

ILL Steps for WSWHE, Destiny Users

****Please make a copy of this BEFORE putting in your username and password.** You may need to take your new copy out of the ILL folder before sharing and editing.

Also note a few things about Destiny items in the union catalog that are unique to Destiny users at this time:

1. Destiny item status is not reflected in real time in the union catalog. (This is how it's always been for Destiny users in our region.) Your school's records are manually uploaded into the WSWHE TLC system a couple of times a year.
2. Yes, Destiny barcodes look strange in TLC. That's because there's a large amount of duplicated barcodes within Destiny districts. You can copy-paste barcodes within TLC, or type your school's 4-letter school code and then scan the barcode to make it work. (Note that T barcodes may not play nicely, because they are in a unique format that doesn't work well in other brands of circulation systems.) [Here is a list of TLC school codes.](#)
3. If you discover that a lot of your records tend to show up separately from everyone else's (in terms of popular books and series), it may be due to the original record being incomplete (especially if it's missing ISBNs). The better the record, the more likely it's able to merge with other records like it. Feel free to ask Karin if you have any questions.

WSWHE BOCES ILL system: <https://ws whe.tlcdelivers.com:8482/LS2Staff/?sso=false>

Username:

Password:

Override password: silver

**Beware: Logs you
out frequently**

Note: If in doubt, “check in” a book to check its status and to make sure it's notifying the TLC system that it has been touched. It's like handing off a baton in a relay race. “Check in” tells the system to go to the next step.

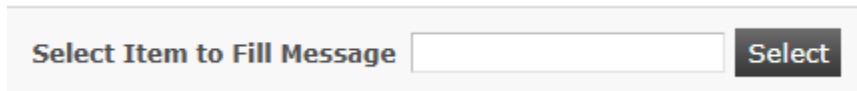
To request a book from another school outside of your Destiny district:

1. In TLC, bring up our ILL account by typing ILL* into the search bar at the top.
 - a. Select your school name
2. Open the holds tab on the left.
3. Search for the title being requested in the yellow search bar. Be as specific as possible.
 - a. Spelling matters!
4. Change to “Item Specific” to see where the title is in specific schools.
 - a. If you want multiple copies of the book, choose multiple copies and use the pull down to pick the number you need.
5. Select the school you want to request the book from.
 - a. Make sure the book is available.
6. Select “place hold.”

7. Go over to the “Current Holds” tab and print this page. Write the name of the student next to the title and place this paper in the ILL folder.

To fill a request for a book from outside of your Destiny district:

1. Open messages by clicking on the mail icon at the top of the screen. There will be a number to indicate how many requests need processing.
2. At the bottom of the screen select “Print all” to print the list of holds.
3. Cut this printed list up and use it as the courier slip to place in the book.
4. Get the book(s) from the shelf and make sure the barcode matches the barcode on the slip.
 - a. **IMPORTANT:** DO NOT click the barcode until you are ready to send the book. Once you click the barcode, the book is marked “In transit.”
5. To indicate that the book is in transit to the school that requested it click on the barcode in the message.
6. Print this “Item Details” page and save for library records in the ILL folder.
7. In “Borrower Services,” go to the “Check In” tab and scan the barcode in the box to indicate the book has been pulled and physically sent–this is how to indicate the book is in transit. .
 - a. You can also scan the barcode into the bar at the top of the messages page.



Select Item to Fill Message **Select**

8. Check the book out to the requesting school in Destiny using their ILL account.
9. Put the courier slip in the book and send the book to the requesting school. If there is more than one book, you will need to cut the courier page(s) and place the cut courier slips in the book.

When we receive a requested book from a WSWHE BOCES school:

1. In TLC, click on “holds” and click “current holds.”
2. Scroll to the right and click on the barcode of the book.
3. Print this page and write the patron’s name.
 - a. Keep this paper in an ILL folder for easy access to see who has borrowed WSWHE ILL books.
4. Copy the barcode of the book.
5. Click on “check in” and check it in, to acknowledge that you now have it in your hands.
6. Click on “Check Out” and paste the barcode under “Check Out Items” and hit enter.
7. In Destiny, check the book out to the patron who requested it using a temporary barcode.

When we return a book we requested to a WSWHE BOCES school:

1. In Destiny, check in the book.
2. In TLC, select “check in” on the left hand side.
3. Scan the book in the yellow search bar.
4. An item transfer slip will appear displaying the school where the book should be returned. Select print and print two copies of the slip.

- a. On one slip write the date, write “returned”, and then place the slip in the ILL folder.
 - b. Place the other slip in the book.
5. Send the book back to the school with the slip inside.
 6. Removed the initial request printed slip with the patron’s name from the ILL folder.

When we receive a book back that we lent to a WSWHE BOCES school:

1. Check in the book using Destiny.
2. In the TLC website, select “check in” on the left hand side.
3. Scan the book in the yellow search bar and it should mark it as checked in.

To cancel a hold requested by a WSWHE BOCES school:

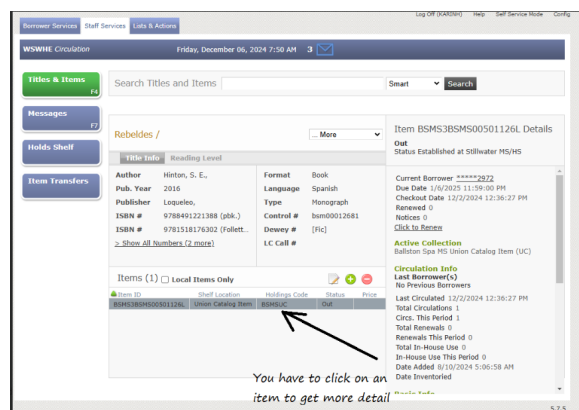
1. Email the requesting librarian and ask them to cancel the hold. The email should include the book title and barcode number. (*Note: soon there will be a “decline” button to allow you to decline the request...stay tuned.)

To cancel a hold we requested from a WSWHE BOCES school:

1. Open the holds tab on the left.
2. Select the “Current Holds” tab.
3. Select the red circle with a minus sign to cancel the hold. If you can not see this symbol, you may need to scroll to the right of your screen.
4. Enter the override password “silver.”
5. If this cancellation is due to a school emailing us and asking us to cancel the hold, please respond to the email and let them know the hold was canceled.

To see more information about a book you lent to a WSWHE school:

1. Click Staff Services tab
2. Click Titles and Items on the left
3. Search for the book
4. Click on book title
5. Find your copy in the list and click



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