



# OVERVIEW OF THE PROCESS



## REGISTER

1. Obtain a Registration Code from your system administrator or NNYLN.
2. Go to <https://duenorth.nnyln.org/user/register> and create a user account. Username should be **first.last**.
3. Activate your account via the confirmation email and set your password.
4. Set your library as a lender in **My account -> Library Lending Profile -> Suspend ILL: NO**.

## BORROWING



### SEARCH

1. Go to <https://duenorth.nnyln.org> and search for material.
2. Identify the item from the list of results.
3. Review available libraries.
4. Click Request for the request form.



### REQUEST

1. Fill out the request form: enter need-by date and relevant notes.
2. Indicate single/multiple copy request then select from which library or libraries you would like to request.
3. Click 'Submit' and your request is complete. An email is generated to the lending and borrowing libraries regarding the request.



## LEARN

- Pre-recorded online videos.
- Online webinar.
- In-person or one-on-one instruction.

## LENDING



### ANSWER

1. Receive an email from a library requesting to borrow an item.
2. Determine whether or not your library is able to lend the requested item.
3. Click **YES** or **NO** to respond to the request. This will open up DueNorth where you should login to continue the transaction.

### YES



1. Review request within DueNorth. Select **YES** and click 'Submit' to fill the request. Use 'Notes' field if applicable (*optional*).
2. Circulate item as per library or system standards (*recommended*).
3. Ship/transfer item to the borrowing library.

### NO



1. Review request within DueNorth. Select **NO** and fill in form. Click 'Submit' to complete the transaction.
2. An email is generated alerting the borrowing library that the request cannot be filled.