# Tips for reopening your ILL service

If your library is resuming more normal ILL operations, or you're just planning to restart lending and borrowing, here are workflow and configuration suggestions to help make it a smooth transition.

Note: Some links require sign-in to the OCLC Community Center. If you don't know your Community Center credentials, reference the OCLC Support website or contact OCLC Support. And if you don't have Community Center credentials, you may request them here.

**If you will only supply COPIES and not LOANS from your physical collections…**

The following visual indicators let staff at other libraries know what your library is currently able to provide:

- If you can supply COPIES of items *only from your electronic collection* (that is, you cannot supply scans from print), leave your days to respond for LOAN requests at **20 days**.
- If you can supply COPIES from *both your electronic and physical collections*, set your days to respond for LOAN requests to **16 days**.

**To resume lending of physical items…**

- Set your library back to supplier status in the Policies Directory if you had gone to non-supplier status when your library shut down.
- Delete or disable any deflection policies that apply to all loan requests or to all formats of physical materials.

- If you adjusted your days to respond for loan requests to 16 or 20 days (as a signal that you cannot supply loan requests), be sure to change your days to respond for loans to your accurate time frame (e.g., 4 days).

- Review the REALM project information for handling of physical items.

**To resume borrowing of physical items…**

- Use the new CCOV profiled group (including the subset of CCOV libraries that are also LVIS members) to identify libraries that are open and ready to lend physical materials. You can use it in two different ways:
  - *Select the CCOV profiled group from the Holdings page* to filter the list of libraries that hold the item, so you can manually build the lender string.
  - *Or, copy the symbols from CCOV into a Custom Holdings Group* that you add to a new Custom Holdings Path, so you can send requests through automation with minimal or no staff intervention.

- **If you're using ILLiad or Tipasa…**
  - Ensure that all your patron request forms are enabled – book and other forms may have been disabled when your ILL services were scaled back or closed.

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- If you disabled any OpenURL ILL request buttons in your databases or discovery layers, re-enable them so that patrons can place their own ILL requests.
- If you turned off or edited automated patron notifications, set them up again for automated sending and/or change the wording as needed.
- Details for Tipasa are included in this [Tipasa Tip: Reopening your ILL operation](#).

We hope these tips will help you with restarting your ILL service. As always, please reach out to [OCLC Support](#) if you need any assistance from your Resource Sharing Team.