Alma Fulfillment FAQ

If you need Fulfillment help, contact Central Access Services!

Monday-Friday 8:30am-5pm: 217-333-8400
Weekend and Evenings: 217-244-0732
circlib@library.illinois.edu

We're here to help!

This FAQ represents many of the most common questions/situations you may encounter working at a Circulation desk. **Click any entry in the Table of Contents below to navigate directly to that section of the FAQ.**

Table of Contents

Frequently Asked Questions

Where can patrons return UIUC, I-Share, and InterLibrary Loan (ILL) items?

- Library items borrowed from UIUC or I-Share can be returned to any library on campus or any library bookdrop. These items may also be returned to any I-Share library. If an item should be returned in person or to a specific location, this should be noted on the item.
- Library items borrowed through InterLibrary Loan **must** be returned in person to the Main Circulation desk.
- Items may not be returned to a public library (including Champaign and Urbana public libraries)

How can staff/patrons request an item from Oak Street?

- Like any other item, Oak Street items can be requested through Alma or Primo as outlined in the Fulfillment Manual.
- If needed same day, staff can try contacting Oak Street to expedite a request.
- Oak Street has a Circulation desk, but Oak Street items won't be on hold at Oak Street until the following business day at the earliest.

How does a patron obtain a courtesy card (community borrowing privileges)?

- The full application process and borrowing privileges for courtesy card patrons can be found at the following link: https://www.library.illinois.edu/borrowing/courtesy-cards/
- Patrons must apply in person at the Main Circulation desk
- Patrons must supply an item from **each**:
  - **Photo ID**
    - Valid Illinois driver's license or ID card
    - Valid out-of-state driver's license or ID card
    - Valid student/staff ID card from another college or university
    - Valid passport
    - U.S. Military ID card
  - **Proof of your current address**
    - Current lease agreement
    - Utility bill in applicant's name from current or previous month only
    - Credit card bill or bank statement from current or previous month only
- There are three types of courtesy cards (LB, LL, and LH). The application requirements and privileges for each vary; please refer questions about applying for a courtesy card to Central Access Services

Do Alumni have borrowing privileges?

Alumni may apply for a courtesy card if they are a current resident of the state of Illinois, but do not receive additional privileges.

Where do I go to pay a fine or return a "Lost" book?

- "Lost" books may be returned at any circulation point, including I-Share libraries.
- Questions can be directed to the Library Billing Office in person in room 203 on the 2nd floor of the Main Library, by phone (217-333-8288), or by emailing (libbill@library.illinois.edu, preferred).

Who can access the Stacks/can I have a tour?

- Anyone with an active i-card, including undergrads, can enter the Stacks. LH courtesy card patrons also have Stacks access, as well as LL courtesy card patrons who have requested access. Please refer questions about Stack Access to Central Access Services.
- Scheduled tours for groups may be led by subject librarians
- Impromptu tours are subject to Stacks staff availability
- Current students and employees with an i-card are welcome to bring in guests for informal self-guided tours, but must observe prohibited items and activities.

What can and cannot be requested through online library accounts?

- For UIUC items, this can vary depending on the item's location and item policy in Alma.
    - Some items that may not be requestable are:
        - Reference items
        - Course Reserve Items
        - Loanable Technology
        - Media
    - We recommend referring patrons to the library that the item belongs to determine if they can request a specific item.

- I-Share institutions have standard loan periods for I-Share patrons but set their own policies for what items can be requested. This can vary a great deal.
    - Many I-Share libraries do not circulate new popular literature off campus.
    - Almost all I-Share libraries do not circulate journals.

Which levels of users have access to I-Share and Interlibrary Loan?

- I-Share and InterLibrary Loan are very different services, so it's best to consider these separate scenarios.
    - I-Share
        - An enrolled or employed user at any I-Share institution can check out items from any other I-Share library with a valid library card.
    - InterLibrary Loan (ILL)
        - ILL is available to enrolled students, currently employed staff (not retired staff), faculty, and emeriti.
        - Courtesy card holders are advised to use ILL services at their public library.

If an item is in a work order process, can it be requested for a patron?

- Work orders are internal processes in Alma that staff use to mark an item as unavailable to circulate. An item may have a work order placed on it for many reasons (e.g., Digitization, Preservation, Temporary Move Request, Permanent Move Request).
- If you're not sure why an item isn't available, contact Central Access Services for help investigating if this item can be made available.

How can patrons renew items?

- Most items can be renewed online through Primo by the patron.
    - If an item reaches its renewal limit, the patron can visit any circulation desk in person to check the item in and back out again. Additionally, patrons can renew items that have reached their renewal limit by emailing a photo of the barcode on the back of an item to circlib@library.illinois.edu (see more under When Online Renewals Expire). Either process will reset the loan and provide the patron further renewals to use online.
- Patrons can also call, email, or visit in person to renew items.