

Material Request FAQ

How do I suggest an ebook or digital audiobook for purchase?

Please send us an email at tcl-contactus@tillamookcounty.gov.

How do I suggest a database for purchase?

Online resources can be suggested via email at tcl-contactus@tillamookcounty.gov.

How many requests can I make?

We accept a maximum of 4 requests per person per month.

Please note that if you request a series, each item is considered an individual request.

How far in advance may I request an item?

When possible, please request items that will be released within the next 30 days.

You may request an item that will be released more than 30 days in the future, but please be aware that publishing delays may occur, the publisher may cancel the release, and/or the item might not get published in a physical format.

How do I cancel a request?

Please call us at (503) 842-4792 or email us at tcl-contactus@tillamookcounty.gov.

How will I know if the library is going to purchase my requested item?

If you requested the item be placed on hold, we will place your hold once the item has been cataloged. We cannot guarantee that our order for your item will be fulfilled by our vendors, or that you will be first on the hold list. Once the item is ready, you will receive a hold pick up notice. It can take approximately 6 weeks from publication for items to be ready for checkout.

Please note that due to the number of requests we receive each day, we are unable to track the status of requests.

How do the librarians decide what to buy?

Our librarians consider a number of factors, including availability, professional reviews, and library budget, when deciding which materials to add to the collection. For more information, please review our [collection development policy](#).

Why wasn't the item I requested purchased?

There are many reasons that the library is unable to purchase items. Some common reasons include:

- The title is not available for purchase in a physical format.
- The title is out of print.
- The item is only available via streaming, such as Audible exclusives or Netflix-only titles.
- The item is not available for purchase through library vendors.

- The scope of material — many items are too specialized, technical, or scholarly for the library's collection.
- Budgetary limitations.

How will I know if my request will be fulfilled with an interlibrary loan?

If your request gets fulfilled by an interlibrary loan you will receive a hold pick up notice once it arrives and has been processed. For electronic interlibrary loan items, you will receive an email.

Please note that any item not published within the current calendar year may get fulfilled with an interlibrary loan.

How long do interlibrary loans take to arrive?

Interlibrary loan arrival times vary depending on the type of item, the lending library, and the delivery method. Physical items like books and movies may take up to 2 weeks to arrive, while electronic items like articles may take 5 to 10 days to be delivered. Delays may occur because of inclement weather or other delivery issues.

How long do interlibrary loans checkout for?

Two weeks.

Are interlibrary loan items renewable?

No, interlibrary loan items are not renewable.

Are there any fees associated with interlibrary loans?

Yes:

- Items that are 30 days overdue or returned with significant damage will result in a replacement fee which varies in cost depending on the item.
- Sometimes a lending library may request a \$20 fee to borrow an item. In this event, we will contact you.

What can be borrowed through interlibrary loan?

Items from libraries located in the United States:

- Print books
- DVDs
- Blu-Rays
- Audiobooks on CD
- Microfilm
- Copies of articles
- Music scores
- Music CDs

The library is unable to borrow:

- Items published in the current calendar year
- Ebooks and digital audiobooks
- Software or video games

- Items printed before 1800. We will try to borrow these materials in reprint or microform, if available.
- Bound periodicals. We can request photocopies of specific articles or microform.
- Archival material like original letters, original photographs, or collections of mixed materials
- Items in Canada, Europe, or other areas of the world

Why wasn't the item I requested available through interlibrary loan?

There are many reasons we might be unable to fulfill requests with interlibrary loans.

- Even if a library is shown as owning an item in Worldcat (the interlibrary loan service we use), that library is not obligated to lend a specific item.
- Worldcat may indicate that a library owns an item, but the library may no longer have a copy.
- A library may offer to lend the copy but later discover it is too fragile or damaged to lend.
- Sometimes all copies of an item are currently checked out at all possible lenders.
- Sometimes the library that might loan the item is temporarily closed.

What else should I know about interlibrary loans?

- Copyright laws apply to all interlibrary loans.
- The library will not process interlibrary loan requests for patrons with overdue interlibrary loan materials.
- Patrons owing fines of \$25.00 or more may not request interlibrary loans until the fines have been reduced or cleared.
- Interlibrary loans are complimentary for patrons, but it does incur costs for the library to participate in this service. If you fail to pick up your interlibrary loan items after three separate instances, you will be denied access to this service.

How do I get an item that wasn't purchased and wasn't available through interlibrary loan?

This doesn't happen often, but sometimes it isn't possible for us to obtain an item. If this occurs, you will need to procure the item independently.