

How do I return my ILL?

Please return your ILL to any of the [Meridian Library District locations](#)! It's best to hand your item directly to an MLD staff member and have them tell you that the item was successfully returned. Please ensure that the orange strap is on the book when it's returned and tell the staff member that it's an interlibrary loan from outside the system. This ensures that the item gets returned properly and you aren't charged for a lost item.

When does my request get processed? Why don't I see it on my account?

ILL requests get processed right away! It is just one person processing these requests so it can take some time but usually they are submitted as soon as they are received. As soon as the ILL is shipped by the lending library, the request will be added to your account.

How can I cancel my request?

The best way to cancel your request is to email us at ill@mld.org . If your item has already shipped, then you will be charged the \$4.00 cancellation fee. If your request hasn't been shipped, then you won't be charged.

Can I request movies and shows that are on streaming services like Disney+ or Netflix?

This depends on if the movie or show was published as a DVD. If the show you're looking for is a streaming exclusive, then we **cannot** get it. Only items that were published and distributed as physical DVD's are requestable via ILL.

I submitted my request but I haven't heard anything. How do I check the status of my request?

ILL's can take up to six weeks to arrive. You are always welcome to email at ill@mld.org or call at 208-888-4451 for any status updates to your request.

I need a renewal on my ILL, how do I do that?

You will need to email or call us to request a renewal. Unfortunately renewing an interlibrary loan isn't as easy as renewing an MLD item. Please contact us at least **three days** before your original due date to check for a renewal. If you require extra time with your item, for example if you're using this book for a book club, a class, or have a vacation coming up, please let us know when you submit your request.

The library owns a copy of a book I want to read in regular print, but I need it in Large Print, can I request this?

Yes! If you require a specific edition of a book or movie that the library or Lynx consortium doesn't own, feel free to submit an ILL request for it! Please include any and all details regarding the specific edition you need (date published, creators, cover art, Amazon links, etc). This also applies to items that have been marked as missing for over a month, in-repair, or otherwise unavailable in the catalog.

Can I get my ILL delivered to me?

Unfortunately, we cannot deliver interlibrary loans.

Does it cost anything to use the interlibrary loan service?

Usually no! For most requests you won't have to pay anything as many libraries lend their items for free to us. However, there are lots of libraries out there that do charge to borrow their items. If this happens, you will be contacted prior to your request being filled regarding the charges and whether or not you accept them. We will always explore every free option available to us before doing this.

In addition, there is a \$4.00 charge for ILL's that were not claimed. ILL's are held at the library for at least two weeks and we make an effort to contact you via phone or email to remind you about the item before the charge is added to your account. If there is no response, then the charge is added.