

# Borrow Multiple Copies of the Same Book – Instructions for NFLS staff

## WISCAT Instructions for NFLS OWLSnet Libraries

These instructions are posted on the NFLS ILL webpage. | Updated Jan. 29, 2016

- If/when a NFLS library has a time sensitive ILL request, it is a “deadline request”. Deadline requests can range from a request for a single item for a single patron OR multiple copy requests (usually for bookclubs either run by an NFLS library or for a patron’s bookclub and/or class).

**ILL is not recommended as a means to:** a.) **supply classes with multiple copies of any item, or** b.) **supply patrons with textbooks.** For textbooks, the loan period the patron needs is usually not possible to get, *and*, it’s usually too hard to find libraries that own available copies, much less libraries that are willing to lend them in general. If owned by academic libraries at all, textbooks, especially the newer editions, are almost always on reserve for students and staff at the owning libraries.

- NFLS member libraries should **allow at least 3-4 weeks between the time they submit a deadline request and the time their patron needs the item.** The borrowing library shouldn’t plan on any request to be filled and arrive at their library within a period of less than 14 business days from when the request is submitted. Also, even if NFLS is willing and able to do everything possible to get an item filled by a certain deadline, based on all the steps and uncertainties throughout the ILL and delivery process, there is no guarantee that requests can and will always be filled (much less requests with deadlines).

- **When an NFLS library contacts NFLS ILL staff for a deadline request, NFLS needs to:**

- a.) Try to reply back to the NFLS library staff (or directly to the patron) within 2-3 business days to let them know:
- b.) Whether the request can be filled by the deadline or not, and if not, why not and/or when the request can get filled.
- c.) If the request can be filled, then NFLS will have processed the requests.

- **The only way to process deadline requests with the highest likelihood of getting filled by the time needed:** (including and especially for multiple copy/bookclub requests) is to not just use the multiple copy request function in Wiscat, but to use that (when applicable) in *combination* with the steps below.

- **Have the following information from the library staff or patron:**

- a.) (At least) the name of the borrowing library (best is staff contact name, lib. Card # to use).
- b.) If working with the patron directly, the patron’s name, library card number, and phone (and/or email).
- c.) Optional (if working with the borrowing library staff directly): what to enter in the name and lib. card # fields.
- d.) The title, author and format.
- e.) The number of copies needed (*request 3-4 more copies per 5-10 copies needed*).
- f.) Whether the library staff has checked the WI statewide book kit list (and if so, what you found, and/or whether they’ve contacted any lenders) and/or if they’ve found the number of copies you need with available shelf statuses in Wiscat.
- g.) The due date you need.
- h.) The date the items are going to be distributed to the bookclub or group (or when the item is needed is a single item/patron deadline request). The date you ask a lender to fill a request by should be the latest date you want them to ship it by. This should be a date at least 10-14 business days *before* the time the item is needed by the patron/s.
- i.) Do what it takes to be able to determine availability and filling timeframe in order to provide the borrowing library staff or patron with: **whether the request can be filled by the deadline or not, and if not, let them know why not and/or when the request can get filled** (in case the patron can still use it and still wants to request it). And if the request can be filled, then processed the requests. Knowing the strengths and limitations of Wiscat, process the requests in the way that will ensure the min. number of copies are filled and within the fastest time they can be filled.

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- continued -

- **For book clubs:**

- **Request 3-4 more copies per 5-10 copies needed to ensure that the minimum needed is filled within 2 weeks** (vs. trying to find other lenders 2 weeks later for some of the requests that weren't filled).
- **Use the WI statewide book kit list first.**
- **Use a combination if needed, of the WI book kit list and Wiscat's multiple copy function** (if it's working quickly, use it for the fastest way to create multiple requests for the same item).
- **But then for every request created, edit the lender list in each request so that each request is sent only to one location.** Remove all other lenders in the lists, including GZRB.
- **Select lender locations based on the item's shelf status at a library and whether that library should be able to fill the request** (and use the quickest, biggest libraries first if you have an option). The bigger public libraries are the first best option, followed by the smaller public libraries/and or the WI UW's. Create a lender list in Notepad or Wordpad and copy and past into the requests from there. The libraries' Wiscat codes are visible at the call #/shelf status level of the item record details.

Example Borrower's Notes: (If emailing a library for its copies listed on the WI statewide book kit list.)

**NEED YOUR 14 COPIES FOR BOOKCLUB (PER OUR PHONECALL 04/23/16). CAN WE GET DUE DATE OF JUNE 15? PLEASE SHIP BY MAY 2. THANK YOU!**

Example Borrower's Notes: (If sending a library a request through WISCAT. Send 1 request per copy needed.)

**NEED FOR BOOKCLUB CAN WE GET DUE DATE OF JUNE 15? THANK YOU!**

- **Before requesting the copies via email (from the WI statewide book kit list), consider calling the library's ILL staff first** to make sure that:
  - a.) The lending library is open and currently lending,
  - b.) They still own the title and the number of copies you need (as listed in the statewide book kit list),
  - c.) The number of copies you need are *currently available*,
  - d.) That you have the correct and current email address (and contact info.) for whom to send the request to.
  - e.) So that the library knows to expect your email request (*and* whether they can ship you the copies by the time you need them and if they can give you the due date you need).
- **FINAL STEP: over the next week and until the minimum copies needed have been filled by the deadline, check the statuses of the requests and troubleshoot as needed to ensure the min. copies are filled by the deadline.**