

LORI Interlibrary Loan Best Practices

- Follow OLIS Interlibrary Loan [Requesting and Lending Procedures](#)
- Refer to resources/training on the [Resource Sharing Working Group](#) page
- Requesting libraries should exhaust local resources (verify RI [Library catalogs](#)) before initiating an interlibrary loan request through the OLIS ILL Clearinghouse.
- If the item is owned locally and is checked out, please place a local hold for your patron.
- Do not request recently published items and current bestsellers. Local demand takes precedence over interlibrary loan requests.
- Do not request electronic books due to current licensing agreements.
- Preserve patron privacy by avoiding inclusion of any unnecessary personal information in the ILL request.
- When submitting a request through the OLIS ILL Clearinghouse, use the correct 3-letter LORI code.
- Please allow for adequate time for requests initiated through the OLIS ILL Clearinghouse to be received due to processing and shipping/mail times.
- Materials being returned to the supplying library should be packaged and shipped to minimize potential damage in transit. Return items using the same method they were received (UPS, mail, LORI delivery, etc.).
- Update ILL requests in a timely manner.
 - Check library ILL email account daily. Process/forward LORI requests as needed.
 - Update the [OLIS ILL Clearinghouse](#) when Clearinghouse items are received and returned.
 - Inform OLIS of staffing and other changes within the library. The Resource Sharing Contact email should be an institutional account, accessible by more than one staff member.
- Maintain and report interlibrary loan statistics as required by the Library of Rhode Island Standards.
- Complete LORI Certification annually to maintain LORI membership and eligibility in Resource Sharing programs.
- Seek out training opportunities offered by OLIS.
- Join the [Resource Sharing Working Group](#) Listserv and attend meetings.

