Your duties as an interlibrary loan participant:
1. Check Holds/ILL at least once a day.
   (Click the Processing Needed flag or select Circulation > Holds/ILL > View Requests)
2. Decline requests you can’t fulfill. Don’t hesitate to decline. As soon as you decline, the request moves to the next possible lender. **Even if you have another copy of the requested title, you STILL decline the request.** Add note saying another copy is available. Mark missing copy LOST immediately. If your copy is the only one available, requesting library can make the request again and you’ll be asked for the other copy.
3. If you choose to fulfill a request, please do it as soon as possible.
4. Don’t forget to activate Outstanding Daily Holds and ILLs email notices – XXXmedia login > Back Office >Site Configuration > Circulation tab> Holds/Reserves

When a student or teacher wants a book from another school
Your patrons might need resources from another library and ask you to request them. Use the following steps to place an ILL request:
1. Select Circulation > Holds/ILL
2. To find the patron requesting the ILL, type your search term in the Find Patron field and click Go!
3. Select the name of the patron requesting the ILL.
4. Click Add Hold.
5. In the Find Title field, enter the title of the item you are requesting,
6. From the in drop-down, select All Participating Libraries and click Go!
7. From the Search Results list, click the title of the item you are requesting or Hold It.
8. In the Requesting section, only change from As soon as possible if you need to select a specific date when you want the item.
9. Click Save
10. In Place ILL at, use Automatically fulfill request.
    By selecting Automatically fulfill request, Destiny asks a randomly selected site to fulfill your request. If denied, Destiny asks the other libraries in turn, until your request is approved. **Only in special cases should you select the specific school you want to submit the request to.**
11. In the Delivery Method drop-down, use Ship it. **DO NOT change to Patron Pickup unless the patron will be going to the lending library to check out the book in person.**
12. Click Save to place the ILL request.

Approving an ILL Request placed by a patron
When a patron at your library submits an ILL request in Destiny, it must be approved by you before the request is sent to another school. Teachers at all levels, middle school students, and high school students can place requests. Use the following steps to approve an ILL request made by a patron at your school:
1. Select Circulation > Holds/ILL > View Requests or click the Processing Needed flag
2. Click Unapproved next to the ILL request you want to approve. (If you do not want to approve the request, click Delete.)
3. In Place ILL at, use Automatically fulfill request.
   By selecting Automatically fulfill request, Destiny asks a randomly selected site to fulfill your request. If denied, Destiny asks the other libraries in turn, until your request is approved. **Only in special cases should you select the specific school you want to submit the request to.**
4. In the **Delivery Method** drop-down, use **Ship it**. **DO NOT change to Patron Pickup unless the patron will be going to the lending library to check out the book in person.**

5. Click **Approve**

### Filling an ILL Request

When your library receives an ILL request from a different school, you must decide if you will fulfill or decline the request. Use the following steps to fulfill (or decline) an ILL request.

1. Select **Circulation > Holds/ILL > View Requests** or click the **Processing Needed** flag
2. At **ILL Requests**, look under **To be filled by your school**
3. Look for **Pending** in the status column (the first column)
4. You will see 2 options in the last column of a Pending request: **Ship** or **Decline**.
5. To fulfill the request and to ship the copy, click **Ship**. The status changes to **En Route**.
6. Place the book in the school delivery addressed to the requesting library. When the borrowing library receives the copy, the status becomes **Ready**.
7. To decline the request, click **Decline**. The request is removed from your Requests list.
   
   If the requesting library selected **Automatically fulfill request**, Destiny asks other libraries until the request is approved. If no other library approves the request or your library was the only one asked, the status changes to **Declined** on the requesting site’s list. The librarian or the requesting patron there can then delete the request.

### When a book you requested arrives from another school

1. When the book arrives **DO NOT check it in**.
2. Select **Circulation > Holds/ILL > View Requests** or click the **Processing Needed** flag
3. Click **Receive**
4. To immediately check out the book to the requesting patron, click the glasses next to the patron (which opens Patron Status) and click **ILL Checkout** or use **Circulation > Check Out** as usual.

### When a patron returns a book borrowed from another school

1. Select **Circulation > Check In**
3. Place the book in the school delivery addressed to the lending library.

### When a book you loaned comes back from another school

1. Select **Circulation > Holds/ILL > View Requests** or click the **Processing Needed** flag
2. Click **Receive**
3. Reshelve the book
   
   or

1. Select **Circulation > Check In**
2. Check in the book
3. Reshelve the book
<table>
<thead>
<tr>
<th>This action</th>
<th>taken by clicking</th>
<th>changes the Status to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requester approves an ILL request</td>
<td>Approve</td>
<td>Pending</td>
</tr>
<tr>
<td>Lender declines to fill an ILL request</td>
<td>Decline</td>
<td>Declined</td>
</tr>
<tr>
<td>Lender ships a copy</td>
<td>Ship It</td>
<td>En Route</td>
</tr>
<tr>
<td>Requester receives the shipped copy</td>
<td>Receive</td>
<td>Ready</td>
</tr>
<tr>
<td>Requester marks the missing shipped copy Lost</td>
<td>Remove</td>
<td>Lost</td>
</tr>
<tr>
<td>Requester checks out the shipped copy (in Check Out or Patron Status)</td>
<td>Checked Out</td>
<td></td>
</tr>
<tr>
<td>Requester checks in the shipped copy (in Check In)</td>
<td>Returning</td>
<td></td>
</tr>
<tr>
<td>Lender receives the returning copy</td>
<td>Receive</td>
<td>(deletes the ILL)</td>
</tr>
<tr>
<td>Lender marks the missing returning copy Lost</td>
<td>Remove</td>
<td>Lost</td>
</tr>
</tbody>
</table>

Setting hold expiration defaults:

Back Office > Library Policies > Patron Types

Max Holds 5

Ready Holds Expire In 7 days

Pending Holds Expire In 21 days

Default Hold Priority Standard

Ready Holds: books waiting to be picked up
Pending Holds: waiting for books to become available

Back Office > Site Configuration > Circulation > Holds/Reserves

Holds/Reserves

Ready reservations 1 open days in advance of the requested start date.

Automatically delete expired holds after 5 calendar days

Set the default interlibrary loan delivery method to Ship It

Expired holds: books were ready but not picked up or requests were never acted upon or requested books never became available