<http://hatborolibrary.org/interlibraryloan/>

**How do I place an Interlibrary Loan (ILL) request?**

First, search our [**catalog**](https://hatboro.biblionix.com/catalog/) for the title you want. If we don’t own it, you can submit a request using an active Union Library card. You may contact the library staff for assistance in placing a request, by phone or in person.

You can place a request yourself at any time by accessing your account at our catalog homepage (<https://hatboro.biblionix.com/catalog/>). Here’s how to place a request:

* Log into your account at the top right corner of the catalog page.
* Click the button, ‘My Account’ at the top right.
* Click the tab, ‘Reserves / Requests’
* Click the word “Request” here: *Is the library missing something? You can request that we purchase it or borrow it from another library (Interlibrary Loan / ILL).*
* Enter the Title and Author, and choose an item type. Under additional information, you can leave us a note if you want to give us additional details.
* Hit “Send Request.”

That’s it. If we have a question about your request, we will contact you. If you have trouble with these steps, you can ask us for help.

**How long will it take to receive my item?**

The time it takes to receive an ILL varies, but often we receive an item about *two weeks from receiving your request*. Please be patient and understand that the steps required in completing an ILL include; locating a library who owns the item and is willing to lend it, then shipping it and processing time at both libraries.

Once your request becomes available for pick-up at Union Library, you will be notified by telephone, text or email, according to your preferences.

**How it works (checkouts, returns, loan periods, and more)**

The length of the loan period is set by the library that loans us the item. We’ll tell you the due date when you pick up the item. *It’s usually around 2-3 weeks*. Sometimes libraries will allow a renewal. You can ask Union Library staff about renewals during library hours.

Interlibrary loan items checked out from Union Library must be returned here.

If you borrow an item and lose or damage it, you will be billed to replace it in the amount named by the lending library.

**Eligible items and restrictions**

Movies, audiobooks, music, and other items are eligible for interlibrary loan requests.

We are unable to place requests for newly published titles, or books that are currently in high demand. Items are usually not loaned out until they’re at least six months old. Libraries hang on to their books during a period of great popularity, and in that case we usually buy our own copy.