

# ROCHESTER CITY SCHOOL DISTRICT INTERLIBRARY LOANS PROCEDURES

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## ROCHESTER CITY SCHOOL DISTRICT INTERLIBRARY LOANS PROCEDURES

Locate and request Interlibrary Loan materials by using the following databases in the order listed:

1. Destiny—Holdings of Rochester School Library System Libraries – members include RCSD libraries, Aquinas High School, Nazareth Schools, and Rochester School for the Deaf.
2. Textbook Catalog in Destiny—Textbook collections and classroom sets of literature in RCSD Secondary Libraries.

Destiny is located at <http://destiny.rcsdk12.org>. The School Library System Destiny system allows for direct borrowing between schools in the Rochester School Library System (SLS). This includes the three non-public schools that are part of the School Library System – Aquinas, School for the Deaf and Nazareth Schools. The holdings of these libraries are in Destiny.

3. FiveSystems—The union catalog for the school library systems of the greater Rochester area. Members include CSD, Monroe BOCES 1, Monroe BOCES 2, Genesee Valley, and Wayne Finger Lakes.  
FiveSystems.org holdings are accessed at <http://fivesystems.org/>

4. Monroe County Library System—Holdings of Monroe County Public Library System accessed at <http://www3.libraryweb.org>

5. WorldCat--Holdings of private, public, academic libraries, etc worldwide. WorldCat holdings are accessed at <http://www.worldcat.org/>

## **DESTINY—HOW TO REQUEST and FILL REQUESTS:**

### **ILL Requests in Destiny--in Circulation**

Be logged in to Destiny in your name

Click on Circulation tab

Key Patron name, click Find Patron

In patron record, click on Patron barcode number to right of Patron Name

In Patron Record, scroll down page to Add Hold

Click Add Hold - [If Patron already has a hold, button will say Edit Hold]

Key in title needed

Choose All Participating Libraries in drop down menu

Click Go

Look through titles listed, choose title wanted, click Hold It button next to title

Click Save

Choose Automatically fulfill request or select a specific library

Leave Delivery Method Unassigned

Click Save

You are not asked to Approve the Hold. The status in ILL is Pending, until checked out by the loaning library.

## **ILL Requests in Destiny-- in Catalog**

Be logged into Destiny as yourself [Remember that when requesting in Catalog, the items will be held in name of Patron who is logged in]

Click Catalog tab

Key in title needed

Choose Rochester City School District in drop down menu, and click Title button

Look through titles listed, and choose item wanted

Click Details button next to title, or title

Click Hold It

Click Save, leaving drop down menu on default As soon as possible

You will be asked to Approve the Hold

Click on Red Flag (found on upper right-hand side of screen) –

 [Processing Needed](#)

Click Unapproved to left of title

Choose Automatically fulfill request or select a specific library

Leave Delivery Method Unassigned

Click Approve

Status in ILL is Pending, until checked out by loaning library

When you choose default Automatically fulfill request, Destiny asks a randomly selected site to fill request. If declined, Destiny asks the other libraries in turn, until the request is approved. Choose specific library if you want request to go only to that library.

## **Requesting Multiple copies in Destiny Circulation**

First, look in Catalog to see which schools have multiple copies of the items you want to borrow.

Then in Circulation, key Patron name, click Find Patron

In Patron record, click on Patron barcode number to right of Patron Name

Scroll down page to Add Hold and select it

Key in title needed

Choose All Participating Libraries in drop down menu

Click Go

Look through titles listed, choose title wanted, click Hold It button next to title

Below Requesting and Title, select Reserve for specific date from dropdown menu.

Page shows schools that own copies; dropdown menu if more than one

Page shows calendar, boxes for number of books reserved, and from and to dates

Fill in number of books, and select dates, refreshing calendar as needed  
[The due date will be set automatically to the last date in the range]

Leave Delivery method Unassigned

Click Save

Keep repeating from #3, changing locations until the number of copies needed is reached.

## **Requesting Multiple Copies in Destiny Catalog**

[Remember that when requesting in Catalog, the items will be held in name of Patron who is logged in]

Key in title needed

Choose Rochester City School District in drop down menu

Look through titles listed, choose item wanted

Click Details button next to title, or title

Click Hold It

Below Requesting and Title, select Reserve for specific date from dropdown menu.

Page shows schools that own copies; dropdown menu if more than one


Page shows calendar, boxes for number of books reserved, and from and to dates

Fill in number of books, and select dates, refreshing calendar as needed  
[The due date will be set automatically to the last date in the range]

Leave Delivery method Unassigned

Click Save

Keep repeating from #5 choosing different locations until the number of copies needed is reached.

Click on Red Flag (found on upper right-hand side of screen) –  
 [Processing Needed](#)

Click Unapproved to left of title

Choose Automatically fulfill request or specific library

Leave Delivery Method Unassigned

Click Save

## Reserving in Destiny Circulation:

Go into the Patron's record.

Check Out  
Check In  
Renew  
Holds/ILL  
Fines  
Copy Status  
Patron Status  
Offline Circulation  
Library Info  
Reset

How do I... ?  
To Patron By Homeroom

Find  Go! Find Patron Find Copy Add Title  
☒ Only my patrons ☒ Only search Last Name Due Dates

H  (Faculty: P  ?) Edit Patron

Checked Out Library: 18 Grade Level Grade 4 MAP  
Overdue Library: 2 Homeroom 218  
Holds Ready 0 Academy 0045  
Fines Library: \$0.00 User Defined 2  
Patron: \$0.00

Home Room Teacher  
Last Updated  
Internet AUP 2002131

☒ Only today's check outs Receipt

Click on Patron ID number to right of their name.

Drag down the page to Add or Edit Hold.

Click Edit/Add Hold

There are no fines for this patron

Holds Edit Holds

Title	Requested	Quantity	Status
The miraculous journey of Edward Tulane	Any Copy	1	Pending

Key in title Patron wants to ILL

Be sure to pull down menu to say in All Participating Libraries.

Click Go.

Check Out  
Check In  
Renew  
Holds/ILL  
Fines  
Copy Status  
Patron Status  
Offline Circulation

Find Title Ruby Electric in All Participating Libraries Go! Cancel

(Faculty: P  ?)

Locate requested title.

Click Hold It.

Ruby electric : a novel Hold It

Nelson, Theresa, 1948-  
Published 2003

No local copies  
4 of 4 available off-site



## Reserving in Destiny Circulation continued...

Change “as soon as possible” in the pull-down menu to “Reserve for specific date.”

Find Title  in  (Faculty: ) ?

**Requesting**

**Ruby electric : a novel**  
Nelson, Theresa, 1948-

✓ As soon as possible  
Reserve for specific date

Save Cancel

Choose School to request from.

Key in number of copies needed (from the number available).

Put dates of reserve in by clicking on calendar or by keying.

Click Save.

Find Title  in  All Participating Libraries  Cancel

**Requesting**

**From**  58 World of Inquiry

**Delivery Method**  Unassigned

**Ruby electric : a novel**  
Nelson, Theresa, 1948-

**1 copy owned**

**Reserve**  1 Refresh Calendar

**From**  10/19/2009 **to**  11/27/2009

Save Cancel

**November 2009**

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

☐ Reserve 1 copy  
☐ Not Available  
☐ Closed

## Reserving in Destiny Catalog:

[Remember that when requesting in Catalog, the items will be held in name of Patron who is logged in]

In Catalog search for the title you want to ILL.

In the item's record, click Hold It! (found just above green arrows)

Library Search  
Destiny Quest  
WebPath Express  
Standards Search  
Add Title  
Resource Lists  
Import Titles  
Export Titles  
Update Titles  
Update Copies  
Reading Program  
Search Setup  
Manage Subjects

How do I... ?  
Title Details | MARC View | Reviews | Copies

**Feathers and fools**  
Mem Fox ; illustrated by Nicholas Wilton.

There are no local copies of this title.  
6 of 6 copies are available off-site. [See all...](#)

A modern fable about some peacocks and swans who allow the fear of their differences to become so great that they end up destroying each other.

Selected List: RTI resources [Add to this List](#)

Show Less [Explore!](#)

- Fables. [Find It](#) [WebPath Express](#)
- Peacocks -- Fiction. [Find It](#)
- Swans -- Fiction. [Find It](#)
- Titles by: Fox, Mem, 1946- [Find It](#) [WebPath Express](#)

[Edit Title](#)  
[Duplicate It](#)  
[Add Copies](#)  
[Wish List](#)  
[Recommend](#)  
[Edit Quiz Info](#)  
[Site Subjects](#)  
[Hold It!](#)

Change “as soon as possible” in the pull-down menu to “Reserve for specific date.”

**Requesting**

**Feathers and fools**  
Fox, Mem, 1946-

✓ As soon as possible  
Reserve for specific date

[Save](#) [Cancel](#)

Fill in information just as you do for Reserving in Circulation:

Choose School to request from.

Key in number of copies needed (from the number available).

Put dates of reserve in by clicking on calendar or by keying.

Click Save.

**REMEMBER:** You must Approve the request. Check your ILLs. Click on Unapproved to left of requested title. Click Approve in the next window to send the ILL.

[ [Customize View](#) ] [Printable](#)

**Unapproved Requests**

Status	Title	Patron	Requested
Unapproved	Feathers and fools <a href="#">Details</a> (2 Copies Reserved 10/26/2009 to 11/17/2009 / Call #: AR E FOX)	Paula Futrell	10/12/2009 <a href="#">Delete</a>

## **FILLING Destiny ILL requests:**

### **How to know if you have a request:**


When you log into Destiny as a librarian, any requests entered by your staff or other libraries will be “red-flagged” in the upper right-hand corner of your log-on screen. If you see a flag, that means that you have a request.

### **If you can loan the item:**

While in Circulation, Click on Process Holds/ILLs (red flag in upper right)



Get the book or item off the shelf

Click on the eyeglass icon  below the Patron name; this brings up that Patron's record

Scan the item out to the Patron, changing date due as needed to accommodate interlibrary loan.

Attach ILL Date Due form (include Patron name and Date Due)  
Form found in Appendix B.

### **If you can't loan the item:** Click Decline

DECLINE if you cannot or will not loan.

## **FILLING Destiny ILL Multiple Copies Requests**

When you receive a multiple copy request, the title will show as Pending, and include the number of copies reserved, dates reserved, Patron name and date requested

[Example: Pending - What have you lost? : poems (for 09 Dr. Martin Luther King, Jr. / 3 Copies Reserved 3/7/2011 to 3/30/2011) Celeste Wilson 3/5/2011]


Your choices will be to Click on the eyeglasses below the Patron's name to accept or click on Decline

If you can fill the request:

While in Circulation, Click on Process Holds/ILLs (red flag in upper right)

 [Processing Needed](#)

Get the book or item off the shelf

Click on the eyeglass icon  below the Patron name; this brings up that Patron's record

Scan the item out to the Patron , change date due as needed to accommodate interlibrary loan.

Attach ILL Date Due form, noting number of multiple copies being sent (ex: 2 of 3 requested), Patron name, and Due Date. Form found in Appendix B.

Quantity of the title requested decreases by number of copies you are able to scan/send that fill the request

[If all copies requested are not available at one time, you can pick and check out copies ready, and then fill rest of reserve as items become available; you continue to be able to decline request for outstanding items even once you begin filling request.]

If you cannot fill the request: Click Decline.

DECLINE if you cannot or will not fill the request.

What to do when an ILL item is returned to you: ALWAYS scan/check in the Interlibrary loaned books on the Destiny system when they are returned.

\*\*\*\*\*

## **TEXTBOOK CATALOG IN DESTINY**

Many of the textbook rooms in the high schools have classroom sets of novels available for loan.

High School librarians can use the Textbook catalog to ILL between high schools.

The textbook sites cannot be viewed from the Elementary Destiny sites. To see the titles available if you are an elementary librarian...

1. Log in to Destiny at <http://destiny.rcsdk12.org>
2. Choose one of the high school sites
3. Login as Textguest and school number, ex. East High School login in Textguest61
4. Password is same as login name
5. From drop-down box choose Rochester City School District
6. Enter search term
7. When you find the set of books that you or a Patron need, write down the school where it is located, and item information. REMEMBER, elementary librarians cannot use the Textbook system to ILL. You can use it to locate sets of books, but then you must contact the high school directly via phone or email to request the books/materials.

\*\*\*\*\*

## **FIVE SYSTEMS**

The School Library System has an agreement for interlibrary loan with the other School Library Systems in the Rochester region – Member systems are Genesee Valley, Monroe I, Monroe II, and Wayne-Finger Lakes. Librarians are able to contact loaning libraries directly through [fivesystems.org](http://fivesystems.org)

### *Patrons from outside the School Library System*

If a school outside the system is not listed in the Destiny, contact the School Library System Director, who will set up the school as a borrower. NEVER add ILL patron to Destiny yourself. You must contact Director and have her add the school/patron.

### *ILL Requests through FiveSystems.org*

Go to <http://www.fivesystems.org/>

This site has a Quick Start Guide that steps you through the FiveSystems ILL process. Following is an overview of that process.

- USERNAME: Your school email address
- PASSWORD: reading – you can change this the first time you log in

## *Requesting materials & Filling requests through FiveSystems.org*

To search the catalog, enter a keyword and click Go. For more options, click the buttons to add a title, author, or subject search field. By default, the catalog searches all libraries; use the drop down menu to narrow the scope to a district or school in your system, or one of the other systems. Search results can be sorted or narrowed using the sort options and facets in the left sidebar.

Choose an item and click the button Request this or click the item title and choose a specific edition.

### *Fill out the Request form.*

- Borrower Note: A note to your self that can be used to remember who requested the book or what class it is for - this note is private and the lending library will not see it.
- Lender Note: A note to the lender that you can use to qualify your request or add additional information.

### *Receiving and Filling Requests--Accept or Decline*

- Requests will come through your district email. Answer and fill the request promptly. The link in the email will lead directly to the request on the website.
- The lending library can request more information by leaving as pending and adding a comment.
- The requesting library will get an email letting them know if an item is accepted or declined.
- If you are able to send the item, reply to the librarian to ask them to confirm when s/he receives the item(s).
- At any point, either user can add comments to the request, which will generate an email to the other user and keep a record of the communication.
- Remember! Do not add ILL Patrons to Destiny. Contact Library Director, sending her the requesting library's information, and ask her add the Patron.

Print a copy of the ILL request and add due date (28 day loan period suggested). Insert in book as due date reminder.

### *Sending and Returning FiveSystems ILLs via Courier*

When sending and returning ILL materials, use the mailing labels provided by the School Library System Office. See Appendix A for Courier Protocol. See Appendix B for sheet of labels.

## **MONROE COUNTY LIBRARY SYSTEM**

Monroe County Public Library considers the policy for interlibrary loan to be different from that of placing holds for requests from individual borrowers. The intent of the public library is to create a one-on-one relationship with a patron, and encourage him/her to visit the public library.

Patrons should be encouraged to create user's accounts with public library and to request materials individually. Individual patrons can request a hold on materials that are not currently available, and the material will be sent to a branch or suburban library of their choice when it becomes available.

## **WORLDCAT**

WorldCat, <http://www.worldcat.org/>, provided by the Rochester Regional Library Council, gives locations for materials in colleges and universities, including local colleges. Interlibrary loan with these institutions often involves a fee. Contact the School Library System if you have located material at one of the local colleges, and wish to borrow

### *Requesting via WorldCat:*

Provide all information necessary to the School Library System Office. Include title, author, publisher and date of the material needed. This can be done by forwarding the WorldCat citation to the School Library System Office for action.

Provide 'Date Not Needed After.' This is last date that your patron could use the book for a project, paper, etc.

The School Library System will process the request out of the District, and will document the transaction. Materials should be returned to the S.L.S. Office when the patron is finished with them.

If the material is overdue, the loaning library contacts the School Library System Office, which will contact the borrowing library.

Renewal of material is negotiated between the borrowing library and the S.L.S. Office.

Caution: Occasionally a university library will fill a request that the building librarian generates and sends directly. If the borrowing library loses or damages a book that has been borrowed directly from an institutional library, that library will be responsible for replacing or paying for the lost material. The school library may lose all borrowing privileges if the lost material is not replaced or paid for in a timely manner.

## APPENDIX A—PROTOCOL

### *Responsibility of Interlibrary Loan:*

Participation in interlibrary loan programs, such as Destiny, is a privilege granted through the establishment of School Library Systems in New York State. In requesting materials through interlibrary loan, the borrowing library assumes responsibility for any lost or damaged materials. The borrowing library will be expected to replace or pay for the lost material, or may risk losing interlibrary loan privileges.

The School Library System guarantees the return of the material borrowed from the loaning library outside the District, or replacement if the material is lost. However, the borrowing library will work with the S.L.S. Office to compensate for the lost material if the library patron has lost the book. If materials borrowed from outside the District are lost in transit, and correct procedures have been followed, the SLS Director will replace the book or a substitute title. (The same Lost materials policy is followed for items borrowed through FiveSystems).

### *Timeliness of response to requests:*

Librarians must check ILL Requests in Destiny at least once daily when librarian in on site, and respond to each request by filling or declining. No ILL Request should Expire.

The School Library System Office will monitor the timeliness of responses to interlibrary loan requests. Failure to respond regularly may result in the denial of further interlibrary loan privileges.

### *Suggested loan period:*

28 days

### *ILL Patron identifiers in Destiny:*

Schools within RCSD: ILL followed by school number, ex. ILL45; ILL09; ILL67, Wilson Commencement

The three non-public libraries that are part of the Rochester School Library System:

Nazareth – ILLNAZ

Aquinas – ILLAQUINAS

Rochester School for the Deaf – ILLRSDEAF

Schools outside the School Library System (these Patrons are added only by the RCSD Library Director): ILL, followed by the school name as it is given in the 5Systems directory. Ex. ILL, Geneseo HS



## Using Courier for Interlibrary loans

### To Other RCSD Libraries:

- RCSD Libraries receive and return materials through the intra-district courier system.
- Courier sheet is provided in Appendix B. These sheets with the borrowing school library number filled in can be attached to envelopes used to send and return materials.
- Be sure that all loaned materials are clearly stamped with your school name and number.
- Place materials in envelope or appropriate package, clearly labeled. Cross out any previous addresses on the package.
- Avoid sending large boxes of books through the courier. Boxes considered too large by the courier will be left for pick-up by the Service Center trucks, and have become lost in the District. Cartage Orders can be generated by the librarian to send/receive boxes of books. Cartage Orders require a signature of each person who handles the package as it moves through the district. Contact the School Library System Office if you'd like to use a Cartage Order.
- If you think that materials that were requested/sent have not arrived as anticipated, please contact Mark Snyder, head of the mailroom, at 262-8503. (MIS Operations Manager Mail Room CO LL)

### To the Non-Public Schools in the School Library System:

Mail between the RCSD libraries and the non-public schools goes through the School Library System Office. Put the book/items in envelope stating non-public school to which it is being sent. Put this envelope in envelope addressed to Library Director CO-3. The SLS will forward the books.

### To Schools outside the School Library System:

For schools outside the city, use the mailing labels provided by the School Library System. A sheet of the FiveSystems mailing labels (deliver via RCSD courier mail to Rochester Public Library) is found in Appendix B.

### Tracking number on FiveSystems mailing labels (Appendix B):

The FiveSystems mailing labels (deliver via RCSD courier mail to Rochester Public Library) has a place to record a tracking number. The tracking number is a combination of numbers that produces a unique tracking number on every package that goes through the mailroom to RPL.

The tracking number is a combination of School number (2 digits); Month/day/year (6 digits); and number of the package (2 digits).

Example: If #44 School librarian sends his/her eighth package to RPL on January 5, 2011, his tracking number is 4401051108.

Librarian notes the shipment on the tracking sheet. A copy of the tracking sheet is found in Appendix B. Place the package for courier pickup.

Allow 6-7 school days for delivery of materials between CSD buildings and non-public schools and schools outside the Library System.

## APPENDIX B--FORMS

Courier Sheet to attach to envelopes for sending RCSD ILLs.

TO: Library #	TO: Library #	TO: Library #	TO: Library #	TO: Library #
TO: Library #	TO: Library #	TO: Library #	TO: Library #	TO: Library #
TO: Library #	TO: Library #	TO: Library #	TO: Library #	TO: Library #
TO: Library #	TO: Library #	TO: Library #	TO: Library #	TO: Library #
TO: Library #	TO: Library #	TO: Library #	TO: Library #	TO: Library #
TO: Library #	TO: Library #	TO: Library #	TO: Library #	TO: Library #
TO: Library #	TO: Library #	TO: Library #	TO: Library #	TO: Library #
TO: Library #	TO: Library #	TO: Library #	TO: Library #	TO: Library #
TO: Library #	TO: Library #	TO: Library #	TO: Library #	TO: Library #
TO: Library #	TO: Library #	TO: Library #	TO: Library #	TO: Library #
TO: Library #	TO: Library #	TO: Library #	TO: Library #	TO: Library #

Patron & Date Due slip to attach to ILL for CSD and SLS

<p>Attach to ILL item &amp; send to requesting library.</p> <p>This item has been checked out to</p> <p>_____</p> <p><b>School #</b> _____</p> <p>Return this item to library at School # _____</p> <p>The item is due by</p> <p>_____</p> <p><b>DUE DATE</b></p> <p>(If sending multiple copies of title, how many copies? _____)</p> <p>=====</p>	<p>Attach to ILL item &amp; send to requesting library.</p> <p>This item has been checked out to</p> <p>_____</p> <p><b>School #</b> _____</p> <p>Return this item to library at School # _____</p> <p>The item is due by</p> <p>_____</p> <p><b>DUE DATE</b></p> <p>(If sending multiple copies of title, how many copies? _____)</p> <p>=====</p>
<p>Attach to ILL item &amp; send to requesting library.</p> <p>This item has been checked out to</p> <p>_____</p> <p><b>School #</b> _____</p> <p>Return this item to library at School # _____</p> <p>The item is due by</p> <p>_____</p> <p><b>DUE DATE</b></p> <p>(If sending multiple copies of title, how many copies? _____)</p> <p>=====</p>	<p>Attach to ILL item &amp; send to requesting library.</p> <p>This item has been checked out to</p> <p>_____</p> <p><b>School #</b> _____</p> <p>Return this item to library at School # _____</p> <p>The item is due by</p> <p>_____</p> <p><b>DUE DATE</b></p> <p>(If sending multiple copies of title, how many copies? _____)</p> <p>=====</p>

## FiveSystems Courier mail form for envelope

<p>Deliver via RCSD courier mail: Tracking # _____ ssmmdyyi#</p> <p><u>To:</u> Rochester Public Library Rundel Mailroom</p> <p><u>Forward to:</u> (circle one) M1 M2 GV WFL</p> <p>District _____</p> <p>School _____ ----- -</p>	<p>Deliver via RCSD courier mail: Tracking # _____ ssmmdyyi#</p> <p><u>To:</u> Rochester Public Library Rundel Mailroom</p> <p><u>Forward to:</u> (circle one) M1 M2 GV WFL</p> <p>District _____</p> <p>School _____ ----- -</p>
<p>Deliver via RCSD courier mail: Tracking # _____ ssmmdyyi#</p> <p><u>To:</u> Rochester Public Library Rundel Mailroom</p> <p><u>Forward to:</u> (circle one) M1 M2 GV WFL</p> <p>District _____</p> <p>School _____ ----- -</p>	<p>Deliver via RCSD courier mail: Tracking # _____ ssmmdyyi#</p> <p><u>To:</u> Rochester Public Library Rundel Mailroom</p> <p><u>Forward to:</u> (circle one) M1 M2 GV WFL</p> <p>District _____</p> <p>School _____ ----- -</p>

FiveSystems ILL tracking sheet  
RCSD Library Book Shipping Log via RCSD Courier Mail Service

\*Keep a copy of this log. Mark off when material has been returned

**Tracking Number**

**Intended recipient: School District**

**Tracking number Format: ssmmddyyii**

**School Name; Department or Person's Name**

**School Number, Date, Item Number**


**For shipping outside of RCSD only**