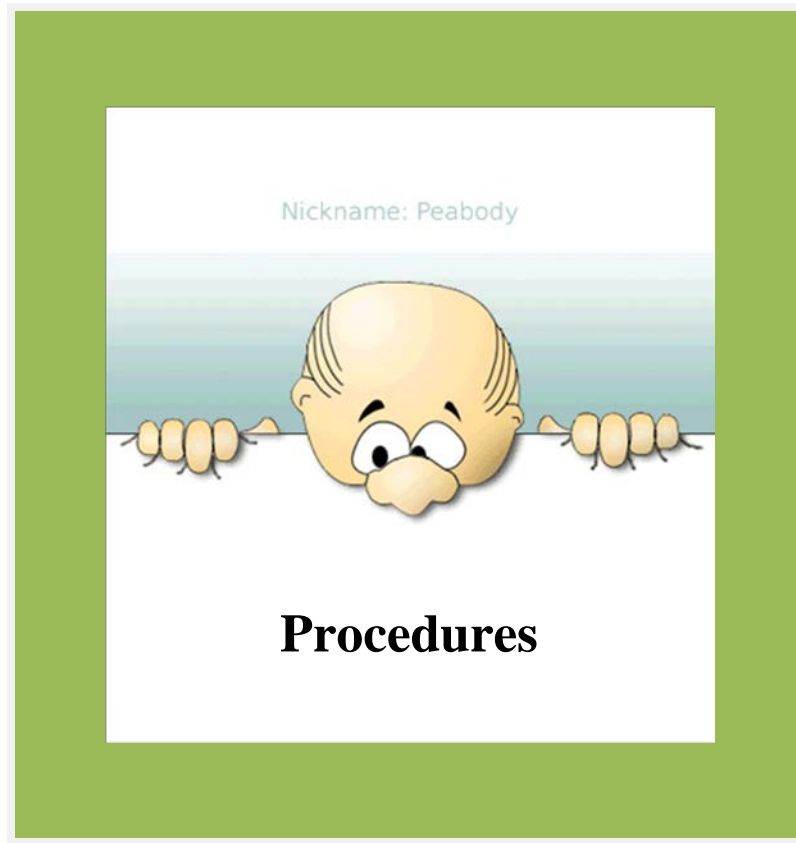




# OCLC INTERLIBRARY LOAN



**White Pine Library Cooperative**

**PROCEDURES FOR PARTICIPATING LIBRARIES**

*For items that cannot be filled through MeLCat*

Last updated: 6/2/2023

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## Guidelines for Borrowing Materials

- Any type of library material needed for the purposes of study, instruction, research, or recreation may be requested on loan or by photocopy (within copyright guidelines) from another library.
  - Libraries may also request duplicates of titles already in their own collection.
- If you request from OCLC, we ask that you lend items. **We use MeLCat to search for possible lenders**, therefore if your holdings aren't in MeLCat we cannot request from you.
- Only a few books on any one subject should be requested for a patron at a time.
- Items that are not suitable to request beyond the Cooperative level are:
  - Current publications (items published within the last **twelve months**)
  - Newly released or popular Audio-Visual Materials, Playaways
  - Items of an age/format that your library would not lend (Ex: Do not request A/V materials if you do not lend A/V)
  - ePublications
- Librarians should screen all ILL requests carefully and reject any that do not fit the guidelines listed here. Requests that don't follow the listed guidelines will be marked "Unfilled."
  - Note: Billing for non-WPLC members is based on the total number of requests, including those marked "Unfilled" for not adhering to these guidelines.
- Holdings that are in Reference or Genealogy collections do not normally circulate. You may request a **"Copy"** from Reference or Genealogy items but must be specific on what sections you want. For more information about placing a genealogy request, please see page 17.
- WPLC will request from free lenders in the continental United States. If libraries are willing to pay additional costs outside of shipping/WPLC processing fees, they must indicate the maximum cost in the notes field of the request.
- The Library of Congress is the lender of last resort and they do not lend rare items, periodicals, or AV items. Their policy states "USE ONLY ON LIBRARY PREMISES, PLEASE. NO RENEWALS."
  - WPLC will contact your ILL email PRIOR TO requesting from the Library of Congress to ok this loan.
- If filling a request requires additional bibliographic information or prior authorization (such as when borrowing from the Library of Congress), WPLC will email your ILL contact. If a response to this email is not received within seven business days, the request will be marked "Unfilled."

### See also:

[Interlibrary Loan Code for the United States](#)

[Interlibrary Loan Code for the US, Explanatory Supplement](#)

Endorsed by the OCLC Resource Sharing Advisory Committee

[International Resource Sharing and Document Delivery: Principles and Guidelines for Procedure](#)  
(Revision February 2009)

[IFLA Guidelines for Best Practice in Interlibrary Loan and Document Delivery](#)  
(Issued June 2021)

## Introduction

The White Pine Library Cooperative (WPLC) provides the OCLC Interlibrary Loan (ILL) service to members of the cooperative. The service is also provided for non-member libraries in Michigan for a processing fee. This service goes beyond MeLCat and allows libraries to request items from other libraries throughout the continental United States.

The White Pine Library Cooperative Interlibrary Loan system, nicknamed Peabody, is accessible to participating libraries through the web.

A shortened explanation of the process is provided here for reference. Full procedures for OCLC Borrowing and Lending begin on pg. 6.

## Borrowing

The Librarian takes the request from the patron getting as much detail as possible. Complete details include: format, author, title, publisher, date, and ISBN, and may also include: edition, number of items in the set, abridged, unabridged, large print, etc.

Verify the request at <https://WorldCat.org>. WorldCat will show owning libraries and the OCLC number. **Please verify that there are holders in the continental U.S.** This will help avoid incorrect requests being submitted.

- **Note:** As of November 2022, OCLC does not provide a way for WorldCat users to confirm that holders of an item are also participants in WorldShare ILL. This means that holders of an item may be listed in WorldCat, but WPLC will be unable to request from them via ILL.

Once the title is verified with holders in the United States, the library will log on to White Pine Library Cooperative's OCLC ILL system (nicknamed "Peabody") at <https://peabody.wplc.org/index.cfm> and add their request with the most complete details possible. This includes format, author, title, publisher, date, and ISBN. You may also include details such as edition, number of items in the set, (un)abridged, large print, etc. Include the ISBN or OCLC number on the request whenever possible.

- WPLC Staff will process the request and update the status of the item to "In Process," or, if a record could not be located, WPLC staff will mark the request as "Unfilled" and provide a reason.
  - For non-WPLC libraries, billing is based on the number of requests made by a participant. Invoices will be mailed quarterly.
- Once the item is requested, WPLC staff will access the record on Peabody, input the IL number, and update the status to "Forwarded to OCLC."
- WPLC staff will check OCLC to see if the request had been sent.
  - If the item is shipped, the record will be updated to "Sent" and will include the library who shipped it and the due date.
  - If the item is unfilled, it will be updated to "Unfilled," and a reason will be input a field titled "Reason for No."

- The requesting library is responsible for updating Peabody to “Received” and “Returned.”
- The system will automatically update the item to “Complete” 3 months past the returned date. WPLC staff will periodically check OCLC for updates to returned items as time allows prior to the 3-month mark.
- According to ALA borrowing standards for out-of-state libraries, you (the borrowing library) are responsible for the loaned material once it leaves the owning library and until it is received back by the owning library. *If an item is not received while in transit either to you or back to the owner, you may be charged for the lost material. See the “Lost and “Not Received” Items” section of this manual for more detailed information.*
- Do not return OCLC materials to WPLC; send them back directly to the lending library at your cost.

## Lending

If you request from OCLC, we ask that you lend items. **We use MeLCat to search for possible lenders.** If your holdings aren’t in MeLCat we cannot request from you.



- WPLC staff will print the OCLC lending requests.
- Each request will be searched in MeLCat to see if participants have the item available.
- If the item is available, the request will be input into Peabody and the owning library/libraries will be attached to the record and will include the call number that is listed in MeLCat. We may place the request with up to 3 libraries. If the 1<sup>st</sup> library can’t fill the request, it will move on to the next library, etc.
- At approximately 1:30, the system will automatically email a notice to the owning library.
- Libraries should check their ILL email daily. The email will include the date that the request will expire. The request cannot be processed after this date since it will bounce to the next lender in the OCLC lender string or move to unfilled.
  - If a material is shipped after the OCLC request expires, WPLC will attempt to contact the borrower regarding the item. The Peabody request will be updated with “-BOUNCED” after the IL number (EX: IL# 123456789-BOUNCED).
- The library will check their shelves for the requested item and update Peabody.
- If the item is not available, the library will answer “No” and provide a reason.
- If the item is available, the library will update the record to “Yes,” print off the form to include with the book, the mailing label, and prepare the item for mailing or delivery. A due date of at least one month should be indicated. A return label should be included with the item.
- When the item is returned, mark the Peabody record as “Received Back.”

Email accounts will be used to request renewals, check on the status of items, etc. **Libraries should check their ILL email daily and update Peabody requests in a timely manner.** This will allow WPLC to move an ILL request that is unable to be filled to the next potential OCLC lender.

If OCLC materials are lost or have accrued a fine, it is up to the lending library to take care of replacement fees.

# White Pine Interlibrary Loan Contact Information

*Current as of November 2021*

Alison Blattner  
429 N. State St.  
Suite 207  
Caro, MI 48723  
Phone: (989) 793-7126 ext.2  
Email: [interloans@wplc.org](mailto:interloans@wplc.org)

## OCLC Borrowing

### Requesting Items for your patrons

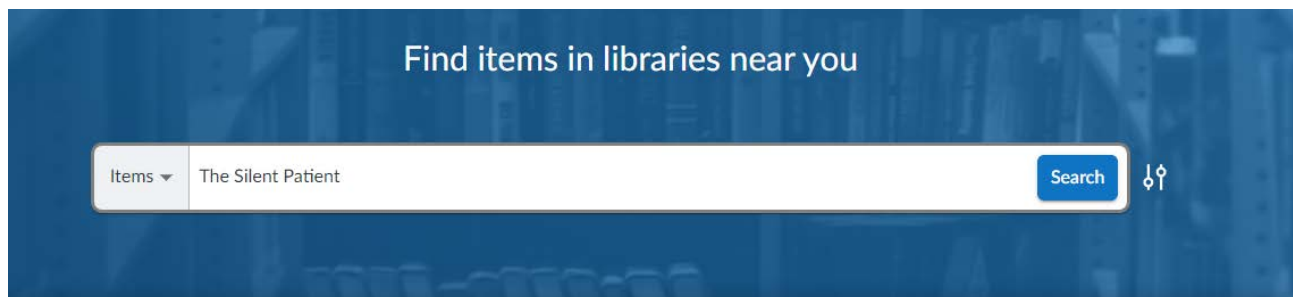
The library staff takes the request from the patron according to the WPLC guidelines and including the item(s) complete details. The best place to verify the item and locate more detailed information is at <https://WorldCat.org/>. The more information provided, the better chance of you receiving the correct item.

### Searching WorldCat Discovery to Verify a Request

The WorldCat Discovery interface was updated in 2022, and some functionality has changed. To verify the details of an item, follow this process.

Ex.: Search WorldCat for the following item

**Items: The Silent Patient**  
**Author: Alex Michaelides**  
**Format: Print book**



The WorldCat Discovery homepage offers you a basic item search bar. Type the name of your item into the search bar and click “Search.”

A basic item search returns 37,719 results, as shown below. We can use the “Filters” and “Sort by” functions to narrow the results.

The screenshot shows a search interface for 'The Silent Patient'. The search bar contains 'Items' and 'The Silent Patient'. Below the search bar, there are navigation links: 'Lists', 'About', and 'For Librarians'. A yellow banner indicates 'Showing 1-10 of 37,719 Results'. On the left, there are filter sections: 'Open Content' (with 'Open Access' checked), 'Format' (with 'Book' selected), and 'Author/Creator' (with 'Michaelides, Alex (170)' selected). The main results area shows two entries for 'The silent patient'. The first entry is an audiobook on CD from 2019, published by Macmillan Audio. The second entry is a print book from 2021, published by Celadon Books. A 'Sort by' dropdown menu is open, showing options: 'Location', 'Best Match', 'Most Widely Held', 'Date (Most Recent)', 'Date (Least Recent)', 'Title (A-Z)', and 'Author (A-Z)'. The 'Location' option is currently selected.

Click the dropdown menu for “Sort by.” WorldCat Discovery searches are sorted by “Location” (proximity to you) by default. “Best Match” can be used to find items best matching the bibliographic information you provide.

Utilize the filters on the left side of the screen to refine the search results. If a patron wants a **print version** of the item, select that in the “**Format**” section. We can also limit our search to items with our **Author/Creator** name.

Retain Filters | [Clear Filters](#)

^ Open Content

Open Access

---

^ Format

Book

Article

^  Book

- Print Book (1.2k)
- eBook (1.4k)
- Thesis, Dissertation (570)
- Manuscript (4)

---

^ Author/Creator

---

^ Language

---

^ Content

---

^ Publication Year

---

^ Audience

---

^ Subject

Retain Filters | [Clear Filters](#)

^ Open Content

Open Access

---

^ Format reset

Book

Article

^  Book

- Print Book (1.2k)
- eBook (1.4k)
- Thesis, Dissertation (570)
- Manuscript (4)

---

^ Author/Creator reset

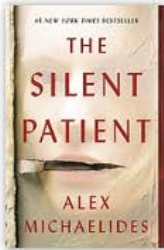

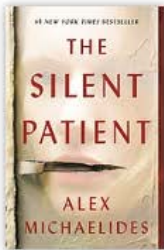

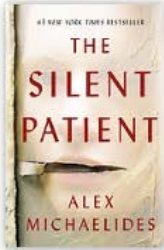

- Michaelides, Alex (170)
- Anonymous (150)
- Christensen, Benjamin (29)
- Katz, Jay (25)
- Benezet Mazuecos Juan (19)
- Truitt Brian (17)

**NOTE:** Make sure to click the “Retain Filters” box to keep these settings applied. If you add more search terms into the Search Bar and click “Search” without checking this box, your filters will automatically be cleared.

Retain Filters | [Clear Filters](#)








After applying the listed filters, our new search results display these three entries first in WorldCat Discovery. Click **“Formats & Editions”** next to one of the results that appears to match your search.

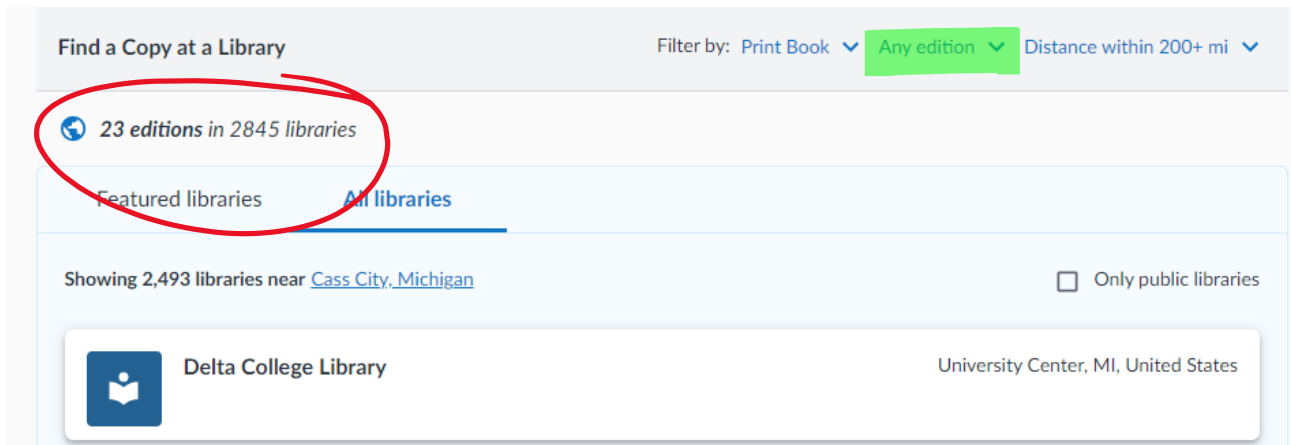
	<p><a href="#">The silent patient</a></p> <p>Author: <a href="#">Alex Michaelides</a> (Author)</p> <p>Summary: Alicia Berenson's life is seemingly perfect. Until one night, when her husband, Gabriel, returns home late from work. Alicia shoots him five times in the face and then never speaks another...</p> <p>Show more ▾</p> <p><b>Print Book</b>, 2021 English, First Celadon Books paperback edition Publisher: Celadon Books, New York, 2021</p>	
Also available as <a href="#">eBook</a>		<a href="#">View All Formats &amp; Editions</a>
	<p><a href="#">The silent patient</a></p> <p>Author: <a href="#">Alex Michaelides</a> (Author)</p> <p>Summary: Alicia Berenson's life is seemingly perfect. A famous painter married to an in-demand fashion photographer, she lives in a grand house overlooking a park in one of London's most...</p> <p>Show more ▾</p> <p><b>Print Book</b>, 2021 English, First Celadon Books paperback edition Publisher: Celadon Books, New York, 2021</p>	
	<p><a href="#">The silent patient</a></p> <p>Author: <a href="#">Alex Michaelides</a> (Author)</p> <p>Summary: "...A spellbinding psychological thriller about violence, obsession, and the dark side of passion." -- page 2 of cover."</p> <p><b>Print Book</b>, 2019 English, First United States edition Publisher: Celadon Books, New York, New York, 2019</p>	
Also available as <a href="#">Braille Book</a> <a href="#">eBook</a>		<a href="#">View All Formats &amp; Editions</a>

The “**Formats & Editions**” is sorted by “**Year (Most Recent)**” by default. Since we did not limit our **Language** to English, the first result is a Spanish version of the work. The **Format** column also lists whether an item is **Large Print Book** or (regular) **Print Book**. The third item matches my search; **click the title to view more details about the item**.

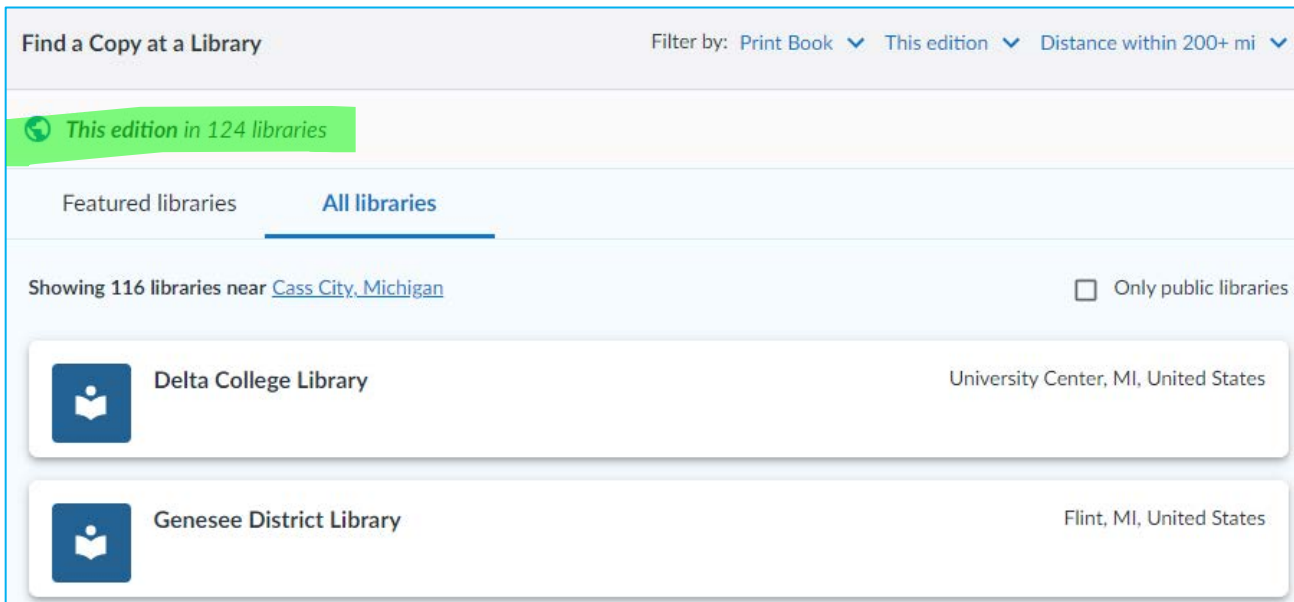
[Return to Item Details](#) Sort by: Year (Most Recent) ▾

Title	Format	Language	Year	Publisher
 <a href="#">La paciente silenciosa</a> by Alex Michaelides, Laura Manero Jiménez	Print Book	Spanish	2022 Primera edición en Debolsillo: marzo de 2022	Debolsillo, Barcelona
 <a href="#">The Silent Patient</a> by Alex Michaelides	Large Print Book	English	2021	Christian Large Print
 <a href="#">The silent patient</a> by Alex Michaelides (Author)	Print Book	English	2021 First Celadon Books paperback edition	Celadon Books, New York
 <a href="#">The Silent Patient</a> by Alex Michaelides (Author)	Print Book	English	2021	Large Print Press
 <a href="#">The silent patient</a> by Alex Michaelides (Author)	Large Print Book	English	2021 Large print edition	Large Print Press, a part of Gale, a Cengage Company, [Waterville, Maine]

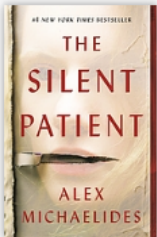
Verify the holding by scrolling down to the **“Find a Copy at a Library”** section and clicking **“All Libraries.”** By default, WorldCat Discovery shows all editions of the item, *not only holdings associated with the edition we selected in “Formats & Editions”*. In the **“Filter by”** menu, click **“Any Edition”** and change the selection to **“This Edition.”**



We can now see that this OCLC number has holdings attached to it by **124 libraries**. Given the large number of holdings, it is likely that this is the best match for our request. **Now we can scroll back up and collect the associated bibliographic information.**



Click “Show more information” to view the full bibliographic information & the OCLC number associated with this item.



**The silent patient** ★★★★★ [115836 reviews](#)

Author: [Alex Michaelides](#) (Author)

Summary: Alicia Berenson's life is seemingly perfect. Until one night, when her husband, Gabriel, returns home late from work. Alicia shoots him five times in the face and then never speaks another word. Alicia's refusal to talk, or give any ki...

[Show more](#) ▾

📖 **Print Book**, English, 2021

Edition: First Celadon Books paperback edition [View all formats and editions](#)

Publisher: Celadon Books, New York, 2021

[Show more information](#) ▾

Copy down the **ISBNs, OCLC number, publisher and year** for your item.

*Note: If the patron requires a specific version of the item, make sure to include the edition statement.*

📖 **Print Book**, English, 2021

Edition: First Celadon Books paperback edition [View all formats and editions](#)

Publisher: Celadon Books, New York, 2021

Genre:	Fiction
Physical Description:	359 pages ; 21 cm
ISBN:	9781250301703, 125030170X
OCLC Number / Unique Identifier:	1249565660
Subjects:	<a href="#">Celebrities</a> <a href="#">Celebrities Fiction</a> <a href="#">Célébrités Romans, nouvelles, etc</a> <a href="#">Criminal psychology</a> <a href="#">Criminal psychology Fiction...</a> <a href="#">Show more</a> ▾
Contents:	8 books (22 cm) Author biography & list of additional resources Sign-up sheet Discussion questions... <a href="#">Show more</a> ▾

[Show less information](#) ▲

**WPLC will only request from “free” lenders in the continental U.S.** We will only request from the Library of Congress as a last resort since their items must be kept inside the borrowing library’s building. If you know that your patron is willing to pay a certain amount include this information in the “Notes” field.

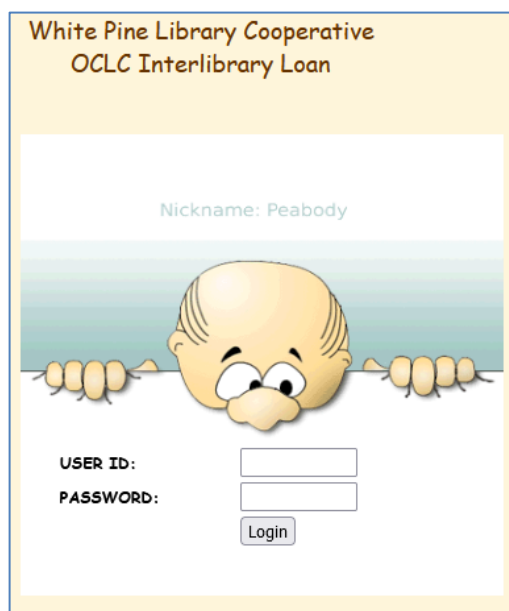
**“Our patron is willing to pay MAXCOST of \$15, \$20, \$30, etc.”** means your library or the patron is willing to pay a fee to a non-reciprocal lender outside of shipping (and the processing fee for non-WPLC members). The shipping and processing fee are assumed to be included with each request. **DO NOT INCLUDE THESE COSTS IN THE NOTES FIELD.**

**“Need prior notification if library charges”** means your library or patron want to ok additional charges from any non-reciprocal lender. We will include a note on the request indicating what library will lend and their fee. You will be charged the lending institution’s cost for the request in addition to our fee for this request if your patron wants to proceed with the loan. If re-requesting the item in the future, please include the lender/fee in the Peabody request notes.

## Input Your Request

Log into Peabody at <https://peabody.wplc.org>

*If you do not know your User ID and Password, contact WPLC.*



White Pine Library Cooperative  
OCLC Interlibrary Loan

Nickname: Peabody

USER ID:

PASSWORD:

Login

Click “Add Requests” in the toolbar at the top of the screen and copy the information from WorldCat into the form.

Home   Add Requests   Search Your Requests   Search Your Loans

Format: Book

Author/Performer  
Michaelides, Alex [lastname, firstname]

Title (avoid using double quotes in the title)  
The Silent Patient

Publisher: Celadon Books   Date: 2021   OCLC, ISBN, etc. number: 9781250301703, OCLC# 124956561

Notes: Indicate other details here like number of discs in the set, Large Print, edition, unabridged, Maximum Cost your are willing to pay (MAXCOST: \$5) etc.

Patron Info: (for library use only) ★

If this is a Periodical....

Periodical Name

Volume/Page/Date: [v.16 no. 5 / p. 23-27 / Feb. 2, 2001]

SAVE REQUEST   RESET

Be sure to select the correct format for the item in the dropdown menu.  
**Please use “Copy” for periodicals, reference and genealogy materials as these items do not usually circulate.**

**NOTE:** WPLC policy is that libraries will not request item formats that your location would not personally lend.

★ There’s a field if you want to document your patron information, but it is not required.

Click “Save Request.” At this time, the request will be sent to WPLC.

### *Format Choices*

*Book*  
*Cassette*  
*Compact Disc*  
*Copy*  
*DVD*  
*Microfiche*  
*Microfilm*  
*MP3*  
*Periodical*  
*Playaway*  
*Video Cassette*  
*Other*

## WPLC Processes the Request

WPLC will print requests out and process them on Monday, Wednesday, and Friday mornings. The system will auto-update the status to **“In Process”** at this time. Once the item is requested in OCLC, WPLC staff will access the record on Peabody, input the IL number, and update the status to **“Forwarded to OCLC.”**

If the item is shipped, the record will be updated to **“Sent”** and will include the library who shipped it and the due date.

If the request is unable to be filled, it will be updated to **“Unfilled,”** and a reason will be input into the **“Reason for No”** field.

**For non-WPLC libraries,** ILL billing is based on the number of requests made by a participant including those that are unfilled. Invoices will be mailed quarterly.

## Check the Status of Your Request (Library)

In the Peabody database:

Borrowing requests will have a status of "Forwarded to OCLC" after it has been entered into OCLC.

When an item has been **“Sent,”** WPLC will update the record to **“Sent”** and indicate who sent the item and what the due date is in the Peabody database.

If the request is unable to be filled, the status will be updated to **“Unfilled”**. Check the **“Reason for No”** field to see if there’s a reason the request could not be filled.

When you update a request to **“Returned,”** the system will automatically update the item to **“Complete”** 3 months past the **“Returned”** date. WPLC staff will periodically check OCLC for updates to returned items as time allows prior to the 3-month mark.

### *Status Choices*

*To Be Requested  
In Process  
Forwarded to OCLC  
Sent  
Received  
Returned  
Not Received  
Unfilled  
Cancel  
Lost  
Received Back  
Not Received Back  
Complete*

## Receiving

- When the item comes in, put the date received on the appropriate sheet in your file.
- Access the *Peabody* website (<https://peabody.wplc.org>)
- Login using your assigned User ID & password.
- Click on **“Search Your Requests”**
  - Leave all fields blank and click **“Search”** to view all requests for your location.
  - **OR**
  - Enter Author/Title, the IL#, or a request status and click **“Search”** to refine results.
- Click **“Select”** for the item you received in the mail.

Select	IL#1234567890	Book	MICHAELIDES, ALEX	THE SILENT PATIENT	Sent and Due: 1/5/2023
--------	---------------	------	-------------------	--------------------	------------------------

- Click on the option button next to **“Received.”** This will update it to received and input today’s date in the blank below. You can click the calendar icon to the right of the blank to edit the date received.

Request ID:156017

**SAVE CHANGES** **RESET**

- To Be Requested
- In Process
- Forwarded to OCLC
- Sent
- Received**
- Returned
- Not Received
- Unfilled
- Cancel
- Lost
- Received Back
- Not Received Back
- Complete

**“Cancel”** means you no longer want to request this item.  
 You can only update the status of the request to “Cancel” if the status is “To be requested”, “In Processing” or “Forwarded to OCLC”.  
 White Pine will try to cancel the request if it is still being processed and has not been sent.  
 If the lender updated the request to “sent” on OCLC before we had a chance to “cancel”, we will not be able to cancel the request.

**“Complete”** means you are done with this request-- it's been unfilled or the request has been returned to the lender.

Requested: 10/28/2022

Due Date: 11/30/2022

Sent: 10/28/2022

Received: 05/31/2023

Returned:

Received back:

Please use the status button to update the date

Please use the status button to update the date

Please use the status button to update the date

- Click on **“Save Changes”** to update the request status. **NOTE: If you leave the page without clicking “Save Changes,” PEABODY WILL NOT UPDATE THE STATUS.**

## Cancel Request

If you wish to cancel a request, please check the status in the *Peabody* database first. You can only update the status of the request to **“Cancel”** if the status is **“To be requested,” “In Processing,”** or **“Forwarded to OCLC.”** If the item is already marked as **“Sent,”** the lending library has already responded to the request in OCLC & WPLC may be unable to cancel it before it ships. Please contact the WPLC office if you wish to attempt to cancel the request at this stage (989-793-7126, option 2). The item may have been shipped before we had a chance to cancel it, but we will try.

## Returning

- When your patron returns the item, put the date returned on the appropriate sheet in your file.
- Access the Peabody website (<https://peabody.wplc.org>)
- Login using your ID & Password.
- Click on **“Search Your Requests.”**
- Type in the item you want to Return (Author, Title, or Request ID), and click on **“Search.”**
- Click on the option button next to **“Returned.”** This will update it to returned and input today’s date in the blank below.
- Click on **“Save Changes”** to update the request status. **NOTE: If you leave the page without clicking “Save Changes,” PEABODY WILL NOT UPDATE THE STATUS.**



## Items “Sent” You Haven’t Received

If you notice an item has had the status of “Sent” for over 2-3 weeks, you may want to contact WPLC via email or phone to check on the item. You can also go into the record and update it to “Not received”.

- Access the Peabody website (<https://peabody.wplc.org>)
- Login using your WPLC ID & Password.
- Click on “**Search Your Requests.**”
- Enter the item that you haven’t received into the field provided (Author, Title, or Request ID, etc.), and click on “**Search.**”
- Click on the option button next to “**Not Received.**” This will update it to returned and input today’s date in the blank below.
- Click on “**Save Changes.**” **NOTE: If you leave the page without clicking “Save Changes.” PEABODY WILL NOT UPDATE THE STATUS.**

## Lost and “Not Received” Items

- If your patron lost an item, please update (*Peabody*) database record to “Lost” and notify WPLC. WPLC will assist in connecting you with the supplying library’s ILL contact to arrange for replacement of the item.
- If you notice an item requested by your location has had the status of “Sent” for over 2 weeks, contact WPLC. WPLC will contact the supplying library for any tracking information and connect you with their ILL contact if necessary.

Snippet from “The Interlibrary Loan Code for the United States”

The requesting library assumes a small but inherent risk when material is supplied through Interlibrary Loan. Although the percentage is very small, some material is lost or damaged at some point along the route from the supplier and back again. The requesting library's responsibility for this loss is based on the concept that if the request not been made, the material would not have left the supplier's shelf, and thus would not have been put at risk. This section clearly delineates that the requesting library is responsible for the material from the time it leaves the supplying library until its safe return to the supplying library.

See: [www.ala.org/ala/rusa/rusaprotools/referenceguide/interlibraryloancode.htm](http://www.ala.org/ala/rusa/rusaprotools/referenceguide/interlibraryloancode.htm)

## Unfilled

Items that are not filled will have a status of “**Unfilled.**” Check the “**Reason for No**” field for the reason it was not filled.

## Genealogy requests

Genealogy materials rarely circulate via ILL. Most ILL participants are willing to copy sections of these materials upon request. **When placing a genealogy request in Peabody, the requesting library must provide the following information:**

- Whether the patron requires a full physical copy of the book or if scans of specific sections would suffice. Most ILL participants fill electronically through email or through the OCLC Article Exchange, but some do mail physical copies.
  - Scan requests could include any Table of Contents (ToC)/Index, page numbers, names of individuals, dates, locations, etc.

- Whether the patron is willing to pay an additional fee for any loans/scans. Many holders of rare genealogy items are non-reciprocal ILL participants and will charge an additional fee outside of shipping or the \$5.50 service fee charged to non-WPLC libraries for ILL services.

### Example: Placing a genealogy request in Peabody

A patron is doing research on their relative “Wrestling Brewster” and is seeking a copy of “The Brewster Genealogy, 1566 – 1907.”

1. **Verify the item in WorldCat** and copy the bibliographic data needed for normal ILL requests.
2. Log into Peabody.
3. Click **“Add Requests.”**
4. Click **“Select Format”** and choose one of the following options-
  - a. Select **“Book”** (or whatever format the item is), fill out the standard bibliographic information, and include a note about what scans (if any) would be sufficient to fill the request.

**OR**

- b. Select **“Copy”** and enter notes for specific sections the patron is seeking.

Home	Add Requests	Search Your Requests	Search Yo
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Format:

Author/Performer  
 [[lastname, firstname]]

Title (avoid using double quotes in the title)

Publisher  Date:  OCLC, ISBN, etc. number:

Notes. Indicate other details here like number of discs in the set, Large Print, edition, unabridged, Maximum Cost your are willing to pay (MAXCOST: \$5) etc.

Patron Info: (for library use only)

If this is a Periodical...

Periodical Name

Volume/Page/Date: [v.16 no. 5 / p. 23-27 / Feb. 2, 2001]

5. Click **“Save Request”** when you’ve finished to submit the request to WPLC.

**Note:** If more information is needed by WPLC or the OCLC holder to fill this request, WPLC will email your ILL contact to notify them. If a response to this email is not received within seven business days, the request will be marked “Unfilled.”

## Copy Requests

You need to update the request to “Received” so that WPLC can update it on OCLC. Follow the following process:

1. Search the request in Peabody and update the request to “Received.”
2. Wait 2-3 business days; at that point you can update the item to “Cancel.” Search the request in Peabody again and update the request to "Cancel." Click “SAVE CHANGES.”
3. On the same page, select “Complete” and click “Save Changes” again. update the status to “Complete.

## Renewals

Please do not request renewals directly with the lender. It messes up OCLC lending/borrowing records. If your patron needs to have the item renewed for a longer period, please email [interloans@wplc.org](mailto:interloans@wplc.org) and request the renewal.

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To: interloans@wplc.org

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Subject: Please renew -- IL:99999999 – [title of item]

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Body: Author: [author name]

Title: [title of the book]

Any other information you want to put.

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WPLC will request the renewal and when we get a response, we will email you the answer. If the renewal was OK, we’ll include the new due date and update the Peabody record to match.

## OCLC Lending

Libraries all over the United States can request items from libraries participating in Interlibrary Loan via WPLC. Requests will only be received in OCLC WorldShare for items that WPLC maintains holdings for in WorldCat, but all libraries participating in Interlibrary Loan via WPLC will have their holdings for an item checked in MeLCat.



WPLC updates OCLC Holdings to reflect what is owned by WPLC member libraries. Since it isn't possible to take WPLC holdings from MeLCat, we update OCLC holdings with information from the Valley Library Consortium (VLC) catalog.

If WPLC members request a MARC record from OCLC, an EZW holding is attached to that record. The item then becomes requestable by other WorldCat users.

If records no longer have holdings attached on the VLC catalog, WPLC will delete the associated holding in OCLC, stopping any future requests.

## Check Pending

If you own items that we want you to fill, you will receive an email message in your ILL email account letting you know that there are pending requests in Peabody. These requests will only be in Peabody until the date indicated, so it's important that you check your pending requests regularly.

The email message can be used as quick reference to gather the items but be aware there may be additional requests pending in Peabody that you may not have received an email for yet.

Normally this process runs at 1:30 pm each day. The requests are put into Peabody Monday, Wednesday, and Friday mornings but there may be times that this varies due to staff schedules.

**Libraries should check their ILL email daily and update Peabody requests in a timely manner.** If you can't fill an item, please update the request, and provide a reason why. This will allow WPLC to move an ILL request that is unable to be filled to the next potential OCLC lender.

To check your pending lending requests, follow this process:

- Access the *Peabody* website (<https://peabody.wplc.org>)
- Login using your ID & Password.
- Click on **“Get Pending”**
- Go to your shelves and get the items.
- Indicate whether you can send the item or not and what the due date is. Notice that each item must be submitted separately.
- WPLC will update OCLC for items that are marked **“Sent”** or **“Unfilled.”**

## Received and Returned

Items that you loaned will be updated to **“Received”** and/or **“Returned”** once a week in Peabody to match the date on the OCLC record.

## Received Back

When the item is received back at your library you need to update the *Peabody* database with this information.

- Access the *Peabody* website (<https://peabody.wplc.org>)
- Login using your WPLC ID & Password.
- Click on “**Search Your Loans.**”
- Type in the item you’ve received (Author, Title, or Request ID), and click on “**Search.**”
- Click on “**Select**” to view the record.
- Click on the option button next to “**Received Back.**” This will update it to “Received Back” and input today’s date in the appropriate field.
- Click on “**Save Changes.**”
- After an item has been marked “**Received Back,**” WPLC staff will update the record on OCLC WorldShare to “**Complete.**” The record is archived in OCLC.

## Renewals

An email message will be sent to you to request renewals for OCLC libraries. Please check your email daily and please let WPLC know if you have a new ILL contact or email address.

## Status Update Warnings

Members will receive warnings to update your statuses if the following conditions happen.

### Member Borrowing

Items with a status of “**Sent**” and the date sent is more than 15 days.

Items with a status of “**Received**” and the date received if longer than 50 days.

### Member Lending

Items with a status of “**Returned**” and date returned is more than 40 days.

If an OCLC library has “**Not Received**” something you marked as “**Sent.**”

## Statistics

Click “**Statistics**” in the toolbar at the top of the page. You can then select one of the following stats to view and print:

Items Loaned

Items Requested (*Non-WPLC Libraries: This is what you will be billed for*)

Items Processed

Items Borrowed

Once you have clicked on one of these categories, select your cooperative and the desired date range from the drop-down menus. Then click “**Submit**”.

## Peabody Tips

1. If you have trouble finding a title of a request, you can leave all the fields blank on the search screen and click search. This will pull up all your loans or requests, depending on what tab you select.
2. If you need to edit a mailing label.
  - Pull the label up on your screen
  - Select all with Ctrl/A (holding Ctrl down and press A)
  - Copy the data with (Ctrl/C)
  - Open Wordpad or Microsoft Word
  - Paste what was copied with (Ctrl/V)
  - Make the needed changes to the label
  - Print