Available</p> <p style="text-align: center;">ON SHELF</p> <p style="text-align: center;">Check Shelves</p>	<p style="text-align: center;">A date is listed. Example: 4/3/2016</p> <p style="text-align: center;">Item is checked out. Example: DUE 04-03-16</p> <p style="text-align: center;">DUE 11-19-15 BILLED</p> <p style="text-align: center;">Coming soon</p> <p style="text-align: center;">Copies on order</p> <p style="text-align: center;">e-Books </p> <p style="text-align: center;">e-Recordings </p> <p style="text-align: center;">Books circulated on electronic devices such as Amazon Kindle, Nook readers, and Playaway</p> <p style="text-align: center;">Electronic book</p> <p style="text-align: center;">IN LIBRARY USE</p> <p style="text-align: center;">LIB Use Only</p> <p style="text-align: center;">IN PROCESSING</p> <p style="text-align: center;">IN TRANSIT +1 HOLD</p> <p style="text-align: center;">LOCAL HISTORY or LH or HHHC</p> <p style="text-align: center;">LOST AND PAID</p> <p style="text-align: center;">New books designated for local patrons only</p> <p style="text-align: center;">ON HOLDSHELF</p> <p style="text-align: center;">ONLINE</p> <p style="text-align: center;">Reference or REF</p> <p style="text-align: center;">REPAIR</p> <p style="text-align: center;">Reserve</p> <p style="text-align: center;">Titles with hold lists Example: 151 holds on first copy returned of 72 copies</p>

Figure 23: DueNorth availability potential

If you have questions about using the DueNorth catalog, please contact Christi Sommerfeldt at [christi@nnyln.org](mailto:christi@nnyln.org) or call (315) 265-1119 ext. 100.