

Borrow Multiple Copies of the Same Book – Emailing or Calling NFLS or RL&LL

WISCAT Instructions for NFLS OWLSnet Libraries

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

- Please allow at least 3-4 weeks between the time you request multiple copies and the time you need to distribute them to your patron/s.
- When possible, please don't plan on any request to be filled and arrive at your library within a period of less than 14 business days from when the request is submitted.
- Follow the steps below if you are contacting NFLS for help getting a request filled for multiple copies or any request you'd like filled by a certain deadline.
- **Before emailing NFLS with a multiple copy and/or deadline request, consider calling NFLS first.** This way, you'll know if someone is available to help you within the time you need assistance. It also helps us to know to expect your email/request.

Please include the following in your email to NFLS (or RL&LL if emailing RL&LL):

- a.) Descriptive Subject line. Example: ILL: item title – xx copies needed by ABC library by 00/00/00 - item title.
 - b.) The name of your library, and your (your library's ILL staff contact) name, phone # and email address.
Optional: your library's WISCAT 4 character code.
 - c.) The title, author and format.
 - d.) The number of copies needed (if necessary, request *more* than enough copies instead of not enough).
 - e.) Whether you've checked the WI statewide book kit list (and if so, what you found, and/or if you've contacted any lenders) and/or if you've found the number of copies you need with available shelf statuses in Wiscat.
 - f.) The due date you need.
 - g.) The date you need the items *by*. This should be a date *before* the one you've given the bookclub members for the date they can pick up the items.
 - h.) When possible, please don't plan on and/or expect for a request to be filled and arrive at your library earlier than a period of 14 business days.
- NFLS will reply back to you within 2-3 business days to let you know: whether the number of items you need should be able to get to your library by the time you need them by (and if so, NFLS will have processed the requests) and/or if they can't be filled, why not and/or when they can get filled.
 - **FINAL STEP: over the next week and until the minimum copies have been filled by the deadline, NFLS will check the lender replies in Wiscat and troubleshoot as needed.**