IV. BORROWING ACTIVITIES

A. Logging in to Borrowing

Once you have placed requests for your patrons in Loan SHARK, you will begin receiving items from lending libraries to fill the requests. Borrowing activity screens allow you to place requests, review messages from lending libraries, receive, renew and return items.

1.	Log in as ILL Librarian. *Result:* You will see the Home screen.
2.	Click on the blue **Borrowing** button on the Home toolbar on the left. *Result:* You will see the Lending screen.

B. Receiving Items

When an item is received from a lending library, you must answer Receive in Loan SHARK before giving the item to your patron. The pull slip should arrive with the item. There are three access methods for receiving items: from the Shipped transaction list, Search, or Scan Mode.

<u>Shipped Transaction List</u>

1.	At the Borrowing screen, click on the blue **Shipped** button on the Borrowing toolbar on the left. *Result:* You will see the Shipped transaction list arranged by date, with the oldest request first and the most recent last. Each line represents an interlibrary loan request that has been shipped by the lending library. *Note:* The words in the dropdown boxes on the right side of each line do not show the current Status of the request. They show actions that can be taken at this point. *Note:* You have the option of batch answering. However, this will rarely be used in this list.
2.	Find the transaction you want to answer, then click on the arrow beside the dropdown box at the right side of the line. Highlight Receive and click the **Go!** button**.** *Result:* You will see a Receive Item form.
3.	At the Receive Item form, if the item is a returnable loan, leave the default **Loan** in the **Shipped Service Type** field and click the **Receive Item** button at the bottom of the form. Go to step 5. *Result:* You will receive a confirmation message.
4.	Occasionally, you will receive a non-returnable copy rather than an item that is to be returned to the lending library. In that case: • Select Copy non returnable from the dropdown box by **Shipped Service Type.** Add a note if necessary. • Click the **Receive Item** button at the bottom of the form. When you select Copy non returnable as a Shipped Service Type, the transaction is completed with the Receive answer. You will not be able to answer Return.

	Result: You will receive a confirmation message.
5.	Take the pull slip out of the book and file it at your library. When you return the borrowed item to the lending library, you will send the pull slip with the item.
6.	Give the item to your patron.

Search

1.	At the Borrowing screen, click on the blue **Search** button on the Borrowing toolbar on the left. *Result:* You will see the Find ILL Transaction(s) form.
2.	Transactions can be searched by title, author, call number, control number, ISBN, ISSN or Identifier. There are additional ways to limit your search. • For answering Receive when you have the pull slip in hand, the easiest way to search is by Identifier. • If you do not have a pull slip, search by title. • When searching by title, punctuation and spelling must be exactly the same as that in the request. It is easiest to search by a few title keywords. Fill in the search term in the **Find** field. Select the type of search from the dropdown box on the top right. Click the **Search** button at the bottom of the form. *Result:* You will see a transaction list with one or more items.
3.	Find the transaction in the list that you want to answer, then click on the arrow beside the dropdown box at the right side of the line. Highlight Receive and click the **Go!** button**.** *Result:* You will see a Receive Item form with Loan in the **Shipped Service Type** field.
4.	In the Receive Item form, if the item is a returnable loan, leave the default Loan in the **Shipped Service Type** field and click the **Receive Item** button at the bottom of the form. Go to step 6. *Result:* You will receive a confirmation message.
5.	Occasionally, you will receive a non-returnable copy rather than an item that is to be returned to the lending library. • In that case, select Copy non returnable from the dropdown box by **Shipped Service Type** field. Add a note if necessary. • Click the **Receive Item** button at the bottom of the form. When you select Copy non returnable as a **Shipped Service Type**, the transaction is completed with the Receive answer. You will not be able to answer Return. *Result:* You will receive a confirmation message.
6	Take the pull slip out of the book and file it at your library. When you return the borrowed item to the lending library, you will send the pull slip with the item.
7.	Give the item to your patron.

Scan Mode

1.	At the Borrowing screen, click on the blue **Scan Mode** button on the Borrowing toolbar on the left. *Result:* You will see the Scan Mode screen.
2.	Click on the blue **Receive** button on the Scan Mode toolbar on the left. *Result:* You will see the Receive Item form, the phrase "Scan barcode on the right side of the pull slip" and a box. At the bottom of the form you will see a box and the phrase **Check box to bypass the details form**. *Note:* Bypassing the details form makes the answering process faster. Seeing the form helps prevent errors in answering.
3.	Scan the barcode that is printed on the right side of the pull slip as directed. If the scanning doesn't work for some reason, type in the numbers below the barcode and press **Enter** on the keyboard. If you have chosen to view the details form, the Receive Item form appears. Click on the **Receive** button at the bottom of the form. *Result:* You will see a confirmation screen.
4.	Occasionally, you will receive a non-returnable copy rather than an item that is to be returned to the lending library. You will not be able to receive a non-returnable copy in Scan Mode if you skip the details screen. To receive a non-returnable copy in the Scan Mode, you must uncheck **Check box to bypass the details form** on the Receive Item screen. • Scan the barcode as directed in step 3. • At the Receive Item Details form, select Copy non returnable from the dropdown box by **Shipped Service Type.** • Click the **Receive Item** button. When you select Copy non returnable as a **Shipped Service Type**, the transaction is completed with the Receive answer. You will not be able to answer Return. *Result:* You will see a confirmation message.
5.	Take the pull slip out of the item and file it at your library. When you return the borrowed item to the lending library, you will send the pull slip with the item.
6.	Give the item to your patron.

C. Returning Items

When your patron has returned a borrowed item to your library, you must retrieve the pull slip for the item and then answer Return in Loan SHARK before sending the item back to the lending library. There are three access methods for returning items: from the Received Loans transaction list, Search, or Scan Modes.

Retrieving Pull Slips

1.	Retrieve the pull slip that was removed from the item before you gave it to your patron.
2.	If you can't find the pull slip, print another one to send back to the lending library with the item. Find the transaction by looking in the Shipped or Received transaction list or by searching by title. When the transaction is found, click on the Id number on the left side of the request line.

	Result: You will see the Group Transaction History screen.
3.	Click on the blue **Pull Slip** button the Borrowing toolbar on the left. *Result:* You will see a pull slip and then a Microsoft print screen.
4.	Click on the **Print** button. *Result:* A pull slip will print.

<u>Received Transaction List</u>

1.	At the Borrowing screen, click the blue **Received Loans** button on the Borrowing toolbar on the left. *Result:* You will see the Received Loans transaction list, arranged by date with the oldest request first.
2.	Find the request you want to answer, then click on the arrow beside the dropdown box on the far right of the transaction line. Highlight Return and click the **Go!** button**.** *Result:* You will see the Return Item screen.
3.	Click the **Return Item** button at the bottom of the form. *Result:* You will see a confirmation message.
4.	Fold the pull slip so that both barcodes can be scanned without unfolding. Place the pull slip in the item and return it to the lending library.

<u>Search</u>

1.	At the Borrowing screen, click on the blue **Search** button on the Borrowing toolbar on the left. *Result:* The Find ILL Transaction(s) form appears.
2.	Search by Identifier or Title and click the **Search** button at the bottom of the form. *Result:* You will see a transaction list with one or more items. *Note*: A title search is punctuation-sensitive. In addition, all words must be spelled exactly as they appear in the PAC record.
3.	Find the transaction you want to answer Return. Click on the arrow beside the dropdown box on the far right of the transaction line. Highlight Return and click the **Go!** button. *Result:* You will see the Return Item screen.
4.	Click the **Return Item** button at the bottom of the form. *Result:* You will see a confirmation message.
5.	Fold the pull slip so that both barcodes can be scanned without unfolding. Place the pull slip in the item and return it to the lending library.

<u>Scan Mode</u>

1.	At the Borrowing screen, click on the blue **Scan Mode** button on the Borrowing toolbar on the left. *Result:* The Scan Mode screen appears.
2.	Click on the blue **Return** button on the Scan Mode toolbar on the left. *Result:* You will see the Return Item screen with a line that says **Check box to**

	bypass the details form. *Note:* If you want to see detailed information about the transaction, make sure the check box on the left is cleared. Check the box if you want to save time and not view full details about each transaction.
3.	Scan the barcode that is printed on the right side of the pull slip as directed. If the scanning doesn't work for some reason, type in the numbers below the barcode and press **Enter** on the keyboard. If you have chosen to view the form, click on the **Return** button at the bottom of the form. *Result:* You will see a confirmation screen after the scan is completed.
4.	Fold the pull slip so that both barcodes can be scanned without unfolding. Place the pull slip in the item and return it to the lending library.

D. State Library as OCLC Agent

The last lender on the Loan SHARK lender string is State Library as OCLC Agent. If no Loan SHARK library can fill the request, the transaction defaults to State Library as OCLC Agent. The State Library prints a pull slip for the request, automatically answering Will Supply. Later, the State Library as OCLC Agent sends a message to your library with the note "Trying to borrow." That means the request is being placed in OCLC for your patron. The State Library receives a message in OCLC that a library is sending the item your patron requested to your library. The State Library as OCLC Agent answers Ship in Loan SHARK and adds a note with the OCLC ILL number and the name of the library sending the item. When you receive the item from the OCLC library, you must Receive the item in Loan SHARK. You must Return the item in Loan SHARK before sending it back to the OCLC library.

Receiving OCLC Items

1.	At the Borrowing screen, click on the blue **Search** button on the Borrowing toolbar on the left. *Result:* You will see the Find ILL Transaction(s) form.
2.	Type in the title in the **Find** box. When searching by title, the punctuation and spelling must be exactly the same as in the request. Sometimes it is best to type in the first few words of the title and select from the resulting list. Click the **Search** button at the bottom of the form. *Result:* You will see a transaction list with one or more items.
3.	Find the transaction you want to answer. Highlight Receive in the dropdown box on the far right of the transaction you are answering and click the **Go!** button. *Result:* You will see the Receive Item form.
4.	Click the **Receive Item** button at the bottom of the form. *Result:* You will receive a confirmation message.
5.	Remove all OCLC paperwork and file. Give the item to your patron. *Note:* The name of the patron who requested the item appears in the Patron column on the right side of the transaction list.

<u>Returning OCLC Items</u>

1.	When your patron returns the item to your library, you must answer Return in Loan SHARK before mailing it back to the OCLC library. At the Borrowing screen, click on the blue **Search** button on the Borrowing toolbar on the left. *Result:* You will see the Find ILL Transaction(s) form.
2.	Type in the title in the **Find** box. When searching by title, the punctuation and spelling must be exactly the same as in the request. Sometimes it is best to type in the first few words of the title and select from the resulting list. Click the **Search** button at the bottom of the form. *Result:* You will see a transaction list with one or more items.
3.	Find the transaction you want to answer Return. Highlight Return in the dropdown box on the far right of the transaction you are answering and click the **Go!** button. *Result:* You will see the Return Item form.
4.	In the **Note** box, type in the OCLC ILL number and the name of the lending library. The OCLC ILL number and the name of the lending library should be on the paperwork that was shipped to you with the item. • If not, use the browser **Back** button to return to the transaction list. Click on the **Id** number on the left side of the transaction on the list to get the Transaction Group History screen. • Click on **Shipped** in the Service Type column. Scroll down to see the Note with the OCLC ILL number and name of the lending library. • Click the browser **Back** button two times to go back to the Return Item form. • Copy the information to the **Note** box on the Return Item form. Click the **Return Item** button at the bottom of the form. *Result:* You will receive a confirmation message.
5.	Send the item back to the OCLC lending library.

E. Renewing Items

If your patron needs to keep a borrowed item past the due date, you can request a renewal through Loan SHARK. Requests for a renewal of OCLC books must be made at least 7 days before the due date.

1	At the Borrowing screen, click on the blue **Search by User** button on the Borrowing toolbar. *Result:* You will see the Find Patron for Transaction Search screen.
2.	Type the first letter of the patron's last name in the Last Name field and click the **Search** button. *Result:* You will see a list of patrons.
3.	Click on the name of the patron who wants to renew. *Result:* You will see a Find ILL Transaction(s) form with the patron's name at the top.
4.	Click the **Search** button at the bottom of the form. *Result:* You will see a list of transactions for that patron.
5.	Find the transaction that is to be renewed. Select Renew from the dropdown box on the right of the transaction and click the **Go!** button.

	Result: You will see a Renew form.
6.	Ask for a new due date and add any notes that are necessary. Click the **Send Renew** button at the bottom of the form. *Result:* You will receive a confirmation message. *Note:* Items that were sent to fill a Subject Request are not in Loan SHARK. Those items cannot be renewed in Loan SHARK. You must contact the lending library directly.

F. Daily Activities

In Review

If requests are incompletely submitted, they may end up in the In Review transaction list. You must do another step with the requests to submit them to Loan SHARK libraries.

1.	At the Borrowing screen, click the blue **In Review** button on the Borrowing toolbar on the left. You should get a screen with a message "Unable to show transactions: There are no items with this status." If you get this message, skip steps 2 through 5 and go on to the next Borrowing activity.
2.	You may get an In Review (Known Patrons) transaction list when you click on the **In Review** button. The transactions in the list are requests incompletely submitted by your library. Loan SHARK collects the requests in In Review. The dropdown box on the right side of the each transaction allows you to select Place Request, Deny Request or Patron Message. Patron Message is not used in Loan SHARK. There is a line at the bottom of the list "Use Defaults and Batch Process These Transactions" followed by a dropdown box with Place Request and Deny Request as possible answers.
3.	If you are answering each transaction one at a time, complete submitting the requests by highlighting the answer you want in the dropdown box at the far right of each transaction and click the **Go!** button. *Result:* You will see the Place Interlibrary Loan Request for (patron's name) form or a Deny Interlibrary Loan Request form.
4.	Click on the **Deny Request** or **Submit Request** button at the bottom of the form. *Result:* You will see a confirmation message.
5.	If you are batch answering, select the answer you want in the Use Defaults and Batch Process These Transactions dropdown box at the end of the page and click the **Go!** button. *Result:* You will see the Batch Process Interlibrary Loan Requests form.
6.	Look over the request or the Batch Process form to see if everything is correct. Click the **Submit Request** button under the **Note** box. *Result:* You will see a confirmation message.

Checking Pending Transaction List for New Messages

Pending items are requests that have been placed in Loan SHARK for your patrons and items are expected from a lender. They have been answered Will Supply or Hold Placed by a lending library.

1.	At the Borrowing screen, click the blue **Pending** button on the Borrowing toolbar on the left. *Result:* You will see the Pending transaction list, arranged by date with the oldest transactions first, most recent last. *Note:* If it is more convenient for you, you can reverse the order by clicking on the blue Date heading at the top of the column. When you see an arrow pointing up, click on the blue Date heading again. The list will re-sort and the arrow will be pointing down. The most recent activity will be first.
2.	Look for a red **NEW** above a **Scroll and Hand** icon next to the Latest Activity column. Click on the **Scroll and Hand** icon to read the message. After reading the message, click on the blue **Mark as Read** button on the bottom of the Borrowing toolbar on the left. *Results:* The red NEW will be removed from above the Scroll and Hand icon.
3.	If you need to respond to the message, return to the transaction list by right clicking anywhere on the screen and then clicking on **Back**. *Result:* You will be back at the transaction list.
4.	Click on the arrow beside the dropdown box on the right side of the transaction and select Message. Click the **Go!** button. *Result:* You will see the Message form.
5.	Type your message in the **Note** box and click the **Submit Message** button at the bottom of the form. *Result:* You will see a confirmation message.

Conditional Answers

The State Library asks lending libraries not to use the Conditional reply. However, if a lending library answers Conditional to one of your requests, the request is stalled until you reply to the conditions placed on the request.

1.	At the Borrowing screen, click on the blue **Conditional** button on the Borrowing toolbar on the left. You should see the message "Unable to show transactions: There are no items with this status for this library." If you get this message, skip steps 2 through 5, and go on to the next Borrowing activity.
2.	If a lending library sent a Conditional answer, you will get a Conditional transaction list when you click on the **Conditional** button. Look for a red **NEW** above a **Scroll and Hand** icon next to the Latest Activity column. Click on the **Scroll and Hand** icon to read the message. After reading the message, click on the blue **Mark as Read** button on the bottom of the Borrowing toolbar on the left. *Results:* The red NEW will be removed from above the Scroll and Hand icon.
3.	Return to the transaction list by right clicking anywhere on the screen and then clicking **Back**. *Result:* You will be back at the transaction list.
4.	Click on the arrow beside the dropdown box on the right side of the transaction and select Message. Click the **Go!** button. *Result:* You will see the Message form.
5.	Send a reply of Yes, accepting the conditions or No. You can enter an optional note to the lender. Click on the **Submit** button at the bottom of the form.

	Result: You will receive a confirmation message.

<u>More Lenders</u>

Requests "pause" and stop moving down the lender string after 15 lending libraries have answered Unfilled or Expired. If there are still more lenders in the string that have not been tried, a **More Lenders** (gray plus sign) icon appears beside the transaction in the Not Supplied transaction list. You will need to follow the steps below to get the request moving again.

1.	At the Borrowing screen, click the blue **Not Supplied** button on the Borrowing toolbar on the left. *Result:* You will see the Not Supplied transaction list arranged by date with most recent activity first.
2.	Look for **More Lenders** (gray plus sign**)** icons. The **More Lenders** icon appears beside requests that have lenders in the lender string that have not been tried, but the automatic referral to lenders was stopped by the referral "pause" setup after 15 lenders were tried.
3.	To continue the referral process for a selected transaction, click the **Identifier** number in the Id column. *Result:* You will see the Transaction Group History screen.
4.	Click on the blue **Mark as Read** button on the Borrowing toolbar on the left. *Result:* The red NEW will be removed from above the More Lenders icon.
5.	At the Transaction Group History screen, click on **Click Here to View Lender String.** Determine if the request is a Manual Request that you incorrectly sent to all the libraries or if it is a request for an item that many libraries own. • If it is a Manual Request incorrectly placed, follow steps 6 and 7. • If it is a request for an item that many libraries own, follow step 8. Close the Lender String screen by clicking on the **X** in the upper right corner of the screen.
6.	For a Manual Request that was incorrectly placed, at the Transaction Group History screen, click on the blue **More Lenders** button on the Borrowing toolbar on the left. *Result:* You will see the Select Institution(s) to Continue Trying screen.
7.	Click the **Uncheck All** button at the top of the list of lending libraries. Scroll to the bottom of the list and check State Library as OCLC Agent. Click **Go!** *Result:* You will receive a confirmation message and the request will be sent to the State Library as OCLC Agent only.
8.	For a request for an item that many libraries own that paused after 15 lenders, at the Transaction Group History screen, click on the **More Lenders** button on the Borrowing toolbar on the left. Follow the instructions on the page to de-select (or select back) other lenders to try. On the lower part of the form, the **Pause-referral** field lets you change the number of additional lenders to try: "Pause automatic request referral after every [number of] lenders do not fill." Click the **Go!** button. *Result:* You will see a confirmation message and the request will continue down the lender string.

Retry Answers

The State Library has requested that libraries answer Retry only to Manual Requests that were incorrectly sent to all 66 libraries in Loan SHARK. The Retry answer pauses the request and allows the borrowing library to resubmit the request correctly.

1.	At the Borrowing screen, click on the blue **Not Supplied** button on the Borrowing toolbar on the left. Look for **ILL Answer – Retry** in the Latest Activity column. If the list is long, click on the underlined Latest Activity at the top of the column. The transaction list will sort alphabetically by Latest Activity. All transactions with ILL Answer – Retry will be group together. Click on the Latest Activity for that transaction to see why the answer was Retry. *Result:* You will see the Answer Information screen.
2.	Click on the blue **History** button on the Borrowing toolbar on the left. *Result:* You will return to the Transaction Group History screen.
3.	At the Transaction Group History screen, click on the blue **Mark as Read** button on the Borrowing toolbar on the left. *Result:* The red NEW will be removed from above the Scroll and Hand icon.
4.	Decide if you want to resubmit the request. If you do, click on the blue **More Lenders** button on the Borrowing toolbar on the left. *Result:* You will see the Select Institution(s) to Continue Trying form.
5.	Make any changes necessary for the request to be filled. If you sent a Manual Request to all the libraries on the list, click the **Uncheck All** button. Scroll down to the bottom and check State Library as OCLC Agent. Click on the **Retry Request** button at the bottom of the form. *Result:* The Manual Request will go directly to the State Library as OCLC Agent.

Renew/Pending and Renew/Overdue

When you ask for a renewal on an item you borrowed, the lending library will reply either no or yes with a new due date.

1.	At the Borrowing screen, click on the blue **Renew/Pending** button on the Borrowing toolbar on the left. *Result:* You will see the Renew/Pending transaction list or the Message "Unable to show transactions: There are no items with this status for this library." If you get the Message, go on to another Borrowing activity.
2.	Look for red **NEW** above the **Scroll and Hand** icon for responses to your request to renew an item. Click on the **Scroll and Hand** icon. *Result:* You will see the Message Information screen.
3.	At the Message Information screen, click the **Mark as Red** button on the Borrowing toolbar on the left. *Result:* The red NEW will be removed from above the Scroll and Hand icon.
4.	Notify your patron with either the new due date or tell the patron that the library will not renew the item.
5.	At the Borrowing screen, click on the blue **Renew/Overdue** button on the Borrowing toolbar on the left. *Result:* You will see the Renew/Overdue Transaction list or the Message "Unable to

	show transactions: There are no items with this status for this library." If you get the Message, go on to another Borrowing activity.
6.	Repeat steps 2 through 4.

<u>Overdue Items</u>
Loan SHARK automatically changes the Status to Overdue if the request isn't answered Returned by the due date in Loan SHARK.

1.	At the Borrowing screen, click on the blue **Overdue** button on the left toolbar. *Result:* You will see the Overdue transaction list. This is a list of all items sent to your library that have been declared Overdue by Loan SHARK. Or, you may see the Message "Unable to show transactions: There are no items with this status for this library." If you get the Message, go on to another Borrowing activity.
2.	Contact each patron to remind them that they need to return the item to your library.

<u>Items Being Recalled</u>
Once a lending library sends an item to your library, they can send a Recall Message asking for the return of the item before the due date.

1.	At the Borrowing screen, click on the blue **Recall** button on the Borrowing toolbar on the left. *Result:* You will see the Recall transaction list (a list of items that the lending library wants back before the due date) or the Message "Unable to show transactions: There are no items with this status for this library." If you get the Message, go on to another Borrowing activity.
2.	Contact the patron to tell them they need to return the item to your library.

G. **Weekly Activities**

<u>Shipped But Not Received</u>

1.	At the Borrowing screen, click on the blue **Shipped** button on the Borrowing toolbar on the left. *Result:* You will see the Shipped transaction list, arranged by date, with the oldest activity first and the most recent activity last. This is a list of items for which lending libraries have answered Shipped to requests received from your library.
2.	Allowing 10 days for arrival of an item from a Loan SHARK library and 14 days for an item from an OCLC library, follow up on any item that you have not received within that timeframe. • You can send a Message on the Loan SHARK request by selecting Message from the dropdown box to the right of the transaction and click the **Go!** button. *Result:* The Message form appears. • Type your text in the box and click the **Send Message** button. • You may also send an email directly to the lending Loan SHARK library asking about the item. A list of email addresses for Loan SHARK libraries

	can be found at http://www.state.lib.la.us/Dept/UserServ/LS/contacts.htm. If it is an OCLC book, email i1lsl@pelican.state.lib.la.us.

Items Returned But Not Checked In

A transaction remains active until the lending library answers Checked In.

1.	At the Borrowing screen, click on the blue **Returned** button on the Borrowing toolbar on the left. *Result:* You will see the Returned transaction list, arranged by date, with the oldest activity first and the most recent activity last. This is a list of items for which your library has answered Returned on items borrowed but the lending library has not yet answered Checked In.
2.	Allowing 10 days for shipment through the courier service to the lending library and 14 days for an item from an OCLC library, follow up on any transaction that is not received within that timeframe. • You can send a Message on the request by selecting **Message** from the dropdown box to the right of the transaction and click the **Go!** button. *Result:* The Message form appears. • Type your text in the box and click the **Send Message** button. • You may also send an email directly to the lending Loan SHARK library asking about the item. A list of email addresses for Loan SHARK libraries can be found at http://www.state.lib.la.us/Dept/UserServ/LS/contacts.htm. If it is an OCLC book, email i1lsl@pelican.state.lib.la.us.

Canceled Requests

Requests that you are trying to cancel remain active until the lending library responds to your Cancel Message.

1.	At the Borrowing screen, click on the blue **Cancel Pending** button on the Borrowing toolbar on the left. *Result:* You will see either a Cancel Pending transaction list arranged by date with the oldest transaction first, or a Message "Unable to show transactions: There are no items with this status for this library." If you see the Message that there are no transactions, go on to another activity. If you see a transaction list, go to step 2.
2.	Lending libraries should check their Cancel Pendings every day. If you have some transactions that have the Status Cancel Pending that are more than 1 week old, contact the lending library. • You can send a Message on the request by selecting Message from the dropdown box to the right of the transaction and click the **Go!** button. *Result:* The Message form appears. Type your text in the box and click the **Send Message** button. • You may also send an email directly to the lending Loan SHARK library asking about the item. A list of email addresses for Loan SHARK libraries can be found at http://www.state.lib.la.us/Dept/UserServ/LS/contacts.htm.

.