How to request recall or delivery

Use Request recall or delivery to:

- Recall items that are checked out or have the status *In Process* (including UNCAT call numbers)
- Request items for delivery to another library
- Page an item at libraries with paging services
- Retrieve an item from the Library Shelving Facility (LSF)
- Request that Library staff search for an item that is not on the shelf

To request an item:

1.
   Find the detailed record for the title that you want to request and note the "Status"

   (e.g. Checked Out or Not Checked Out, needed for Step 4)

1.
   Select the "Request recall or delivery" button

2.
   Log in

3.
   Select whichever type of request matches the "Status":

Select **Recall items checked** out for status of:	Checked Out UNCAT In Process
Select **Request staff search or delivery** for status of:	Checked In or Not Checked Out On Order: select to be notified when a title On Order arrives Request a search by library staff for items not found on the shelf

4.
   Select an item:

For multi-volume titles:	1. In Step 1, verify that the Library owns the needed volume in the "Library has:" portion of the Orbis catalog record 2. Use the drop down list to select a volume number. 3. If the needed volume is not listed, use the "Specify an issue" feature*. 4. Fill in the required fields. *Note: Use the drop down list for items at LSF to avoid delays in processing & delivery.

For single volume titles:	1. Use the drop down list to choose a copy. 2. Skip "specify an issue."

5.
   Select pick up location

6.
   Re-enter your Yale library login information, if requested

7.
   Click "Submit"

For both types of requests, you will receive an e-mail notification or a notice through the mail informing you when your item is available for pick up. You can also look at My Account [1] to check on the status of your request.

Problems with your request

Common reasons why your request could not be processed:

Reason:	Detail:	Try:
Course reserve:	not eligible for request or delivery	visit the listed library location
Item status is "checked out":	wrong type of request was submitted	go back and change request type to *Recall items checked* out instead of *Request staff search or delivery*
Status "In Process":	item is checked out to a library department	Use Request recall or delivery, choose *Recall items checked out* option
Non-Circulating:	either the title or selected edition cannot be requested	either request a circulating edition or visit the location (i.e. Beinecke)
Arts Library Collection:	not available for request	visit Haas Arts Library [2]
Bass Library YCC DVD Collection:	not available for request	visit Bass Library [3]
Bass Library Travel Collection:	travel books do not circulate	visit Bass Library [3]
Block on your library account:	overdue recalled items, maximum fine amounts and other reasons will block you from using the library	See My Account [4] for block reason and contact the Privileges Office [5] or a circulation desk at one of the libraries [6] for assistance.
Already checked out to you or on hold for you:	cannot be requested	View in My Account [4]. Please check your home and/or office

		area for this book.
Already recalled by you:	the reader has been notified of the recall and there are no additional actions we can take for this item at the present time. You will be notified as soon as the book becomes available	Try alternatives such as Borrow Direct or ILL [7]
Film Study Center:	item is housed at the Film Study Center at 53 Wall St. in the Whitney Humanities Center, and is not available for request	consult the Film Studies web site at http://www.yale.edu/filmstudy/ [8] for information about hours and loan policies

Available Actions:

- If you would like to review or modify your request, use your browser's back button to return to the item information.
- To continue your request for missing or lost materials, or for any other materials, click on the *Request form* link (on the page with the message "Your request could not be processed"), enter the appropriate information and *Submit*. Your request will be queued for manual support.
- For more information about requests, please visit How to request recall or delivery [9] and Requests FAQ [10].

Request FAQ

Recall vs. Request staff search or delivery

Recall Items Checked Out:

- Request an item that is checked out to another reader
- Allows the current user to keep the book for approximately 10 days from when the recall is placed, or until the due date if it is sooner
- When the item is returned, it will be placed on the Hold shelf for you at the Circulation Desk of your choice and you will be notified
- The recalled item will be returned to the book stacks if not picked up within approximately 10 days after notification
- All materials are subject to recall immediately after check out
- Items with a status of 'in process' are charged to a library department and may normally be recalled, with expedited processing

Request Staff Search or Delivery: By choosing this option, patrons will be able to:

- Choose a pickup location for the book they are requesting
- Request an item shelved at the Library Shelving Facility (LSF)
- Request an item be paged (retrieved from the stacks and brought to the circulation desk for you) at libraries where this service is offered
- Submit comments or details about the request

For items not available at the library:

- Use the Purchase Request Form [11] to request that the Library purchase material not owned or on order. The request will be forwarded to a library selector for review.
- Use the ILL/Borrow Direct [12] to request materials through the Borrow Direct or ILL system, for materials not currently available at Yale Library.

Source URL:https://web.library.yale.edu/help/orbis/patronRequest.html

Links
[1] http://orbis.library.yale.edu/vwebv/myAccount [2] http://www.library.yale.edu/arts/ [3] http://www.library.yale.edu/bass/ [4] http://orbis.library.yale.edu/vwebv/login [5] http://www.library.yale.edu/circ/ [6] http://www.library.yale.edu/libraries/ [7] http://www.library.yale.edu/ill/ [8] http://www.yale.edu/filmstudy/ [9] https://web.library.yale.edu/help/orbis/patronRequest.html [10] https://web.library.yale.edu/help/orbis/patronRequests.html [11] https://web.library.yale.edu/form/purchase-request [12] http://www.library.yale.edu/ill/borrowdirect.html