It is your responsibility as a member of the RILINK and LORI networks to do the following six things when participating in resource sharing and interlibrary loan.

Thank you for your cooperation.

**The “BIG SIX”** for interlibrary loan
(Details follow below):

1. Check your Processing Needed page frequently…

2. Check your school’s RILINK email account regularly...

3. Track and submit your interlibrary loan statistics...

4. Follow the instructions for processing interlibrary loans...

5. Report problems or questions about interlibrary loans...

6. Comply with LORI Standards including annual certification…

*With apologies to Mike Eisenberg!
The Details:

1. Check your Processing Needed page frequently – preferably 1-2 times per day. We realize this isn’t always possible if you work a split schedule at multiple sites. Every effort is appreciated.

It is essential to promptly select Ship It or Decline for each request that is waiting for an answer from your library.

**Requests will stall on your Processing Needed page until you Ship or Decline them.**

Please remember there is someone waiting for each item. If you can’t send it, Decline the request, so that the request can move to the next library with an available copy.

Also be sure to promptly Receive 1 En Route items when they arrive in delivery at the requesting library 2 …

…and promptly Receive Returning items when they arrive in delivery back at the supplying library:

1 Be very careful not to click the Remove button unless you need to mark an item as lost. Items should only be marked Lost after reviewing the steps in the “Troubleshooting Missing ILL Items” box here: http://guides.rilink.org/ricat_ILL

2 If you are ready to Check Out the book to your patron when the item arrives in delivery, do not click the Receive button; instead, click the eyeglasses icon beneath the patron’s name, then on the next screen click the ILL Checkout button for that title.
2. Check your school’s RILINK email account regularly -- at least twice a week...

All RILINK member libraries that participate in interlibrary loan will be provided with Google email accounts in the following format:

**XYZ@rilink.org**

(where XYZ is your library’s 3-letter LORI code)

To access your library’s RILINK email account, sign in via any Google interface that allows Gmail sign-in (try [www.gmail.com](http://www.gmail.com)).

Use the entire xyz@rilink.org account name as the Email Login (it is not case sensitive). Passwords will be emailed separately to individual SLMS at the contact email address currently on file in the RILINK Directory.

**Be sure to check the RILINK email account at least twice a week.** Any questions, issues, or information about requests or delivery services will go to this email address.

You might also receive ILL-related emails at your regular school email address, and/or at the email address that appears for you in the RILINK directory. Please be sure to check all relevant email accounts regularly and please respond to all inquiries promptly.

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3. Track and submit your interlibrary loan statistics ...

Remember to print a tally sheet at the beginning of each month. Keep the tally sheet near the location where you process the incoming and outgoing interlibrary loan items. Make a “tick” for each item as you send or receive it. Be sure to count items only once.

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3. If your library is new to interlibrary loan and/or to RILINK or LORI membership, and does not yet have a dedicated RILINK email account, please send an email to ILL@rilink.org to request an email account setup. Be sure to include your complete contact information, the name of your school, and your library’s 3-letter LORI code if you know it.

4. If you do not know your library’s 3-letter LORI code, look for it next to your library’s name at [www.ricat.net](http://www.ricat.net) or in the RILINK Directory, or search for it on the OLIS website at [http://www.olis.ri.gov/network/delivery/search.php](http://www.olis.ri.gov/network/delivery/search.php).

5. Please do not ever change the password for your dedicated ILL email account. If you need to know what your password is or have forgotten it, please send an email to ILL@rilink.org.
To print a tally sheet, report ILL statistics, and review pertinent instructions, go to the Interlibrary Loan page of the RILINK site at http://guides.rilink.org/ILL and look for the “Report ILL Statistics” tab.

**Required reporting of interlibrary loan statistics also includes mandatory participation in the twice-yearly OLIS-LORI Delivery Items Count survey. More information on this process is made available on the RILINK website and listserv at the appropriate time.**

4. Follow the **instructions** for processing interlibrary loans...

RICAT ILL instructions are posted on the RILINK Interlibrary Loan Portal at http://guides.rilink.org/ILL.

Use the RICAT ILL instructions for requesting an item from another RILINK member library. If no RILINK libraries can fulfill the request, follow the instructions in the “LORI ILL and OLIS ILL Clearinghouse” box on the “LORI Network” page of our website at http://guides.rilink.org/lori.

5. Report **problems** or **questions** about interlibrary loans...

For any problems or questions about interlibrary loan, please send an email to ill@rilink.org, or contact Zach Berger (zach@rilink.org or 286-9283). If Zach is unavailable, please contact Karen Shore (karen@rilink.org or 524-6279), Sharon Webster (sharon@rilink.org or 323-7432), or Dorothy Frechette (dorothy@rilink.org or 573-0927).


**Report any delivery issues, including missed stops, to the Office of Library and Information Services (OLIS) by using the form at the above link. OLIS Staff will respond to your submission within one working day.**

6. Comply with **LORI Standards** including annual certification…

For more information about LORI Standards, the LORI ILL Code, annual LORI Certification, and the LORI Delivery Items Count, please visit the LORI Network page of our website at http://guides.rilink.org/lori.

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