Inter Library Loan: **Difficulty level = Medium**

**Requirements:** Staff retraining, System workflow adjustments, some patron education

**Background**: Currently we use a manual process to manage Inter Library Loan. The process is disconnected from the Sierra system and Encore for the most part. Library staff act as intermediaries to take the request and process preliminary searching, then the process is passed to MHLS staff to perform an OCLC search and request process. If the item is found and provided, the item is processed to MHLS who manages a paperwork process and forwards to the library. Once received the library uses a work around process of “dummy” records is used to complete the checkout transaction and collect statistics. The volume of Inter Library Loan requests is low and continues to decline.

The ILL module could allow authorized users to view information from ILL sources like OCLC. The request can be traced from the point of placement through to the return. Statistics are kept in the Sierra system

1. Staff initiate request in sierra patron record – parameters are set to manage rules
2. Authorized user or automatic process request the item
3. Fulfilment is tracked and displayed in the patron record
4. Receiving item creates a temporary record in Sierra for processing, the bibliographic and item data are included, along with lending library info
5. Item goes on holdshelf and is included in regular calling
6. Item checks and displays in the patron record
7. Circulations stats are collected along with ILL

**Pro’s Cons**

