



OCCLC Interlibrary Loan Through White Pine Library Cooperative

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 contracting non-member libraries in Michigan for a set processing fee of \$5.50/request. This service goes beyond MeLCat, allowing Michigan residents to request items from other libraries throughout the continental United States.

The OCLC service is coordinated through our interlibrary loan system, Clio, which is accessible for participating libraries using a web interface. The system has two separate portals, one for requesting materials, and one for processing those requests to borrow and lend.

Guidelines for Borrowing Materials

- Any type of library material needed for the purposes of study, instruction, research, or recreation may be requested as a loan or photocopy (within copyright guidelines and holders' policies) from another library.
 - Libraries may also request duplicates of titles (including those already in their collection) for any reason, including facilitating book clubs.
- If you borrow items from OCLC, we ask that you lend items. Reciprocal lending is the principle that keeps Interlibrary Loan accessible to all.
 - **We use MeLCat to search for possible lenders.** If your holdings aren't in MeLCat, we cannot request from you.
- Only a few resources on any one subject should be requested for a patron at a time.

- Items which are not suitable to request through OCLC are:
 - Current publications (items published [or re-released in a new format] within the last twelve months),
 - Highly popular materials (ex: a book with 30+ holdings that are all in use/on hold in MeLCat),
 - Playaways,
 - Items of an age/format that your library would not lend (Ex: do not request audio-visual materials if you do not lend them in kind),
 - e-Materials (WPLC does not have infrastructure in place to facilitate the lending/borrowing of these materials outside of Libby).
- Librarians should screen all ILL requests carefully and reject any that do not fit the guidelines listed here. Request that don't follow the listed guidelines will be marked "Unfilled."
 - Items marked "Unfilled" are subject to billing for non-WPLC libraries at WPLC's discretion.
 - Ex. 1 - Requests that have been processed, sent out to multiple lenders, and responded to with 'No' after a thorough search **are** subject to billing due to the work done by WPLC staff.
 - Ex. 2 - Requests for items that appear in WorldCat but do not have any participating lenders in OCLC will **not** be billed due to WorldCat's lack of transparency of which 'holders' participate in interlibrary loan.
- Holdings that are in Reference, Genealogy, and Special Collections do not normally circulate. You may instead request a "Copy" from these items but must be specific about which sections are needed (chapters, articles, subject headings, chapters, etc.) For more information about placing a genealogy request, please see the OCLC Interlibrary Loan Genealogy Quick Guide.
- WPLC will only request materials from free lenders in the continental United States without prior authorization by the borrowing library/patron. If an additional cost is charged due to shipping or a holder's policies, WPLC will contact the requester's interlibrary loan contact about whether these conditions are acceptable before proceeding with the request. Academic libraries often charge a fee for loans beyond WPLC's processing fee for non-WPLC members.
- The Library of Congress is a lender of last resort that requires all materials to be restricted to **in-library use only**, and they do not lend rare items, periodicals, audio-visual materials, or items they only hold a single copy of. Their policy clearly states, "USE ONLY ON LIBRARY PREMISES, PLEASE. NO RENEWALS."
 - WPLC will contact your ILL contact email PRIOR to sending a request to the Library of Congress to confirm the conditions for such a loan.
- If filling a request requires additional bibliographic information or prior authorization (such as borrows from the Library of Congress), WPLC will email your designated ILL contact at your library. If a response to this email is not received within 1 month, the request will be marked "Unfilled."

OCLC Borrowing

- The librarian takes the request from the patron getting as much detail as possible. Complete details include the format, author, title, publisher, publishing date, and ISBN. You may also include more specific details such as edition, the number of items within a set, abridged or unabridged copy, large print, etc. Include the ISBN and OCLC number on the request form whenever possible.
- The librarian will verify the item's existence in the catalog by locating it on WorldCat.org.
 - Note: As of August 2026, OCLC does not currently provide a way for WorldCat users to confirm that listed owners of an item also participate in WorldShare Interlibrary Loan and are willing to lend. This is an increasingly common circumstance as the publishing industry changes and independent authors can publish without mass producing their works. Holders in WorldCat frequently include Ingram Library Services and Gobi Library Services who upload MARC records for materials, but do not participate in lending. Thus, materials which may be labeled 'available' in WorldCat may not be lendable via ILL. **Non-WPLC libraries which pay processing fees will not be charged for requests like this.**
- The library will access the Clio Requesting site and fill out the form to add the request.
- WPLC will review the request, and if it is able to be sent to OCLC, the system will update it to "In Process."
 - If the request is not viable, an email will be sent to the library's ILL contact with the reasons why. The request will then be cancelled in Clio/OCLC.
 - For non-WPLC libraries, billing is based on the total number of requests made by a participant. Invoices are mailed quarterly, and deductions to billable totals will be made at WPLC's discretion.
- The requesting library is responsible for updating Clio to "Received" and "Returned" once items are picked up and dropped off by patrons.
- Clio will automatically update the item status to "Received Back" once the lender sends their confirmation in OCLC. This is the final state of a completed request.
- The borrowing library is responsible for loaned materials once it leaves the lending library and is physically returned to it. According to *ALA's Interlibrary Loan Code for the United States With Explanatory Text*, "the requesting library is responsible for the material from the time it leaves the supplying library until its safe return to the supplying library."
 - Borrowing libraries are responsible for the material *while it is in transit to you*, meaning that even if you have not initially received the material, you may be charged for the lost material. The above document explains, "The requesting library's responsibility for this loss is based on the concept that if

the request had not been made, the material would not have left the supplier's shelf and thus would not have been put at risk.”

- Do not return OCLC materials to WPLC; send them back directly to the lending library at your cost.

OCLC Lending

- WPLC staff will review the OCLC lending requests in Clio and reject those that do not meet policies.
- Each request will be searched for in MelCat to see if participants have the item available. If the item is available, the request will be assigned in Clio to a holding library. The call number listed in MelCat will be placed in the request. An email will be automatically sent to the library notifying them that a request has been assigned to their account.
- Libraries should check their ILL email daily and answer lending requests in a timely manner.
- The library will check their ILS and shelves for the requested item. If able to loan, update Clio to “YesLoan,” print off the book strap and shipping label, and prepare the item for mailing. A due date of at least one month should be indicated.
 - If you are unable to lend, do NOT answer “No” to a request. In the Update Options tab, select “Notes” and enter the reason why you cannot lend. Then flag the request as “Back to WPLC” so that it can be reassigned to other potential lenders.
- The library checks out the item in their local ILS (using a generic card such as “Clio” or “Interlibrary Loan”) so that the item shows as checked out in their catalog.
- When the item is returned, the library will update Clio to “Received Back.”
- The library checks the item into their local ILS.