

# **Interlibrary Loan items your library received, but didn't order**

## **Why this happens?**

When your library receives an ILL item that your library didn't request, it is most often caused by an error that occurs with requests filled by the larger OCLC lending libraries that don't use Wiscat. The larger academic libraries tend to use OCLC's "Worldshare ILL" software and an additional OCLC program called "ILLiad". ILLiad requires the lender to manually select which Wiscat-using WI public library the request is for. This step in ILLiad is what determines what is in the address field for the borrowing library on the paperwork that the lender sends with the item.

## **When this happens?**

-If you have time, you could contact RL&LL to identify who the correct borrowing library is Email: [dpirlill\[at\]dpi.wi.gov](mailto:dpirlill[at]dpi.wi.gov) or call 1-(888) 542-5543 Press 1

-Update the paperwork to show who the correct borrowing library is

-Send the item directly to the borrowing library if it's within the delivery system or send the item to NFLS to deliver

## **Or:**

-Fill out a yellow Problem Item transit slip and send the item to NFLS

-NFLS will find out who borrowed the item by contacting the lending library

-NFLS will make sure the item gets to the borrower

You may email Holly Handt at [hhandt@nflsoffice.org](mailto:hhandt@nflsoffice.org) at the NFLS office, if you wish, to let her know the item is coming and why