

Mid-Michigan Library League

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ILL procedures

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First, the requesting library fills out the online request form, <http://www.mml.org/ILL.htm>, at any time. When the form is submitted it is e-mailed to the MMLL office. As an alternative, on the website, there is a request form which can be printed and faxed to MMLL.

Next, requests are searched to see if a MMLL library has the item, or if the item needs to be requested through OCLC. (OCLC is a database of books and materials owned by libraries throughout the country who are willing to loan material.)

Those items that are owned by MMLL are put in an ILL request sheet generated in Excel. Each day, the request sheet is emailed to the MMLL listserv requesting that books be sent to the requesting library. Libraries then should respond to the request e-mail by sending a message to jack@mml.org and in the message indicate if the material was; sent, reserved, or not available. Each week, a spreadsheet showing the status of requests is posted on the MMLL listserv.

If the requested material is not available from a MMLL library, then the material is requested through OCLC. The OCLC procedures are as follows:

All requests will be incorporated into the Cooperative ILL workflow. Preference is not given to any library.

- Special circumstance "Rush" requests *can* be submitted with the understanding there can be no guarantee given that these requests will be filled by a specific time. Every effort will be made to accommodate the patron's needs.
- Each MMLL library receives an ILL WEEKLY REPORT [Excel format or Word format] via email each Friday that lists the status of their OCLC requests. This report is provided so that the MMLL libraries can note date of receipt and/or return of titles during the current week. This report should be returned to the Cooperative weekly with consistency so that the ILL staff can update requests on OCLC. Libraries can report requests received and/or returned by fax or by emailing the updated [saved] ILL Weekly Report as an attachment file to: jack@mml.org

****Notification of receipt and return of ILL items is a necessary and important step in the ILL process.**

- If no lending library supplies the item in that time it will be deemed **unfilled**. Libraries are notified of unfilled items. This process can take up to a month or longer.

Please note these reasons a request may be unfilled:

- 2007 copyright date
 - Titles too new to request at this time may be tried at a later date.
- Genealogical material
 - Material does not circulate under any circumstance.
- Reference or any other non circulating material

Notes and additions:

If you ever have a question about a request placed, contact Jack at the MMLL office through e-mail, jack@mml.org or 231-775-3037.