

Status of Interlibrary Loan Request (ILL)

- **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.