

**Recommended delivery process procedures:**

1. For items requested by **Offline ILL Libraries**

Please **CHECK OUT** items and **send them directly** to the requesting Offline ILL library **OR** to the library designated to accept deliveries for the requesting library.

**Here is the link to:** [Print Delivery Labels](#)

**Here is the link for an up-to-date list of:** [Offline ILL Libraries](#)

2. For items requested by **Correctional Facilities**, with a pickup location of **SEO**, **DO NOT check the items out. Send the items directly to SEO.**

3. For items requested by **3-letter code Member libraries**,

**DO NOT** check the items out.

Send the items directly to the requesting 3-letter code library **OR** to the library designated to accept deliveries for the requesting library.

**Here is the link for an up-to-date list of:** [3-letter code Member libraries](#)

There is also a flow chart available on our support site to help library staff better understand the delivery process.

The flow chart makes the delivery process easy to understand on whether items need to be checked out or not, and where items need to be sent.

By following the flow chart the number of items being sent to SEO should be greatly reduced.

This, along with the decreased amount of time that items spend in transit, should also help decrease the number of items being lost or damaged.

If you should have any questions, please contact SEO.