



LOYOLA MARYMOUNT UNIVERSITY
WILLIAM H. HANNON LIBRARY POLICIES AND PROCEDURES

DIVISION: Academic Affairs/William H. Hannon Library	
SUBJECT: Requesting Items from our Collection for Retrieval and Pick-up at the William H. Hannon Library	Page 1 of 2
Policy Number: LIB-ACCESS-104	Supersedes: N/A
Effective Date: October 1, 2015	Previously Issued: August 1, 2009

1. Statement of Policy:

- 1.1. This policy establishes parameters and guidelines for requesting items from our library collection for retrieval and pick-up at the William H. Hannon Library.
- 1.2. Collections Management is responsible for this policy.

2. Policies/Procedures for LMU faculty, staff, students, and visitors with borrowing privileges:

- 2.1. Requested items will be retrieved by library staff and held for the requestor at the Circulation Desk for 6 days. After that, items will be returned to their appropriate locations in the stacks.
- 2.2. If the [library catalog](#) shows that an item is in the Main Stacks and has a status of "Available", the item may be retrieved directly from the stacks by the library user, or by placing an online request for the item. If an item is in Basement Storage, then requests must be made online in order to retrieve the item.
 - 2.2.1. If library staff are unable to locate an item requested from main stacks or basement storage, the requestor will be notified that a search has been initiated, and the requestor will be referred to LINK+ to request the item if available.
- 2.3. Online requests
 - 2.3.1. Online requests can be made from the library catalog using the request button at the top of the page for the item record to be requested. Click the button and follow prompts to make a request. Login required.
 - 2.3.2. Online requests may take up to two hours to retrieve.
- 2.4. Requestors will be notified by email when the requested item(s) are ready for pick up.
- 2.5. Restrictions

2.5.1 Reserve materials, non-basement media items, reference items and other non-circulating items cannot be requested online.

2.6. Requesting Articles, Book Chapters, and Microforms from our General Collection

2.6.1. LMU faculty, staff and students may also request copies of articles and book chapters from the library's print and microfilm/microfiche collection using [ILLiad](#).

2.6.1.1. Allow up to three days for the delivery of an electronic copy (PDF) to your email address.

2.7 Requesting Items from Archives and Special Collections

2.7.1 Archives and Special Collections items are requested by contacting the department's [front desk](#). For detailed procedures and contact information, please see our [Rules for Researchers](#).

3. Policies/Procedures for visitors without borrowing privileges:

3.1. Visitors without borrowing privileges may request items from Basement Storage in person at the Circulation Desk. These items are for use in the library only. (Valid photo identification required.)

3.1.1. Retrieval of items for walk up requests generally takes one hour. Requests for multiple items may take longer.

4. Retrieval Processing Times

4.1. Processing of retrievals starts at 9am Monday through Friday and 11am on Saturday and Sunday and continues every two hours throughout the day. Full schedule is listed below.

Monday- Thursday 9am, 11am, 1pm, 3pm, 5pm, 7pm, 9pm

Friday 9am, 11am, 1pm, 3pm, 5pm

Saturday- 11am, 1pm, 3pm, 5pm, 7pm

Sunday- 11am, 1pm, 3pm, 5pm, 7pm, 9pm

4.1.1. Requests received after the last scheduled retrieval for the day will be processed the next day.