Interlibrary Loan Frequently Asked Questions

What materials can be requested?
Feel free to try to request any type of material your patron needs. The SEO interlibrary loan staff will try to find a lender.

How do I make a request?
If your library uses the Referral Center, you can request interlibrary loans through that website. Otherwise, you can complete the interlibrary loan forms on the SEO website.

What is the Referral Center? How can my library use it?
The Referral Center is a free web-based management platform where library staff can place, renew, and return interlibrary loan requests for their users.

If your library currently does not use the referral center and are interested in using it, please e-mail Paula Clark (pclark@library.ohio.gov) or open a ticket.

Are there any fees to borrow material?
SEO staff select libraries that do not charge borrowing fees. We try to borrow from Ohio libraries that are on Priority Dispatch. However, if there is an item with a fee, SEO will contact you to ensure that you are okay with the fee. Your library will be billed directly.

Who is responsible for the material?
The American Library Association's RUSA Interlibrary Loans Library Code (4.9) states that the borrowing library will be responsible for the item once is mailed and until it is returned to the lending library.

Can I order multiple copies for a book club?
Yes. In the title field, please input the number of copies you would like.

Can ILL materials be renewed?
Yes, interlibrary loan materials can be renewed if the lending library allow it.

I received an unfilled notice. Can I request the item again?
Yes, feel free to try to request the item again. If there are additional lenders, SEO staff will ask to borrow the material from them.

Where do I return the material?
Return the material to the lending library. Most items come with a return label. If it does not, you can print your own labels through WorldShare or contact the ILL staff for an address.

We have more help documents about ILL available on our support site.