How to Place an Interlibrary Loan (ILL)

What is Interlibrary Loan (ILL)?

Interlibrary Loan is a system that libraries nationwide participate in, which allows their patrons to borrow from a larger network and obtain items that, for various reasons, are not available within their own library system.

Who can use ILL?

At the Benbrook Public Library, library cardholders can use the ILL system to borrow materials that are not available at BPL. Basically, if you can request an item from our library, we will not be able to send a request through ILL.

So, before you decide to place an ILL request, please check to see if the desired item is in our catalog.

Patrons can have ten active ILL requests at a time (a request is considered active from the moment it is made to the day after the item is returned by the patron).

What does an ILL cost?

Generally speaking, patrons can use ILL at no cost. On rare occasions, however, if an ILL cannot be obtained for free, the patron will be responsible for any necessary shipping costs. Also, any fees assigned by the lending library for lost or damaged materials will be charged to the borrowing patron's account.

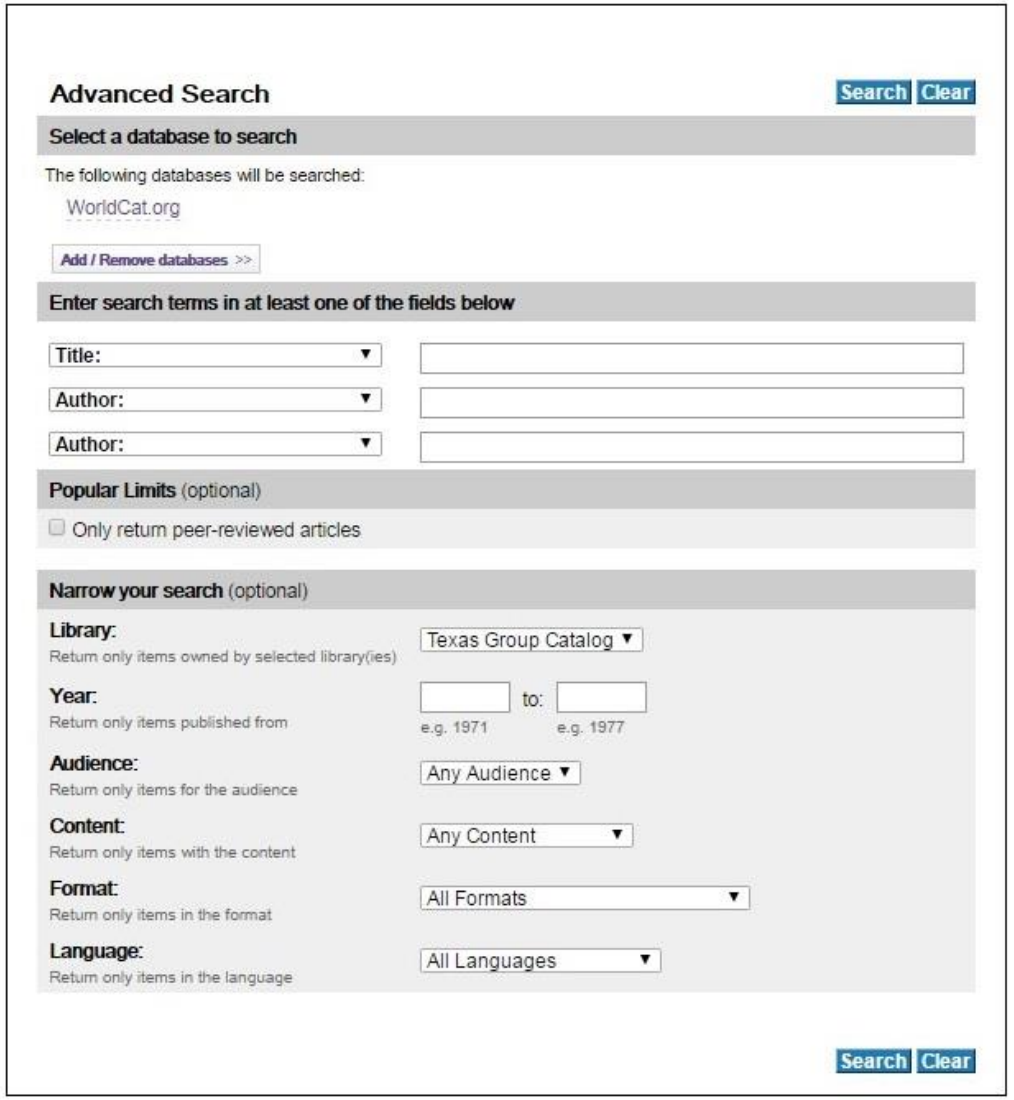
If you would like to review the library's ILL policy, it can be found on the library website, or through this link: https://benbrooklibrary.libnet.info/images/pdfs/benbrooklibrary/ILL-Policy-2016.pdf

Step 1: The Website

Follow this link to the Texas Group Catalog:
http://texasgroup.worldcat.org/advancedsearch

Step 2: The Search

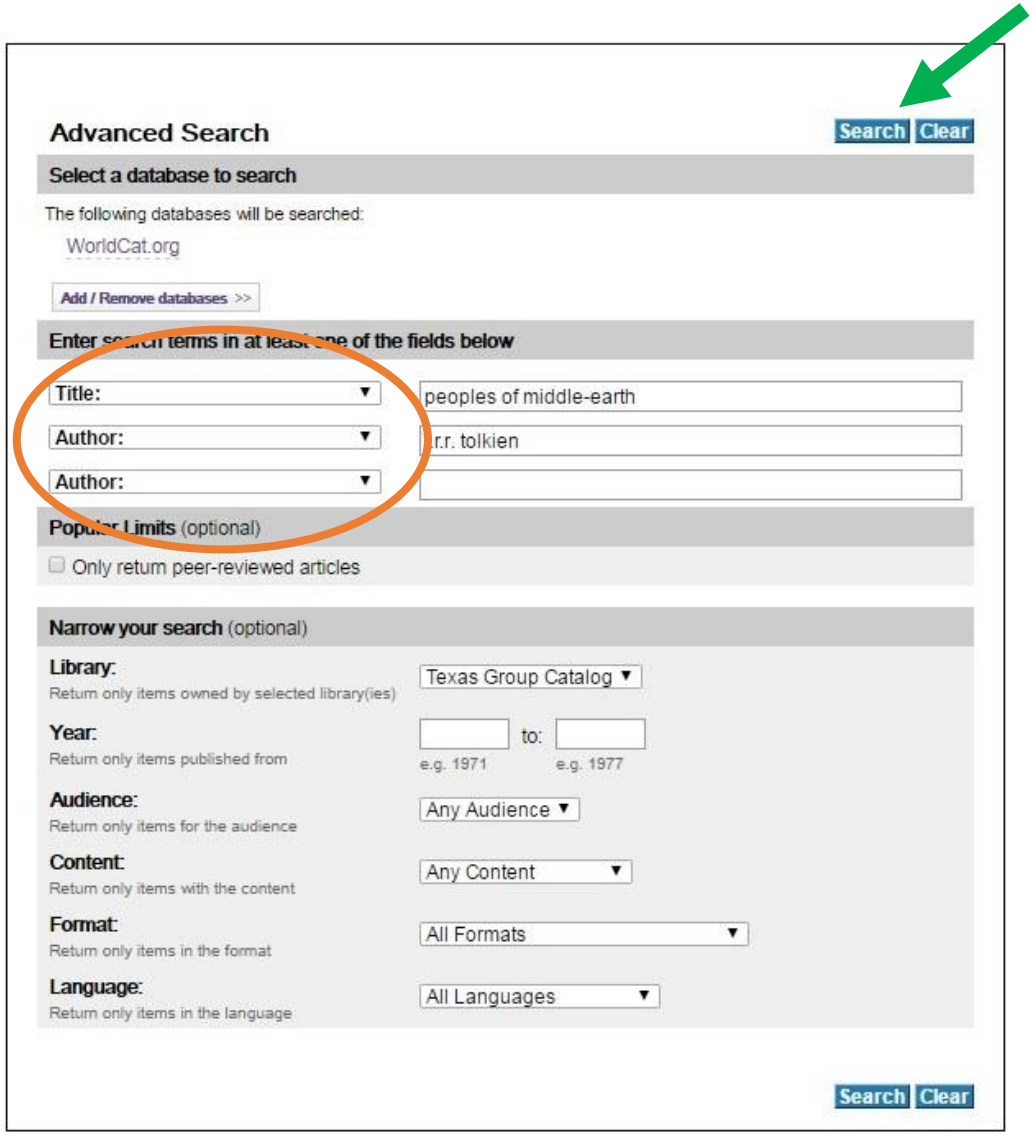
Use the advanced search feature to find the title you are looking for. The more information you give, the easier it will be for the database to pinpoint your title. However, title and author, or subject are usually sufficient.



Step 2: The Search, continued

Use the drop down options to specify what type of information you are placing in each search box. Options include: title, author, ISBN, keyword, and subject.

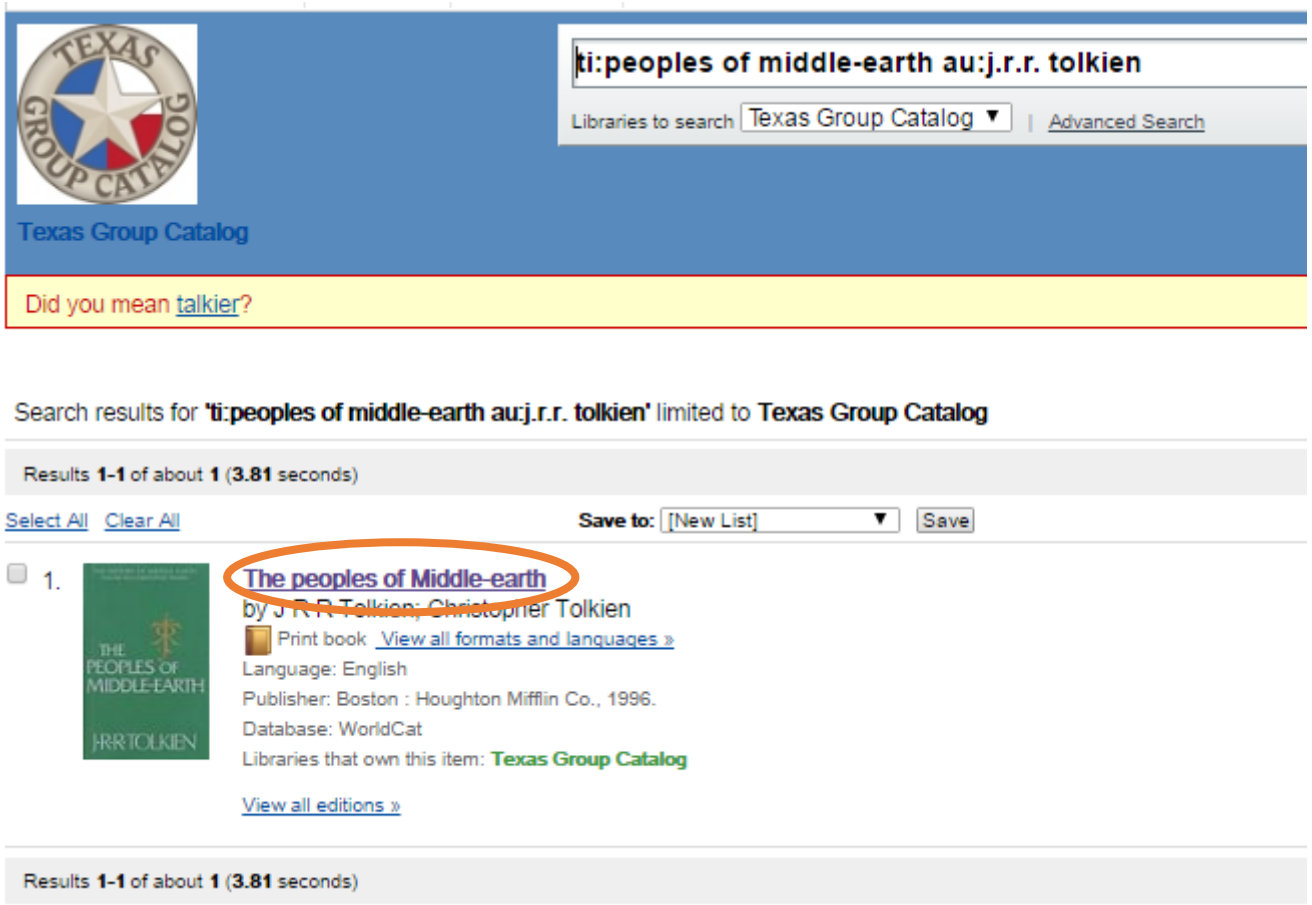
Once you have inserted all the appropriate information, click search.



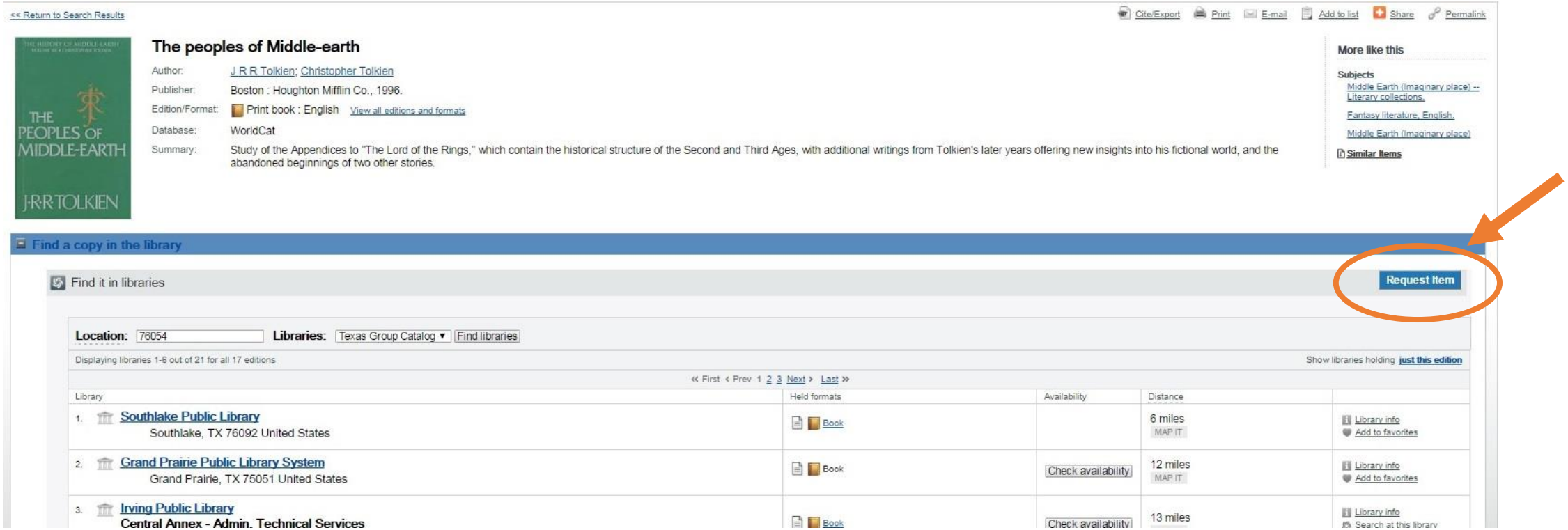
Step 3: Finding the Appropriate Item

Once you've clicked search, the catalog will bring up all the titles that match your search criteria. Click on the title of the item you would like to borrow.

If your search does not yield any results, or the results you desire, try changing your search criteria by giving more or less information. And remember, if you ever have trouble finding a title, feel free to contact the library for assistance.



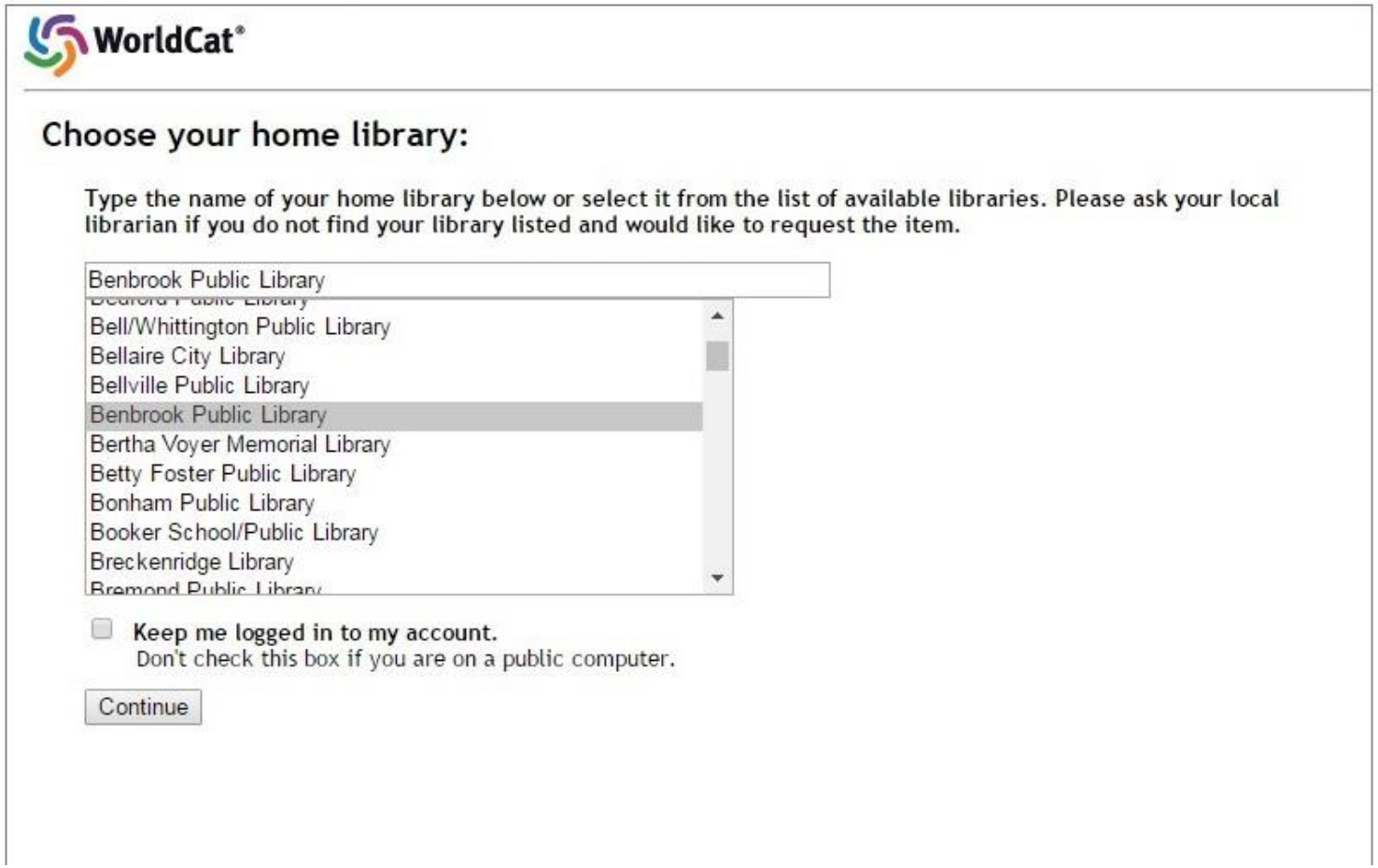
Step 4: Requesting the Item



Clicking on your item will bring up its detail page. This will give you specific information about the item, including a list of libraries near your area that own the item. It also allows you to request the item at this point. So, once you confirm this is the correct item, click on Request Item.

Step 4: Setting Your Home Library

Once you request the item, the catalog will ask for your home library. Find Benbrook Public Library on the list and click it. Then click Continue.



Step 5: Logging In

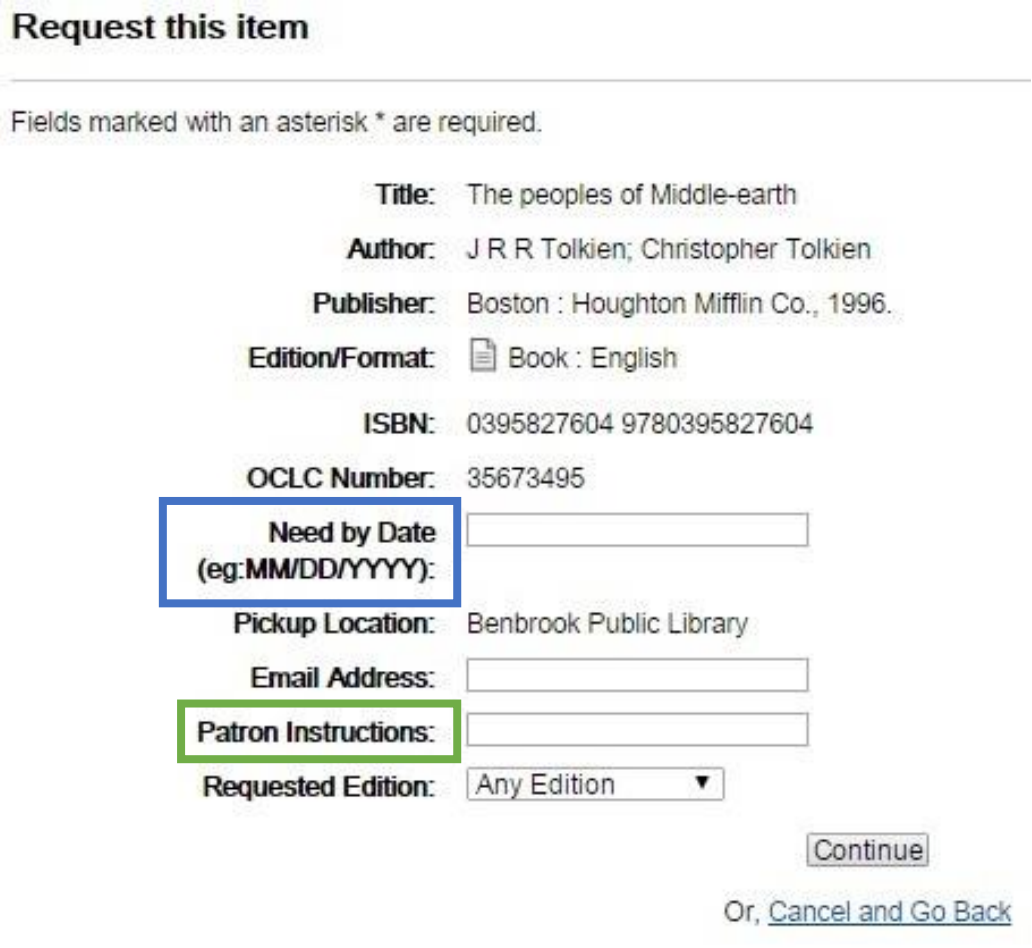
The catalog will then ask for your login credentials. This is your library card number. Note that your PIN number is the password you normally use to log in to your library account. If you have never changed this password, it is the last four digits of your library card number.

Step 6: Confirming Your Request

Once you are logged in, the catalog will ask you to confirm your request once more and give you a few final options. Here's what they mean:

Need by date: If there is a specific date after which you do not need the item, then you may put that date here. Once this date is past, the catalog will discard your request. If you leave this information blank, the system will keep your request active until either there are no libraries willing to lend the item or the request has been inactive for six months. Unless you have a strict deadline by which you need the item, we recommend setting this date to at least three weeks in the future.

Patron instructions: If you have any special requests to the lending library, or you would only like a specific edition of the book, you can place that request here.



Step 7: Confirmation Page

Once you have placed your request, the system will give you a confirmation page with the identification number for your request. Congratulations! Your part is done. You'll receive an automated confirmation email from noreply@vdxhost.com

From here, our library will receive a notification about your request, and we will take care of the final steps. You will receive an automated email from noreply@vdxhost.com when your item is ready to be picked up, and the library will contact you if there are any issues with your request.

* Please note, while we will make every attempt to fulfill your request, there are occasionally times that it cannot be filled based on the loan policies of the lending library. If this is the case, the library will let you know if we are unable to fill your request.*

Please feel free to contact the library at any point if you have questions about your request.

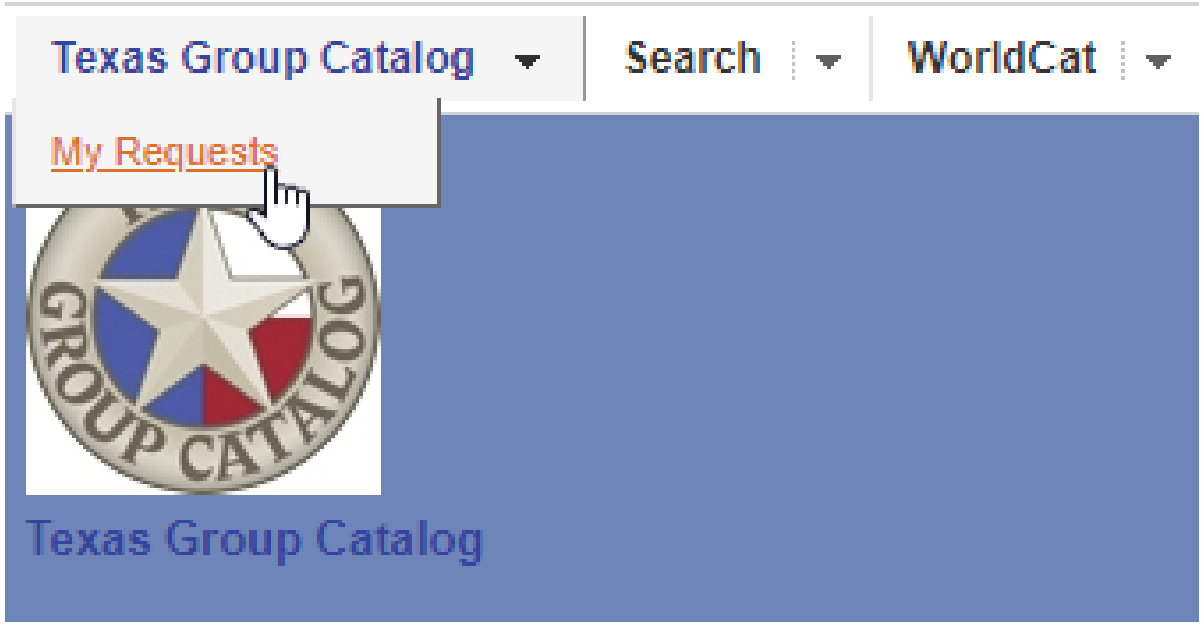
Step 8: Check Your Request Status

If at any point you'd like to check on the status of your request(s), in the top left corner of the page on which you search for items, hover your mouse over "Texas Group Catalog," then click "My Requests."

When you are asked to select your home library, Benbrook Public Library should already be selected. Click "Continue."

On the login screen, enter your library barcode number and your PIN number (the last four digits of your barcode number, unless you've changed it).

You'll now be able to see any active requests you have and their current status. "Pending" means the request is awaiting a lender and hasn't yet been shipped, "Shipped" means the item is on the way to us, and "Received" means we have received the item and it may be picked up, if you haven't already picked it up from us.



If you have questions or need further assistance, contact us!

Phone: 817-249-6632
E-mail: reference@benbrooklibrary.org
Facebook: facebook.com/BenbrookLibrary

Benbrook Public Library