In-State Requests - If the item is not available in your local catalog:
1. Search other in-state library catalogs for availability. If the item is not available, proceed to Out-of-State Requests Procedure.
2. Use the LORI ILL Request Form to complete the request if the item is available in-state: http://www.olis.ri.gov/lori/request.php.
3. Contact the LORI supplying library if the request is not answered within 3 business days.
4. Contact the supplying library at least 48 hours before the due date to request a renewal.
5. To return, pack and label materials accordingly and follow normal LORI delivery procedures.

Non-OCLC Libraries Out-of-State Requests:
1. Use FirstSearch to pursue your request via the OLIS ILL Clearinghouse.
2. Email OLIS ILL Clearinghouse if you do not receive any confirmation in 2 business days.
3. Notify OLIS ILL Clearinghouse when the item is received, ready to be returned, and if a renewal is needed.

Supplying Process
1. Check email daily for incoming requests and respond within 3 business days with an update.
2. Verify item availability.
3. If the item is available: process and ship the material with a copy of the request and the due date information. Email the requesting library to let them know the item is in transit.
4. If the item is NOT available, forward the request to the next supplying library specified by the requesting library and email the requesting library with an update. If there is not an additional supplying library, notify the requesting library that the item is not available.
5. Respond to renewal requests within 3 business days. If the supplying library fails to respond, the loan period will be automatically extended.

Acronyms, Definitions, and You!

ILL
Inter Library Loan: The process of borrowing and lending any material outside of your local library and branches.

LORI
Library of Rhode Island: 200+ academic, hospital, public, school, and special libraries. If you send or receive deliveries, you are a member of LORI.

OLIS
Office of Library and Information Services: Rhode Island state library agency.

OSL
Ocean State Libraries: Consortium of 50 library systems in Rhode Island. The majority of OSL members are public libraries.

HELIN

RILINK
Rhode Island Information Network for Kids: Cooperative of 100+ school libraries which share an online catalog available at rilink.org.

LORI ILL training will be offered annually through OLIS Continuing Education
One-on-one or small group training is available.
Please contact Katie Holcomb, RSWG Chair 2017-19, Access Librarian, CCRI at kholcomb@ccri.edu
OR Chaichin Chen, Resource Sharing Coordinator, OLIS at chaichin.chen@olis.ri.gov

Compiled by the LORI Resource Sharing Working Group (RSWG), October 2017