Filling a CDLC ILL eForm Request & Updating the Status

1. Receiving a request
   - The subject of the email will be *CDLC ILL Request*. It will come from the email, CDLC <donotreply@cdlc.org>.
     - Please add this email address to your address book so that it doesn’t go to your SPAM box.

What the eForm should look like:

2. Verify request
   - Check to see if you own the requested item and what the availability is.
     - Please read all the fields on the eForm, especially the Notes field at the bottom of the eForm (highlighted in green).
     - Did the library request multiple copies?
     - If you have trouble figuring out what the request is for, contact the borrowing library for clarification.

3. Update the Status of the Request
   - You should update the status within 4 days
     - Click on the red Update Status button located at the bottom of the ILL eForm.
     - A pop up will appear.
     - Click Yes or No and Submit.
     - This will send an automated email to the requesting library.
     - If you do not update the status after 5 days, you will get a reminder email.

4. Send via your preferred method of delivery with a copy of the paper work
   - Give a clear due date.
   - Keep record of loaned book.
   - Communicate any special procedures you would like the borrower to follow (in library use only, no renewals, over dues).

https://cdlc.libguides.com/eform_tutorials/update_status