

## 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](#) [1] 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](#) [2] to request materials through the Borrow Direct or ILL system, for materials not currently available at Yale Library.

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Source URL: <https://web.library.yale.edu/help/orbis/patronRequests.html>

### Links

[1] <https://web.library.yale.edu/form/purchase-request> [2] <http://www.library.yale.edu/ill/borrowdirect.html>