

FAQ

Online Lending Library

Q1. What is Online Lending Library (OLL)?

A: OLL is a facility initiated for insurance professionals residing outside Mumbai. In OLL; members can request to issue/return a book online & the books will be delivered/collected to/from their correspondence address at no extra cost.

Q2. What are the library's hours?

10:00 hrs to 18:00 hrs (Monday to Friday)

10:00 hrs to 14:00 (Saturday)

Library will be closed on Sunday and Public Holidays.

Q3. What are OLL Fees?

Membership	Refundable Security Deposit (in Rs)	Annual Fees * (in Rs)	Issue Limit
Individual	2000.00	500.00	2 books
Institute / Academic	15000.00	5000.00	3 books
Corporate	25000.00	10000.00	4 books

* Service Tax as applicable

Q4. What are OLL services?

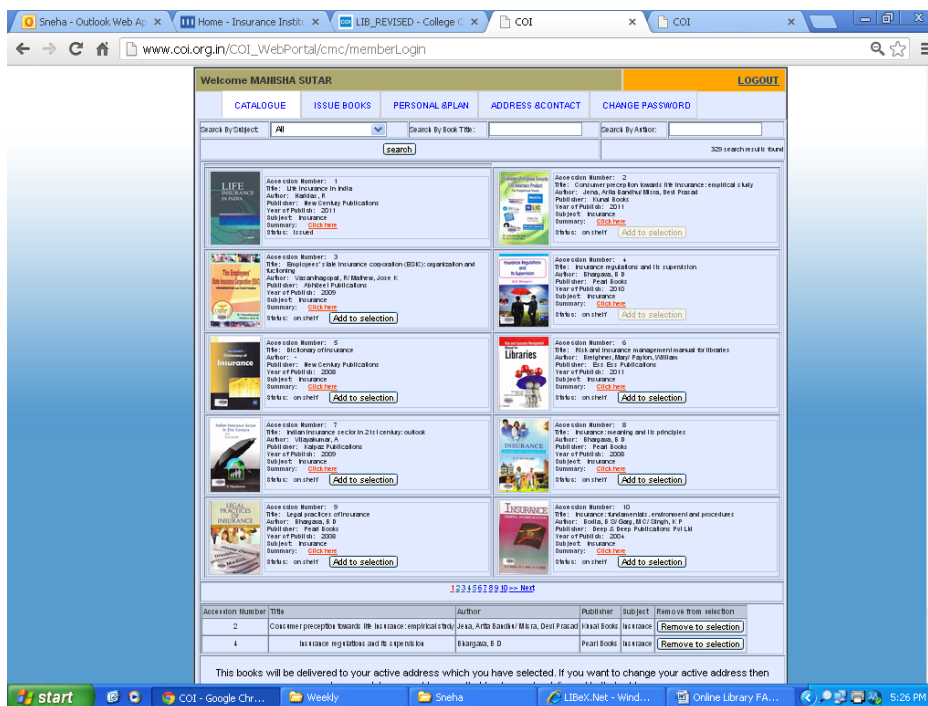
- Free home delivery & pick up of books.
- Delivery within 48 hours from order.
- Books can be kept for one month & renewed for another one month.
- Late fee will be charged Rs.10/- per day thereafter which the member has to pay alongwith the renewal fee of membership or will be deducted from Security Deposit in case of termination of membership.

Q5. How to become a member of OLL?

Click on 'library' on homepage of III. Then click on 'Online Library' option. Membership screen will appear. Click on 'new membership'. Fill in your details & make a payment through billdesk. After successfully making a payment you will receive your login details through an auto mail & sms. After entering your login details in member login you can access OLL.

Q6. How do I issue book?

1. Login in your online library profile with id and password provided.
2. After login you will get below screen-



3. Select the books as per your issue limit. Once your issue limit is over; system will not allow you to select other books. Message will appear 'you have select maximum no of books' on your selection.
4. All selected books will appear in one table as shown in above screen to confirm your selection.
5. Click on 'Issue only' to confirm your selection. In case of change of address click on "update address and issue book".
6. After click on – 'issue book only' you will get the message – 'Are you sure want to issue this books?'
7. Once the process is over; book request will be send to admin for approval. Library will arrange to send the books to you through courier on mentioned address within next 48 hours.
8. If there is reservation for requested book; library will have the right to reject the book request with a valid reason.

Q7. How do I return my books?

1. Login in your online library profile with id and password provided.
2. Go to 'Issue Books' and click on the 'Return' button against the books which you want to return.

3. The library will get the message of your return request and arrange pickup from your mentioned address within next 48 hours of request.

Q8. How do I renew my books?

1. Login in your online library profile with id and password provided.
2. Go to 'Issue Books' and click on the 'Renew' button against the books which you want to return. The button will be activated seven days before the due date of book.
3. The book will be renewed by library only prior to no reservations received for the book, else the renew request will be rejected by library & member will have to return the book to library.

Q9. Can I suggest/recommend a book?

Yes. Members can suggest/recommend a book to the Library in 'suggest a book' option

Q10. If I forgot the password?

For New password please click on 'Forget Password'.

Q11. If the book is damaged by particular member?

If the book is damaged, the damage fees will be charged from particular member. After the book is received by library; damage amt. will be decided based on damage to the book & member will receive sms and email towards payment of damage fees. The library profile will be deactivated on damage of books and same will be activated only after payment of damage fees through billdesk.

Q12. What are the rules of the library?

Please see the below link for library rules

<http://www.coi.org.in/downloads/library/Policies%20page.pdf>

Q13. How to reach library?

Postal Address

Library

Knowledge Management Centre

Insurance Institute of India

G Bloack, Plot No C-46,

Bandra-Kurala compelx,

Bandra – East, Mumbai 400 051

Phone – 91 22 2654 4290

Email – library@iii.org.in

Website – www.coi.org.in