

OCLC "Reasons For No"

"Reasons for No" allows potential Lenders to enter an ISO ILL 10161 unfilled reason when they reply "No" to an ILL request. These reasons should be used for situations such as when the item is not on the shelf, lost, in use, on loan, non-circulating, etc. Supplying a reason for No is optional, and Lenders may respond No without giving a reason.

When a Lender replies No or the request is aged to another Lender, the transaction history is created and added to the ILL request.

Borrowers retrieve the No responses through the transaction history that is part of the ILL request. The transaction history lists Lenders' symbols and reasons for not supplying items. This display also records Retry, Conditional, Referral, and system-generated responses such as Aged to next Lender. Borrowers can view the Transaction History at any status of the request.

Separate monthly "Reasons for No" reports for both Borrower and Lender activity are available for downloading from OCLC Usage Statistics web site.

In WorldCat Resource Sharing select the appropriate reason from the drop down menu next to the No response.

Reason for No	Lender Situation	OCLC Preferred Practice
In use on loan	Item owned but currently in use by patron or on loan to another institution.	Optionally, respond <i>Future Date</i> .
In process	Item received but not yet ready for use.	Optionally, respond <i>Future Date</i> .
Lost	Item declared missing and/or withdrawn from collection.	
Non circulating	Item held but not available for loan.	
Not owned	Item not owned.	
On order	Item ordered but not received.	Optionally, respond <i>Future Date</i> .
Volume issue not yet available	Title owned but requested component part has not yet been received.	Optionally, respond <i>Future Date</i> .
At bindery	Item owned but at the bindery.	Optionally, respond <i>Future Date</i> .
Lacking	The title owned but not component part or pages requested.	
Not on shelf	Item owned but is not charged out and not on shelf.	

Reason for No	Lender Situation	OCLC Preferred Practice
On reserve	Item owned but restricted to local use.	
Poor condition	Item owned but physical condition prohibits lending or reproduction.	
Cost exceeds limit	Minimum cost to supply request is greater than amount in MAXCOST.	Respond <i>Conditional</i>
Charges	Charges are associated with lending item but not addressed in MAXCOST.	Respond <i>Conditional</i>
Prepayment required	Prepayment required prior to processing the ILL transaction.	Respond <i>Conditional</i>
Lacks copyright compliance	Compliance with applicable copyright regulations or laws must be indicated before copying can be done.	Respond <i>Conditional</i>
Not found as cited	Item identification information believed to be incomplete or incorrect.	Respond <i>Conditional</i>
Locations not found	No potential Lender has been identified	
On hold	Item requested by another institution or person and will be supplied to that institution or person as soon as available.	
Policy problem	No policy in place to permit completion of the request.	
Requested delivery service not supported	Unable to send item via type of delivery method requested.	Respond <i>Conditional</i>
Preferred delivery time not possible	Unable to fill request within time preferred by the Borrower.	Respond <i>Conditional</i>
Other	Cannot fill request for reasons other than those provided by ISO.	Respond <i>No</i>

Saying No or Using Conditional on OCLC ILL

When responding to ILL requests as a lender, it can be difficult to decide when to say No to a request and when to send the borrower a Conditional message. As a general rule, you should send a Conditional when there is an error or problem with the request that can be corrected by the borrower. You should say No to the request when you are clearly not able to supply the material.

Use a Conditional When:

An item cannot be located as cited. In this case if you were to say No to the request, the incorrect citation would be sent on to each remaining lender, and no one would be able to supply it. Instead, send a conditional and allow the borrower a chance to correct the citation or cancel the request.

An indication of copyright compliance is missing.

Address information is insufficient.

Prepayment is required.

The MaxCost is insufficient for your lending charges.

If you prefer IFM as a lender, and the borrower hasn't indicated IFM in the MaxCost field.

The item is non-circulating but a photocopy is available.

Another edition of the item is available.

Say No when:

You have a routine reason for not supplying the item:

- It's lost or not owned.
- It's on order or being processed.
- It's on hold or on reserve.

You receive a request for material that you don't lend, as clearly stated in your ILL policies.

- A/V
- Genealogy
- Theses/dissertations
- Reference
- Manuscripts, rare materials or special collections

If you're ever in doubt about whether to say No or send a Conditional, feel free to contact Jon Penn at Nylink.

Processing Review File Records in WorldCat Resource Sharing

More and more requests are coming into ILL offices electronically. This might be from FirstSearch, or from an external source such as the SUNY Union Catalog. The Review File is a file of electronic end user ILL requests. These are requests from your own library users sent to you through electronic means. Only your institution has access to your Review Records. Even if there is a symbol in the lender field, the request has not yet been produced, so those other libraries cannot call up the request.

What can you do with a Review record?

Transfer the request to Review in Process.

Edit and replace (status goes to Review In Process).

Display the bibliographic record on which the request is built and retrieve holdings.

Apply constant data.

Produce as an OCLC ILL request.

Delete.

Do nothing, OCLC ILL will delete it after 14 system days.

Many review requests need some clean up before they're ready to be produced. Here are some instructions for processing review records in WorldCat Resource Sharing:

1. Logon to WorldCat Resource Sharing.
2. Go to Request Manager.
3. Retrieve review record.
4. Click display bibliographic data. Make sure that the patron request matches the bibliographic record.
5. Retrieve holdings.
6. Select lenders and fill in the lender string.
7. Click Transfer to Review Record.
8. Edit workform if needed.
9. Click submit.

Resource Sharing Contact Information

Please contact Jon Penn, Resource Sharing Librarian at Nylink, with questions. Jon is available via email (pennj@nylink.org) or phone (800-342-3353/518-443-5444).