

## To request an ILL from the Cybermobile:

Send an email to [nholmes@4cls.org](mailto:nholmes@4cls.org).

*Using "ILL Request" or "May We Borrow" (or something similar) as the subject insures that the email will be opened promptly.*

In the email, state the title, author, and call number of the item(s) you wish to borrow.

*Item ID is helpful, but not necessary.*

It is best to include the patron's ID number. However, some libraries chose not to.

The choice is yours.

- If you include the patron's ID number, the book will be sent to your library with a hold already placed for that patron. When you receive it, Workflows will say "hold for Patron X".
- If you do NOT include the patron's ID number, the book will be sent to you checked out to your library's ILL account. Upon receipt, it must then also be checked out to your patron. (However, if your library uses "discharge" to receive items in transit, this can cause problems, as discharging it will route items immediately back to the CYMO.)

If the item is available, it will be sent as soon as possible. If the item is checked out, it will be sent when it is returned, unless there are other holds waiting. Emails are always sent to the requesting library, notifying them that the book is now in transit.