

Interlibrary Connect

FREQUENTLY ASKED QUESTIONS

1. What is the advantage of using Evergreen to place ILLs?

- Decrease in processing time
- Less paperwork
- Easier to use for staff and patrons.
- Only one piece of software is required – no need to go back and forth between Evergreen and Outlook.

2. How does it work?

Evergreen uses a Holds mechanism. When a patron or staff member places a hold, the Holds mechanism will search for the first available copy amongst the KLF libraries and place a hold on that copy. The Holds mechanism will first check the requesting library making sure that a holdable copy is not available in that library before searching other KLF libraries. Items with the status **Missing, Damaged, or Lost** are not holdable.

3. What items are eligible for ILL connect?

Most libraries have agreed to lend all items except for magazines and reference materials, and those that are less than a year old. If a library restricts certain materials, then its patrons will not be able to borrow these types of materials from other libraries.

Items to be lent	All items that have been in your collection for over 12 months, except magazines and reference materials (as well as any library-specific restrictions).
Loan Periods	3 weeks (except DVDs: 1 week)
Renewals	2 (can be done by patron or staff)
Holds	To be set at each Library's current level + 10
Fines	To be applied as per checkout library policies

4. Can individual libraries restrict holds to their patrons only?

No, all items owned for more than a year will be eligible for ILL connect. However, any hold placed by a member of the home library will be given priority automatically by Sitka.

5. How will overdues work?

Overdue messages are generated from the checkout library and follow the overdue message schedule of the checkout library. Checkout library contact information is included on overdue notices. Overdue fees follow the rules of the checkout library.

6. Can you renew an Interlibrary Connect item?

Yes, twice, as long as no one else has a hold on the item.

7. Can I place a hold on an item outside the KLF using Interlibrary Connect?

Not yet. At this point, other ILLs will still go through Outlook. Interlibrary Connect may eventually be available more widely.

9. How can I tell if an item has been shipped?

In the patron account in the holds tab, the item status will be *In Transit*.

In the title record under View Holds, the hold status will be *In Transit*.

In Item Status under View Details, Holds/Transit tab will show *In Transit* information

10. How can I tell what library an item is coming from?

In the patron account in the Holds tab, choose *Item: Circulating Library* from the cherry picker. If the item status indicates that the item is *In Transit* (has been sent), the library code of the owning library will be shown. This information is not available until the item has been captured for hold by the owning library and processed according to the Interlibrary Connect procedure.

In the title record under View Holds, you can choose *Circulating library* from the cherry picker.

In the On Shelf Pull List you can choose *Item: Circulating Library* from the cherry picker

11. If a patron loses or damages a book, which library generates the invoices?

The owning library bills the checkout library. This must be done manually. The checkout library's policies for lost or damaged books are then applied to their patron.

12. What happens if a library cannot fill a Hold for some reason (long overdue or limited holdings within the KLF libraries, for example), how does the borrowing library know?

There is currently no alert messaging for unfulfilled holds; it is up to the requester to inquire about the hold.

13. Is there a fulfillment deadline put on holds? For instance, if a hold is not filled by a library within a certain time, will it automatically be forwarded to the next library where a copy is available?

Yes – each night Evergreen re-targets every hold that has been on the holds pull list for a day without being retrieved.

14. Will Interlibrary Connect loans be included in the calculation of our provincial Resource Sharing Grant?

Yes. ILLs done using Evergreen are considered the same as ILLs done through Outlook and therefore count towards the Resource Sharing Grant. Sitka support will run reports capturing these Interlibrary loans and report the results to Libraries & Literacy. Individual libraries can run these reports for their own information using the Sitka Evergreen reporter.

15. What about when a patron places a direct Outlook ILL and it is available in the KLF?

The Outlook ILL may be cancelled, and staff may place a hold via Interlibrary Connect instead.

16. What if an item gets returned at a different library (not the checkout library or the owning library?)

When the item is checked in, a transit slip is generated, and the item should be shipped to the library listed on the slip.