What is Interlibrary Loan and how does it work?
Participating libraries establish agreements with one another to share materials to supplement their own collections. If UNO Library does not own the research materials you need, there is a good chance another library will be willing to lend it to you through UNO Library. All current UNO faculty, staff and students are eligible to receive Interlibrary Loan services. To establish your Interlibrary Loan account, go to the Library's homepage and click on “Interlibrary Loan”.

What kinds of materials can I order through Interlibrary Loan?
Users can request any research materials which UNO Library does not own. The most commonly received items are books and journal articles. Audio visual materials can also be borrowed, but keep in mind that some items—particularly rare or old items—can be difficult to obtain.

How do I know if the library already owns the item I want?
Before submitting an Interlibrary Loan request you should always check the library catalog, which can be found on the library’s home page. Make sure to do a “periodical title” search to see if the library owns the journal in which your article request is published.

How much will it cost for me to use Interlibrary Loan?
The library absorbs the entire cost for Interlibrary Loan services. There is no charge to the Interlibrary Loan user.

How many requests can I submit at one time?
There is no limit to how many requests you may submit. If you are submitting book requests keep in mind that they are likely to come in about the same time and be due about the same time, so it is best not to request more than you think you’ll have time to look at.

Can I use Interlibrary Loan instead of buying my textbooks?
Interlibrary Loan is a research support service, not a replacement for purchasing textbooks used in UNO classes. Interlibrary Loan books can usually only be kept for 3-4 weeks with a possible 2 week renewal. Repeat requests will not be honored. Many professors will place a copy of the class text on Library Reserve if asked which can help defray textbook costs.

How long will it take to get the materials I've ordered?
Processing and shipping times vary. However, most books can be obtained within about two weeks. Most articles can be obtained within about one week.

Where do I pick up my orders?
Most articles will be sent directly to your ILL account in .pdf format. (You will receive an e-mail notification to logon to your account to retrieve the document.) Articles which cannot be delivered electronically will be held at the Library Public Services Desk for pick up. Books and other returnable items can be picked up at the Library Public Services Desk. You will need your UNO ID card in order to pick up these materials. All Interlibrary Loan users must pick up their own materials except in the case of a faculty proxy.

How long can I keep Interlibrary Loan materials?
Loan times are set by the lender so they can vary. However, most books can be borrowed for 3-4 weeks. Most libraries will allow one 2-week renewal.

How do I renew Interlibrary Loan materials?
Renewals should be requested through your ILL account before the due date. In ILLiad, select ‘View Checked Out Items’. Click on the transaction number for the item you want to renew. Click on the red text above the record.

What if I forget my username or password?
If you forget your Interlibrary Loan login information, send an e-mail to libill@uno.edu to have it reset.

Who do I talk to if I'm having a problem with my Interlibrary Loan account?
The Interlibrary Loan office is open 8 am to 4:30 pm Monday through Friday. To speak to an Interlibrary Loan staff person, just ask at the Library Public Services Desk. You can also reach us by phone: 280-6548 or e-mail: libill@uno.edu.