Directions for Placing an ILL Request for items not in the Polaris network

      i. Go into Patron's Library Card.

     ii. Click on Holds tab and click →New Hold.

   iii. Click Unlock. Then Unlock, again.

   iv. Fill out information for the request.

        1. *Always click on ISBN button, otherwise information does not save in that field.

    v. Place Hold.

        1. Click on box to the left of the request, and click on Convert to ILL.

   vi. Export ILL request to "Active" status, so the State Library knows you have given permission for us to work on it.

  vii. Once the State Library has worked on the request, they will either:

        1. put a note in the note tab indicating where it was sent, and when.

        2. Cancel the request and add a note to the note tab indicating why we are unable to get you your requested item.

           a. You can then: notify your patron that we cannot get this item for them and Delete the request.

Directions for Receiving an ILL Request from the ND State Library

      i. Go to Polaris Leap.

     ii. Scan the barcode given by the ND State Library into the Check In box.

   iii. You can access the requester's Library Card by clicking onto the request, just like you would on a "hold" request.

   iv. Click on the Check Out tab in the Patron's Card. Click on Special Loan. Select the due date that has been provided by the State Library.

    v. Scan Barcode that is on the paperwork. Hit Continue. Hit Continue.

   vi. Hit Complete.

Directions for Returning an ILL Request from the ND State Library

      i. Go to Polaris Leap.

     ii. Scan the barcode given by the ND State Library into the Check In box.

   iii. Return title, and paperwork to the ND State Library.

        1. The State Library will finish returning the item once it has arrived at the State Library.