

Plano Public Library FAQs – Interlibrary Loan (ILL)

Who may use the service?

Anyone who is a resident of Plano with a Plano Public Library card in good standing may request an ILL.

What may be borrowed?

Anything not owned by the Plano Public Library System may be borrowed if it is owned by another library that will agree to lend it.

What about genealogy materials?

If you are unable to locate genealogy materials through our Texas Group Catalog please contact the Genealogy department at 972-769-4240 for assistance.

How do I request periodical articles?

To request a copy of a magazine article choose the title of the magazine from the Texas Group Catalog site. Add article title, author, volume, and page numbers into the patron instruction field and submit request. Library staff will use that information to request a copy of the article.

What is meant by the “need by” date? We prefer that you leave this date blank but if you do enter a date please note that if the request has not been filled by any libraries prior to the “need by” date the request will automatically be cancelled.

How many items may I request?

Ten items per household at any one time can be in the various stages of ILL – requested, on hold, checked out or returned but not yet cleared from your WorldCat Navigator account.

How long will it take?

Since the item may come from anywhere in the United States a good rule of thumb is 2-8 weeks.

How long may I keep the items?

Most books are loaned for a three week period but the owning library determines the lending period on all items.

How will I be notified by the library when my item has arrived?

You will be notified through the Library’s electronic notification system.

May I renew ILL materials?

Interlibrary loans may be renewed if the lending library approves the renewal. To request a renewal please call the Interlibrary Loan Department at 972-769-4462.

Is there a charge for the services?

Yes, there is a \$2.50 postage fee for each ILL item requested and received. The postage fee applies whether or not the item is picked up by the patron. If a request is made but no lending library is able to provide the item, the postage fee will not apply.

What happens if I lose or damage an ILL item?

The lending library will request payment for the damage/loss and could also charge a processing fee. If you lose or damage an ILL item please contact the Interlibrary Loan department at 972-769-4462.

How can I see information on my current requests?

Please click here for a [link](#) to directions to view your requests.