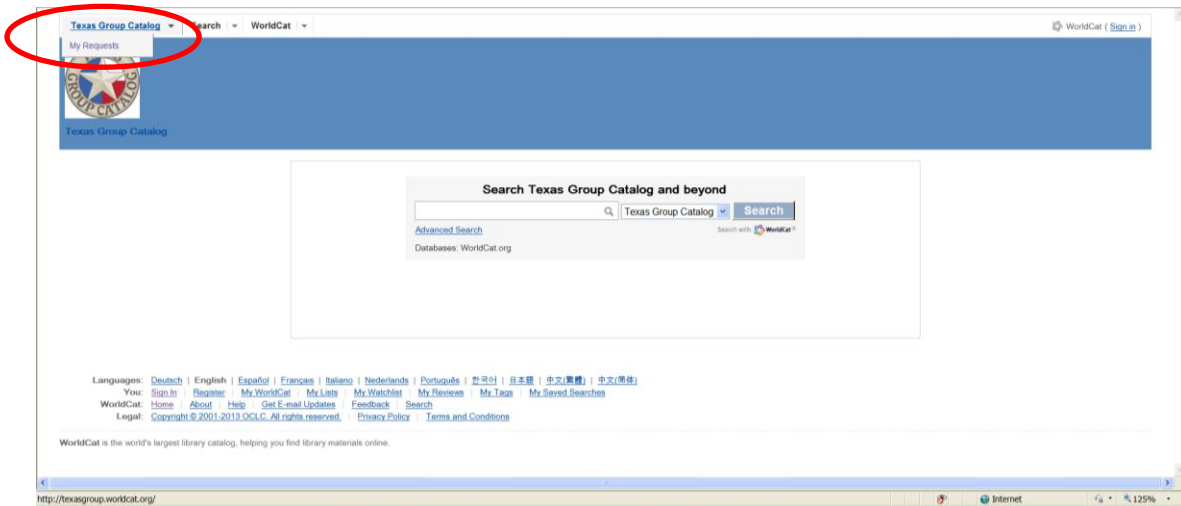
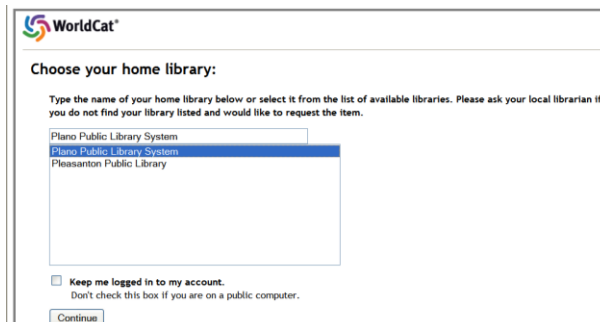


Viewing an Interlibrary Loan Request (ILL)

1. On the left side at the top of the Texas Group Catalog logo, Click on the drop down arrow next to Texas Group Catalog on the toolbar and select **My Requests**.

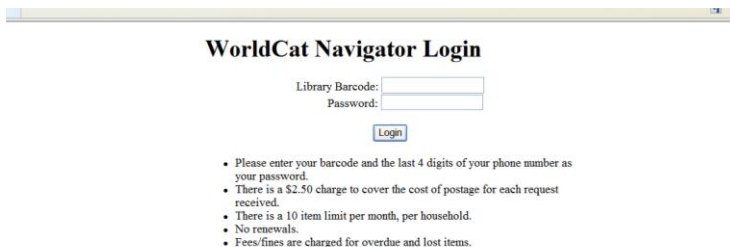


2. At the “Choose your home library” prompt, type **Plano Public Library System**. Highlight Plano and click **Continue**.



The screenshot shows the 'Choose your home library' prompt on the WorldCat website. It includes a text input field where 'Plano Public Library System' has been entered. A dropdown menu is open, showing 'Plano Public Library System' highlighted. Below the input field is a checkbox labeled 'Keep me logged in to my account.' and a 'Continue' button.

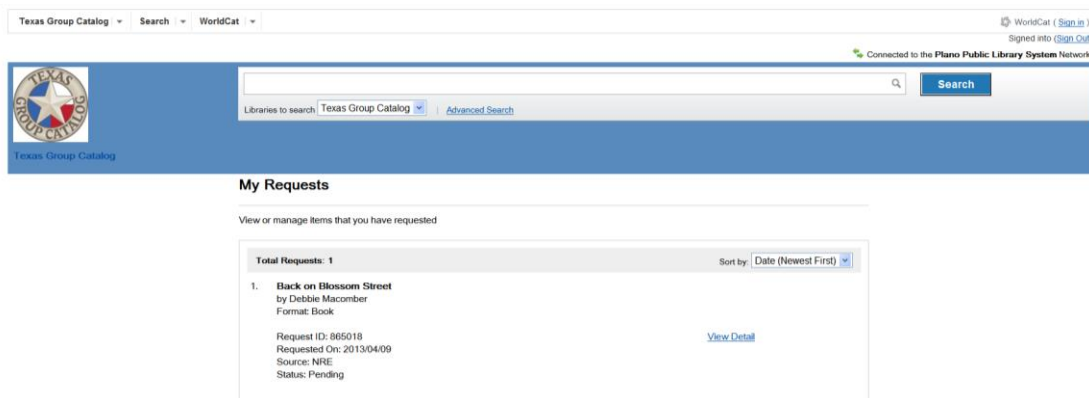
3. At the “WorldCat Navigator Login” prompt, enter your **library barcode number** and the **last 4 digits of your phone number** as your password. Click **Login**.



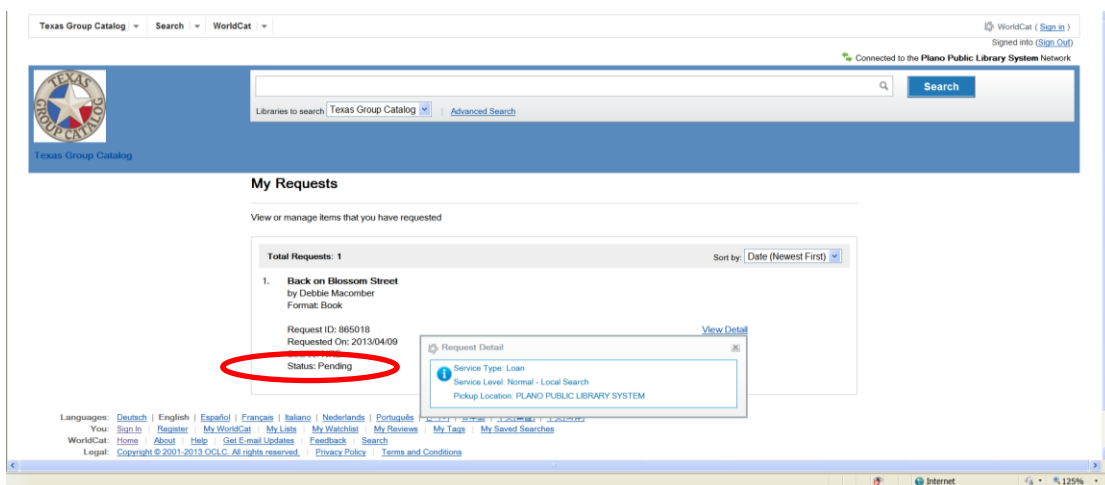
The screenshot shows the 'WorldCat Navigator Login' form. It has two input fields: 'Library Barcode:' and 'Password:'. Below the fields is a 'Login' button. A list of terms and conditions is displayed below the login button:

- Please enter your barcode and the last 4 digits of your phone number as your password.
- There is a \$2.50 charge to cover the cost of postage for each request received.
- There is a 10 item limit per month, per household.
- No renewals.
- Fees/fines are charged for overdue and lost items.

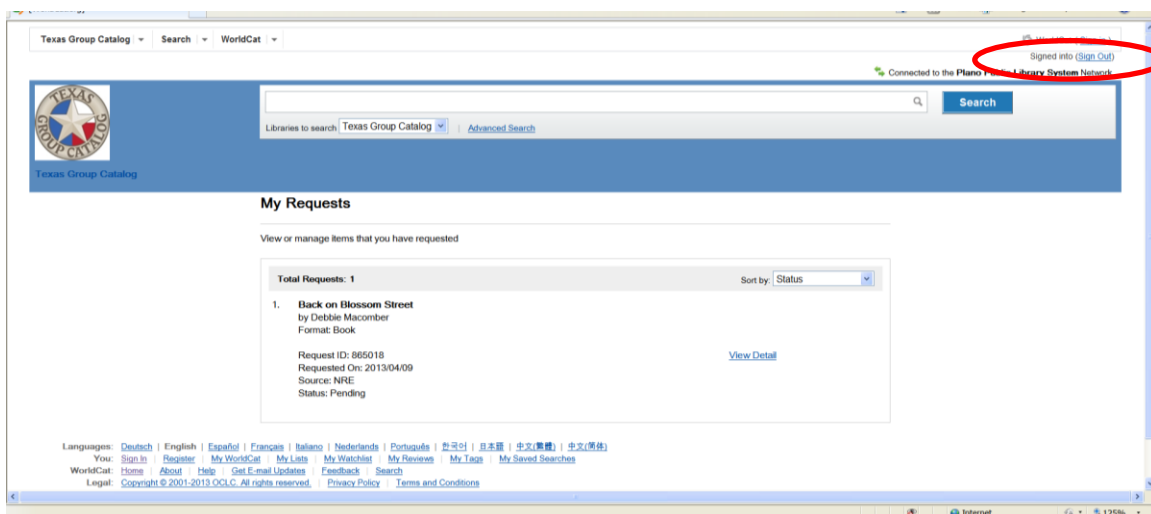
4. All your requests will appear on the screen. See below for example.



5. Each request will have a status about where it is in the process. All requests will show the pickup location as Plano Public Library System but the item will be sent to the library you selected when the request was placed.



6. Don't forget to Sign Out when you are done reviewing your requests. Click "Sign Out" in the top right corner.



Status of Interlibrary Loan Request

- **CANCELLED** – Request has been cancelled by possible lending libraries. It is not available for lending by any library.
- **PENDING** – Request has been made and has been requested from other libraries.
- **IDLE** – There is a problem with the request and ILL staff needs to review it. Possible problems: PPLS owns item, Duplicate request.
- **IN PROCESS** – Request is being processed by a lender. Item has NOT been shipped.
- **LOST** – Requested item is not available because it is lost.
- **NEW** - Request sent for Interlibrary Loan staff approval.
- **NOT SUPPLIED** – Request has reached a stage where it cannot be filled by a lending library.
- **OVERDUE** – The lending library is notifying Plano Public Library System the item is due back to them. It is not necessarily overdue in the patron's library account.
- **RECALLED** – Even though the item was sent to Plano, the lending library needs it back as soon as possible.
- **RECEIVED** – Item has been received at the Interlibrary Loan office. Item will be available to the patron when there is an ILL hold in the patron's library record. Patron will receive a notification just like any other hold when the item is ready for pick up at their requested library.
- **RENEWAL REQUESTED** – Request has been made for renewal from the lending library. Most libraries DO NOT renew items.
- **RETURNED** – Item has been checked in and returned to the lending library. It will be removed from your Navigator account once the lending library receives and completes it in the Texas Group Catalog Navigator system.
- **SHIPPED** – Item has been shipped to the Interlibrary Loan Dept. at Plano Public Library (PPL). The item is NOT here but a library is lending the item to PPL.