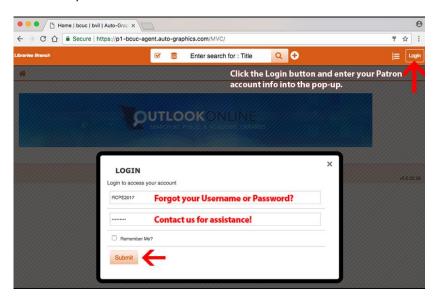# How do Reading Centre's submit ILL requests?
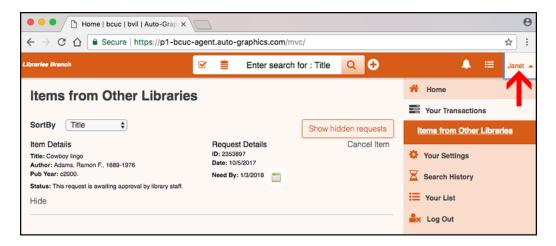
Watch an updated refresher tutorial on how to search & submit your requests as a Reading Centre patron. [includes sound] **[10m;26s ; MP4]:**

https://ill.bceln.ca/sites/ill.bceln.ca/files/misc_files/Reading_Centre_Refresher.mp4

1) Go to the **BVIL OutLook OnLine**: **https://bcuc-agent.auto-graphics.com/mvc/?cid=bcuc&lid=bvil&reset=force**

2) **LOGIN** with your **Patron account**. Please **contact us** <https://ill.bceln.ca/contact> if you've forgotten your account or password.

Click the Login button and enter your Patron account info into the pop-up.

LOGIN
Login to access your account

RCPE2017   Forgot your Username or Password?

Contact us for assistance!
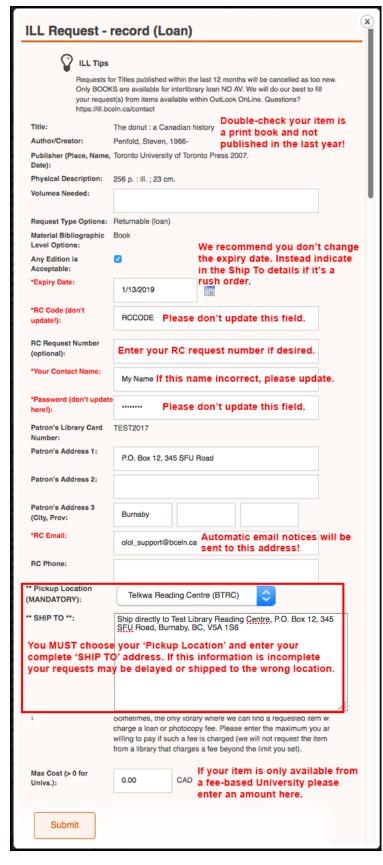
Remember Me?

Submit

3) To view the status of your current requests, make sure you're **logged in according to Step 2** above. Then click your reading centre staff display name in the top right-hand corner, eg. "Janet", and choose **Your Transactions > Items from Other Libraries** (click "Show hidden requests" if necessary).

Items from Other Libraries

SortBy Title

Item Details   Request Details   Show hidden requests
Title: Cowboy lingo   ID: 2353897   Cancel Item
Author: Adams, Ramon F., 1889-1976   Date: 10/5/2017
Pub Year: c2000.   Need By: 1/3/2018
Status: This request is awaiting approval by library staff.

Hide

Home
Your Transactions
Items from Other Libraries
Your Settings
Search History
Your List
Log Out

4) To request new items, **Search** for the item you wish to request. Check-out our **Tips for Searching Guide** <https://ill.bceln.ca/search_tips> or the video refresher tutorial above if necessary.

5) Once you have found the **Title** or record you'd like to request you can choose **Full Details** or click on the "**Request This Item**" button to bring up the request form.

6) Complete your request form and hit **Submit**. Many account details including your **RC Code** and **Password** will already be pre-filled (do not change these on the form)**.**

   Most importantly follow the updated instructions on the form!

ILL Request - record (Loan)

ILL Tips

Requests for Titles published within the last 12 months will be cancelled as too new. Only BOOKS are available for interlibrary loan NO AV. We will do our best to fill your request(s) from items available within OutLook OnLine. Questions? https://ill.bceln.ca/contact

Title:	The donut : a Canadian history
Author/Creator:	Penfold, Steven, 1966-
Publisher (Place, Name, Date):	Toronto University of Toronto Press 2007.
Physical Description:	256 p. : ill. ; 23 cm.
Volumes Needed:	

Double-check your item is a print book and not published in the last year!

Request Type Options:	Returnable (loan)
Material Bibliographic Level Options:	Book
Any Edition is Acceptable:	☑
*Expiry Date:	1/13/2019

We recommend you don't change the expiry date. Instead indicate in the Ship To details if it's a rush order.

*RC Code (don't update!):	RCCODE **Please don't update this field.**
RC Request Number (optional):	**Enter your RC request number if desired.**
*Your Contact Name:	My Name **If this name incorrect, please update.**
*Password (don't update here!):	••••••• **Please don't update this field.**
Patron's Library Card Number:	TEST2017
Patron's Address 1:	P.O. Box 12, 345 SFU Road
Patron's Address 2:	
Patron's Address 3 (City, Prov:	Burnaby
*RC Email:	olol_support@bceln.ca **Automatic email notices will be sent to this address!**
RC Phone:	
** Pickup Location (MANDATORY):	Telkwa Reading Centre (BTRC)
** SHIP TO **:	Ship directly to Test Library Reading Centre, P.O. Box 12, 345 SFU Road, Burnaby, BC, V5A 1S6

You MUST choose your 'Pickup Location' and enter your complete 'SHIP TO' address. If this information is incomplete your requests may be delayed or shipped to the wrong location.

: Sometimes, the only library where we can find a requested item will charge a loan or photocopy fee. Please enter the maximum you are willing to pay if such a fee is charged (we will not request the item from a library that charges a fee beyond the limit you set).

Max Cost (> 0 for Univs.):	0.00 CAD **If your item is only available from a fee-based University please enter an amount here.**

Submit

✕ **RC Code (don't update!):** Do not update this field as this can interfere with other functions such as Statistics.

✓ **RC Request Number (optional):** If desired you can update your internal RC request number here (not in the RC Code field).

✓ **Pickup Location:** You **must choose** your location from the drop-down as this is used by some Lender libraries to accurately ship your items and is separate from the Ship To field.

✓ **** SHIP TO ** NO Patron info!!:** This entire field is copy & pasted into a note for some Lenders to use during shipping. If this info has to be edited to add missing information or remove patron info, it slows down approval.

Example of Ship To info format:

Ship directly to EastShore Community Reading Center PO Box 85 Crawford Bay BC V0B 1E0

✓ If the item is being requested from a University that charges fees, please update the "Max Cost (> 0 for Univs.)" field with an amount. Fee amounts here: https://ill.bceln.ca/fees

Have any questions or would like to suggest additional changes to the forms?

Please **contact us** <https://ill.bceln.ca/contact> directly.

Want to change your Password?

Use our **FAQ** <https://ill.bceln.ca/faq-password>.

If you forget your password for your patron account it can now be reset. Please **contact us** <https://ill.bceln.ca/contact> to request a new password.