

Interlibrary Loan Procedures

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Traverse des Sioux member libraries as Borrowers

Using MnLINK:

[MnLINK](#) Gateway is the patron interface for Minnesota libraries to do cross-library searching, unmediated interlibrary loan and to have access to the ELM databases. This allows patrons and librarians to send and track interlibrary loan requests. Holds are placed directly in MnLINK, using the "Get it" button. These requests are considered unmediated, which means that TdS ILL staff does not handle the request until the material arrives at the ILL office.

Note: Be sure to check if the item is owned within the TdS region first by checking Traverse des Sioux Library System's catalog, [iBistro](#). If so, place hold there. If not found in iBistro then use [MnLINK](#) to request items from outside of the TdS region.

SIGN IN:

My Account/Sign In : MnLINK Gateway
Sign in using the barcode number on your participating Minnesota library card. When you sign in you can:

- Search library catalogs for books, media, journal titles
- Access online magazines and newspaper articles, etc. in ELM
- Use the "Get It" button to request materials
- Check your MnLINK patron account
- Create search strategies to be used again and again

SIGN IN

Library Barcode/User ID:

A PIN/password is only required for Plum Creek and MnPALS Consortium Libraries.
Otherwise, leave PIN blank.

PIN/Password:

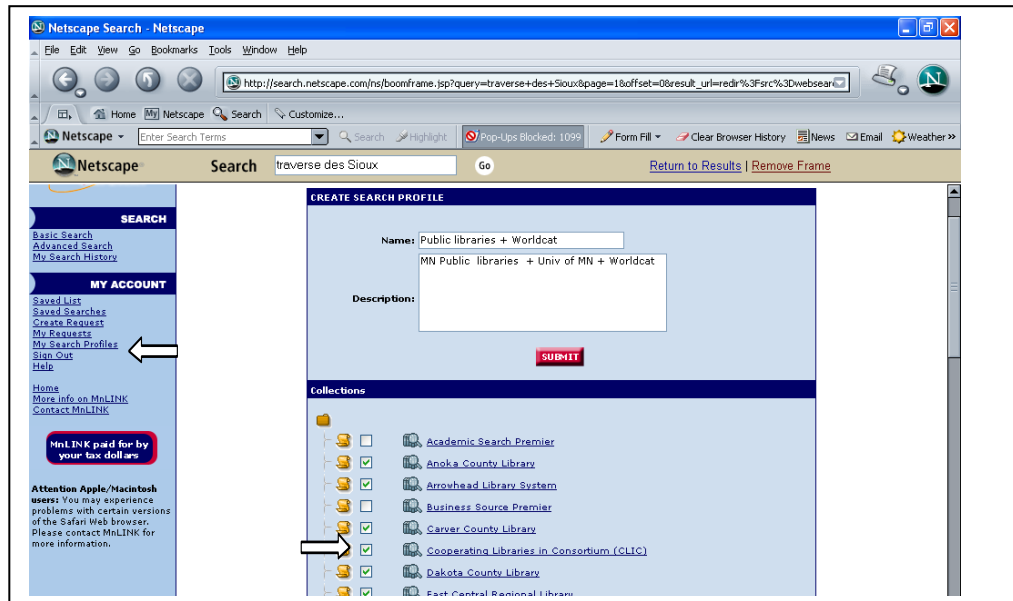
Pickup Location: 1. My Library

SIGN IN

- First click on **"Sign In"** on the left hand side of the screen. To "Sign In" use the patron's TdS barcode
- **No pin/password** is needed with a TdS barcode.
- Leave **"Pick up location"** at the default **"My Library"**.

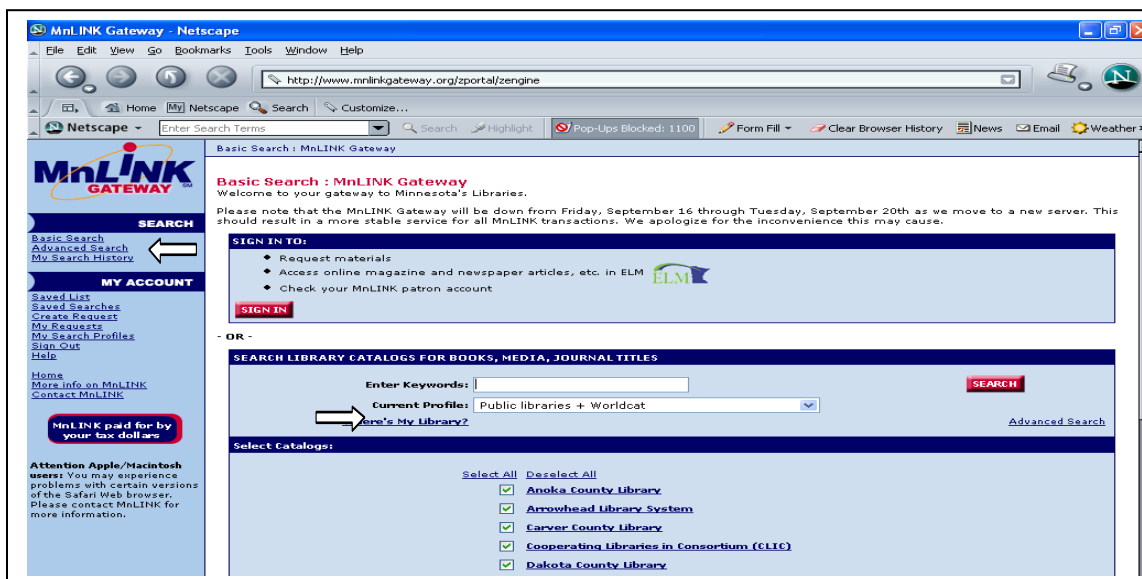
SEARCH PROFILES:

Once user has signed in, a search profile can be created. To do this click on “My Search Profiles” on the left hand side of the screen.



- Check any of the choices for public or academic libraries. **WorldCat** is found at the bottom of the list, the user should be sure to check this if they want to find out which libraries worldwide hold this title.
- Give the search profile a name and description and then click on submit”
- Now click on “**Advanced Search**”. “**Current profile**” is found in the middle of the screen, find the search profile that was created, and highlight it.
- Use the drop down menu in “Current profile” to search **ELM** databases.

SEARCHING:



- For best search results use “**Advanced Search**”.
- It works best to do an **ISBN** search when known.
- When doing a phrase or title search use quotes. (ex. “black holes”)
- Use AND, OR and AND NOT to combine or limit the search terms and make the search more specific.
- To **specify a particular format**, use the “Basic Search” and use the following terms in the “Enter keywords” field: Abridged, Audiobooks, Compact disc, DVD, Large Type books, Periodicals, Unabridged, VHS. This is a slow way of searching and it will take some time for results to appear.

REQUESTING:

Once the search results are found, click on “Details” in order to verify that it is the correct item. If so, click on “**Get it!**” The information is transferred automatically to a request form. The request will go unmediated through the designated process.

The screenshot shows a Netscape browser window displaying the MnLINK 'MY REQUESTS' form. The browser's address bar contains the URL: http://search.netscape.com/ns/boomframe.jsp?query=traverse+des+Sioux&page=1&offset=0&result_url=redir%3Fsrc%3Dwebsearch. The search bar contains the text 'traverse des Sioux'. The form is titled 'MY REQUESTS' and includes a 'SUBMIT' button. Below the button, there is a note: 'If you need to cancel a request after submission contact your local library.' The form has several sections: 'Service: Loan', 'Title of Book: A people's history of the United States', 'Subtitle:', 'Author(s)/Editor(s): Zinn, Howard, 1922-', 'Sponsoring Body:', and 'Pickup Location:'. A red arrow points to the 'Pickup Location' dropdown menu. Below this is the 'Part Details' section with fields for 'Author of Chapter/Article/Paper:', 'Title of Chapter/Article/Paper:', 'Date Published: 1990, c1980.', 'Volume/Issue:', and 'Pages:'. The 'Publication Details' section has fields for 'Series title and numbering:', 'Publisher: Harper & Row', 'Place of Publication: New York', 'Edition: 1st HarperPerennial ed', and 'ISBN: 0060907924 (pbk.)'. A red arrow points to the 'Edition' field.

- A **pick up location** must be chosen or an error message will appear. Choose the patron’s home library or whatever library is most convenient for pick up.
- Try to place a hold on a record that has an ISBN number. Requests without ISBN numbers go to MINITEX first, which can delay the process.
- Only use the “**Special Instructions**” field when necessary (ie. volume or specific edition). Entering any information in this field will make the request go through as mediated, resulting in a delay of the request. *However if the items are needed for a book club, please be sure to specify multiple requests have been made because the books are needed for a book club.*
- There is a blank form titled “**Create Request**”. Use this only as a last resort if the item searched is not on MnLINK. The request will go to MINITEX mediated, which will delay the process.
- Worldcat can be searched while in MnLINK. However if the holding locations are outside of the MINITEX region, the most efficient way to get an item found on WorldCat is to send the request to TdS ILL. Send a TdS ILL Request form via email, fax or the

courier. TdS ILL staff will send it on directly to OCLC. When the request goes through MnLINK with no locations it will go to MINITEX first and then they not supply it. This will delay the request.

➤ If a patron is blocked in Sirsi, they will also be blocked from sending requests in MnLINK.

MY REQUESTS:

- The patron can track their ILL requests through “**My Requests**”.
- Patrons can check statuses of their requests in “My Requests”. Those include: Cancelled, Conditional, In Process, Not supplied, Overdue, Pending, Recall, Received, Returned, and Shipped.

OTHER:

- Using the “**Save**” feature will only save the records in that search session. If the user logs off and logs back on, the items saved will no longer appear. It is best to email or print the saved record immediately.
- It is better to use the navigation bar on the left side of the screen, rather than the back button on the toolbar.
- When searching for articles from journals, choose “**ELM- All databases**” in “**Current profile**”.
- Items that are new and popular will be found on MINITEX’s “**In Constant Demand**” list and will be not supplied right away. This list is updated regularly on MINITEX’s website: <http://www.minitex.umn.edu/docdel/constant.asp>

SIGN OUT:

- Click on “**Sign out**” on the left hand side of the screen.
- It is very important that users signs out, especially when using a library terminal or the next patron making a request on MnLINK could end up using the previous patron’s barcode.

Other ILL Information:

- **Canceling requests** - Patrons are unable to cancel requests on MnLINK. If they want to cancel a request, they will have to contact their library and the library will then contact TdS ILL. The request will be updated on VDX. The request will then show up in the patron’s account as cancelled until the holding library completes the request.
- **Requests with a conditional status**- The lending location may be able to supply but with a condition. TdS ILL will send an email to the borrowing library to notify them of the conditional message, for example “Which volume does the patron need?” The library needs to respond to these messages ASAP.
- **Overdue items** – When the lending library has indicated that the item is overdue, the borrowing library will receive an email from TdS ILL staff. They are to notify the patron that the item is overdue.
- **Recalled items** – When an item has been recalled by the lending library, TdS ILL staff will send an email to the borrowing library to notify of the recall. They are to notify the patron immediately, because there is another patron who needs the item.

- **Renewing items-** If a patron wants to renew an ILL item, the borrowing library will contact TdS ILL either by phone or email. ILL staff will request a renewal on VDX. As soon as the renewal is responded to, TdS ILL staff will notify the borrowing library.
- **Status says received in MnLINK but not received yet by the patron.** – Then the item has been received at TdS ILL. If the patron’s record in MnLINK states that the item is received, but they do not have the item yet, the borrowing library should check in Workflows to see if a bib record has been created and that the item is checked out to the borrowing library. It is probably on its way in the courier.
- **Patron has returned the item but it is still in their MnLINK account** - The item has been shipped back to the lending library. When the item gets back to the lending library it will be completed and the request will no longer be in the patron’s account.
- **Duplicate requests** – In order to eliminate duplicate requests, users should check “My Requests” if they are not sure if they have already requested an item.

Worldcat

- **When an ILL request is unfilled in MnLINK** - When the ILL transaction has reached a stage where the request can not be filled by a MnLINK library, TdS ILL staff will refer to the Interlibrary Loan policies as to whether or not the request will be sent to OCLC via Worldcat. OCLC is a worldwide lending library cooperative. [WorldCat](#) is the OCLC Online Union Catalog. The ILL policies are that the following items will not be referred on to OCLC libraries: ***“If it is a current year fiction book, feature video or DVD, current year books on tape or CD, popular music CD or cassettes, reference material and newspapers.”*** We are reciprocal borrowers. We will only send requests to OCLC libraries that do not charge, unless the patron agrees to pay the charge, than we will refer the request on to a nonreciprocal OCLC library.
- [How to handle special requests](#)

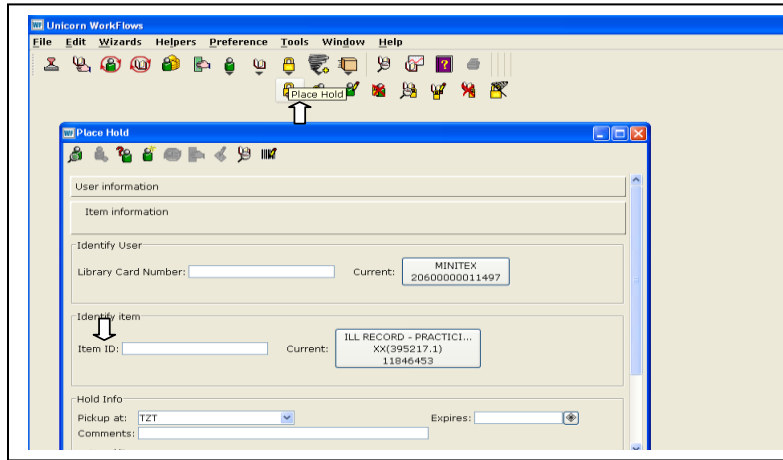
How to handle Interlibrary Loan items upon arrival:

MNLINK/VDX items:

When a patron has requested an item found on MnLINK and the request is filled by a MnLINK library or MINITEX, the item is then sent to the TdS office through the MINITEX courier delivery.

HOLD:

1. When an ILL item arrives via the courier from TdS, go in to Workflows and place a hold for the patron who requested the item.



2. Use the request form found with the Interlibrary Loan item.
Sample MnLINK/VDX request form:

<p>Lender: <i>(Ignore this barcode)</i></p> <p>Request Number: 1234567</p> <p>Lender: NRG - Thief River Falls Public Date Printed: 25-JUL-2005 Need By Date: 18-JAN-2006</p>	<p>DO NOT REMOVE THIS SLIP!</p>	<p>Borrower: <i>(This is the ITEM ID scan this barcode in workflows under ITEM ID)</i></p> <p>Requester Request No.: 7654321 <i>(or type this number into the ITEM ID)</i></p> <p>Borrower: TdS - Traverse des Sioux Library Status: In Process Expiry Date: 30-JUL-2005</p>
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Title: Very best of America's funniest comedians
Author:

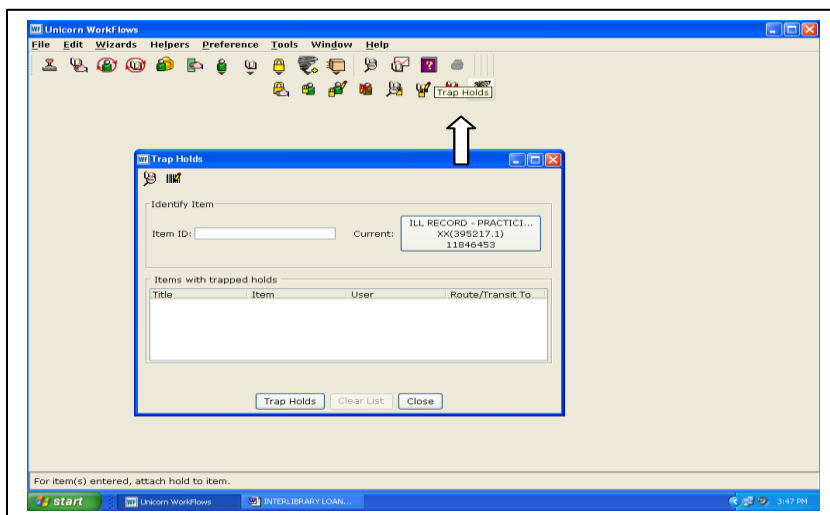
Publisher Info:
ISBN/ISSN: **Due Date:**
Edition: Standard full screen
Description:
Copyright:
Call #:

Database#:
Notes: Medium: [videorecording].

Pickup Location: St. Peter Public Library
(This is the pick up location that the patron has requested)

Barcode:
 |||
*(This is the **PATRON'S BARCODE** number- you must scan this in the "**Library Card Number**" field in workflows)*

3. The **patron barcode** number is found on the *bottom middle* section of the ILL request form.
4. The **Item ID** is the Borrower requester no./ Borrower barcode found on the *top right corner* of the ILL request form.
5. Make sure that the **pickup location** is defaulting to **your library** and **NOT** TZT.
6. Then immediately **TRAP** the hold. This will then generate a notice for the ILL item the next time the pickup notices are run. *(Note: For ILL items, you do NOT need to do a receive item in-transit.)*



OCLC ITEMS:

TdS ILL staff uses Worldcat to enter requests to OCLC libraries for items that are unavailable within the MINITEX region. The items requested from OCLC libraries arrive via US Mail or UPS.

1. When an OCLC ILL item arrives via the courier from TZT, go in to Workflows and place a hold for the patron who requested the item. Do this in the same way that is shown above for VDX items. Then trap the hold.
2. To find the patron information on the OCLC requests look at the middle of the request. The item id is found at the top of the request.

Sample OCLC request:

||||| (This will be the ITEM ID- scan this barcode)
10902145

Request Identifier: 10902145 (ITEM ID)

Request Date: 20050915

OCLC Number: 57892895

Borrower: **TDS**

Lenders: ZQP, XLJ, ZGJ, IXX, ABC

Status: IN PROCESS 20050915

Source: FSILLSTF

Need Before: 20051019

BIBLIOGRAPHIC INFORMATION

Call Number:

Author: Babson, Marian.

Title: Miss Petunia's last case (large print edition)

ISBN:0754030385 0754030393

Imprint:Bath : Chivers Press, 1997Verified:WorldCat Desc: 350 p. (large print) ;

Patron: TLS 206120001234 [Patron's barcode number]

Ship To: ILL/Traverse des Sioux Lib.Sys./1400 Madison Ave., Suite 622/Mankato, MN

Ship Via: Library rate

Maximum Cost: ONLY IF FREE!

Copyright Compliance: None

Borrowing Notes:**WE WILL PROVIDE FREE OF CHARGE IF YOU WILL DO THE SAME**

CHECK OUT:

(Done the same way for both MnLINK/VDX items and OCLC items)

When the patron comes to your library to pick up the ILL item, just charge it out using the patron's barcode and then the borrower requester no/ Borrower barcode in the **Item ID**. **Be sure to change the due date accordingly**. The patron needs to be made aware of the importance of keeping the request form with the item.

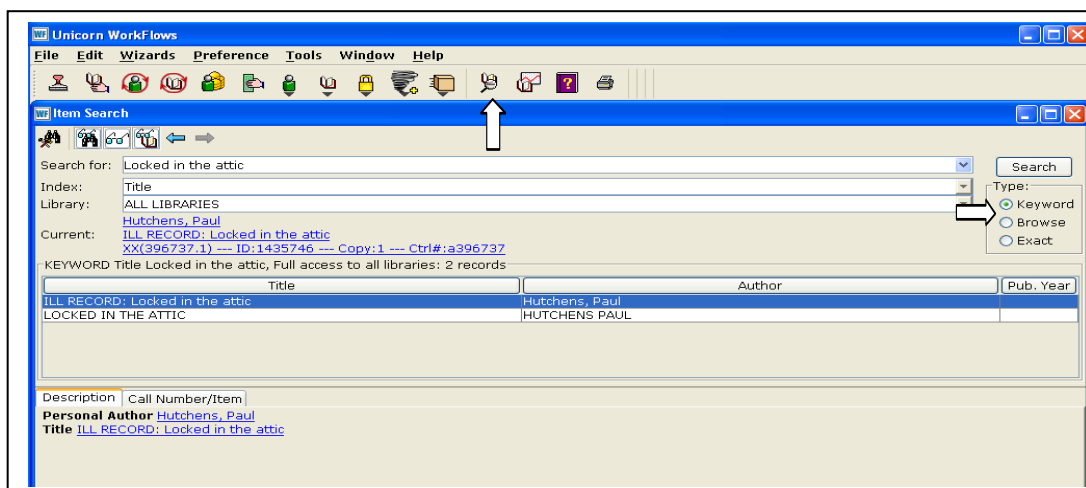
DISCHARGE:

When the patron returns the item, be sure to discharge it by using the Borrower requester no/ Borrower barcode in the **Item ID**.

It is important that the ILL request form stays with the item, so that the record can be updated accurately. The lending library also uses the paperwork when the item is returned to them. However if the patron returns the item with out paperwork then:

1. Go to the "Item search and display" icon in Workflows and do a title keyword search. (**Must be set to keyword**).
2. When the correct record is found double click on it. Then choose the "Call number/item" tab. The Item ID will be in the "Item info." Copy the item id, then click on the discharge icon and paste it into the item id field. Print the in transit receipt and put it into the item. The item id will be on the receipt and TdS ILL staff will use it to update the record in VDX.

(Note that TdS ILL staff always discharges the record twice, so if the borrowing library does not discharge the record, it will still be cleared from the patron's record as soon as it arrives at the ILL office)



MORE INFORMATION ABOUT ILL ITEMS:

➔ **PHOTOCOPIES**- TdS ILL staff does not create bib records for photocopies so there is no updating in Sirsi. Once the record for a photocopy is received in VDX it is automatically completed. The only thing the borrowing libraries have to do is notify the patron. No updating will need to be done at the library.

➔ **DISCARD**- When the borrowing library returns the item to TdS, the record is discharged and then discarded by TdS ILL staff in Workflows. After a few months all items that are marked as "discard" will be removed from Workflows.

Traverse des Sioux member libraries as Lenders

STEPS TAKEN WHEN LENDING MATERIALS FOR ILL:

1. **TdS ILL staff**- will place holds in Workflows for materials owned by TdS member libraries for the library outside of the region requesting the material.
2. **TdS member library** - The hold is found on the holding libraries “**Hold Pickup List**”. They pull the item from the shelf, then “**trap the hold**”, which generates an in transit slip.
3. **TdS member library** -Tags the material to TZT, and then sends the item through the courier delivery.
4. **TdS ILL staff** - scans in the item ID in “**Receive items in transit**” and then “**Checks out**” the item to the requesting library.

➤ A TdS library card barcode has been created for all MnLINK/VDX member libraries. Items going to MINITEX are checked out on MINITEX’s library card barcode and items for OCLC libraries on an OCLC barcode.

➤ **Overdue**

The MnLINK/VDX borrowing libraries will receive e-mail overdue notices generated by Sirsi. An overdue report is run once a week that shows which items are overdue.

Replacement Bills & Statistics

➤ **Replacement bill notice**

The owning library of the material is responsible for issuing the replacement bill. If Sirsi has generated a report that shows a MnLink library, MINITEX, or OCLC as the borrowing library, send the notice to TdS ILL and we will forward it on to the borrowing library.

➤ **Statistics on Interlibrary Loan:**

Statistics on borrowing and lending activity within and outside the region are compiled monthly by the Traverse des Sioux Interlibrary Loan Service and reported on a regular basis to the State of Minnesota.