

Your library receives an ILL request for a title in your library's collection. The ILL request shows the requestor's name and the borrower institution as NCCCS. What do you do?

1. Do a [Directory search](#) first on the NCCCS web site
 - a. This will help confirm that the requestor is a System Office employee
 - b. If the person's name shows up in the NCCCS Directory list, then you send the ILL to the Director of Library Services, using the mailing address that is noted on the [Library Services page](#)
 - c. Please mark the mailing envelope "ILL" so that it's handled expeditiously by the Director of Library Services (It doesn't hurt to send an email to the Director of Library Services, so that she knows to be on the lookout for an ILL headed to the System Office)
2. Use the **Display User wizard** in WorkFlows
 - a. Click on the **User Search helper**
 - b. Enter the requestor's name as your search term
 - c. Look for the Library name listed in the requestor's patron record
 - d. Send the ILL to that Library