If the only option that you have is to Decline a Request, WAIT! If you look carefully at the request, you will see that this is a Reserve, a request for an item for a particular period of time. When it gets closer to the date that this item was requested for, you will have other options. If you can’t send the item for the time frame that is requested, you can, of course, decline the request at any time.

Note: This is the only type of request where you can choose (pick) which copy to send.

For all other requests: If you can’t send the matching barcode, decline the request!

If a hold has been placed on a title, and your library has the only copy or the last possible available copy, but it is currently checked out, the item will appear on your Processing Needed list with only the option to Decline. You can Decline of course, but if you are willing to send the book if it comes back before the Hold expires, WAIT. If it is checked back in before the Hold expires, you will get a notice at Check In, and the option to Ship It will be added to this item on your Processing Needed page.

When the item is trapped for a Hold at the Circulation Desk, this is what the screen will look like:
★ If a hold has been placed on a title, and the **copy that you are checking in becomes the first available copy**, you will get a notice on the screen telling you where to send the book, and who it is for. This hold will also appear on your Processing Needed list for you to Ship or Decline, and on the requesting library’s Processing Needed as Pending at that point. If you do not see the notice, and re-shelve the book, eventually the Hold will expire. When this happens, the item will appear as Returning on both your Processing Needed list and the Processing Needed list of the library that requested it – even though it is sitting on your shelf!!!

★ **Process ALL incoming interlibrary loan items on the Processing Needed list.** NEVER check in an incoming ILL item. Go to the Processing Needed list, and click on Receive next to the item. Use the Find function in your browser (hold down the [Ctrl] key and press [f] in Microsoft Explorer) then scan in the barcode of the book to find it on the list.

![Example given using Microsoft Explorer](your browser may look different)

You can also select the section of the Processing Needed page that you want to work with by scrolling to the bottom and choosing only those sections or date ranges that you want to see.

![Example given using Microsoft Explorer](your browser may look different)

★ If your library is doing interlibrary loan, **the default patron for your site must be set as ILL**, not Student. You must change the default patron-type from ILL to Student or Faculty when entering a new patron. If your log-in does not allow you to do this, please contact dorothy_RILINK@gmail.com with the log-in username that you are using so that your log-in Access Level can be reset.
The number of days that is set for BOTH Pending and for Ready holds to expire for this Patron-type MUST be AT LEAST 35 days. The expiration status of a hold changes to a Ready hold as soon as a library indicates that they are sending a copy. In order to allow enough time for the item to get to the requesting school library and to get checked out to their student or teacher, you must allow at least 35 days for Ready holds to expire for the ILL patron-type. If the request reaches the expiration date for Ready holds before the item gets to the borrowing library or checked out to the local patron, the status of that request AUTOMATICALLY goes to Returning. After that point it is difficult if not impossible to tell who requested the item in the first place, and exactly where the item in question actually is. The setting for Pending Holds should also be at least 35 days (but it can be much longer) to allow the request to be filled, especially if the first library or two has to Decline the hold.

Remember that the Rhode Island Interlibrary Loan Code requires that you fill requests for material within your own consortium first, so please search RICAT and place the hold or reserve there if you find the item that you are looking for before going to Relais. Remember that you only need to use Relais for placing requests for materials from non-RILINK Rhode Island libraries. All of the subsequent processing for a Relais request is done in RICAT, where you will be able to check the status of each request within a day or two of when it has been entered. If you can’t find what you are looking for in RICAT or Relais, you can request materials through the OLIS Interlibrary Loan Clearinghouse. (Find step-by-step RILINK interlibrary loan procedures at http://guides.rilink.org/ILL.)

Check and respond to items pending on your library’s Processing Needed page every day if possible, or at least twice a week. If you cannot respond to a request, please Decline it so that it will move on to the next library. (Destiny does NOT do this automatically; the request is stalled on your Processing Needed page until you do something with it.)

Check and respond, as needed, to messages in your library’s interlibrary loan email account at least twice a week. This is also where you will receive notices about interlibrary loan and delivery from the Office of Library and Information Services (OLIS). If you don’t know the email password for this account, please contact zach.RILINK@gmail.com.

Please report any problems with Destiny interlibrary loan and any questions about Relais requests to Zach Berger at zach.RILINK@gmail.com. Please be specific, giving details for titles and patrons, copying from the page(s) in Destiny, and inserting the copied details into your email, if possible.

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