

Sign in the Union Search

1. Go to Library Website (<https://lib.chuhai.edu.hk/>). Click “Primo Search” and “Submit”
OR go to [Union Search](#).



2. Click “Union Search” and “Sign in” to search ILL items.



Login Your Library Account

1. Enter your User ID and Password and click "Login".



Search for ILL books

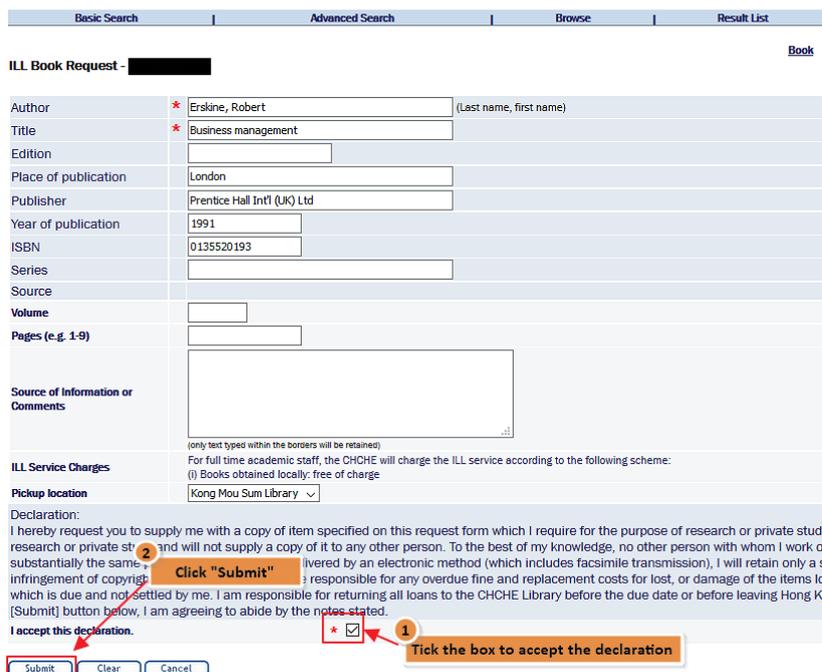
1. Type your search item in the search box.
2. If book is not held by the KMS Library, the “ILL” tab will be shown. Click the “ILL”.



The screenshot shows the library's search results page. At the top, there are navigation tabs for 'Primo Search', 'Articles', and 'Union Search'. A search box contains the text 'business management'. Below the search box, there are filters for 'Available in the Library (7,762)' and 'Online Resources (21,241)'. The search results list a book titled 'Business management' by Erskine, R. (Robert) 1991. A red box highlights the 'More' link, and another red box highlights the 'ILL' tab. A callout box with the number '2' points to the 'ILL' tab with the text 'Click the "ILL"'. On the left side, there are sections for 'Show only' and 'Suggested New Searches'.

Submit the ILL Request Form

1. Tick the box to accept the declaration.
2. Check the information on the form. Click “Submit”.



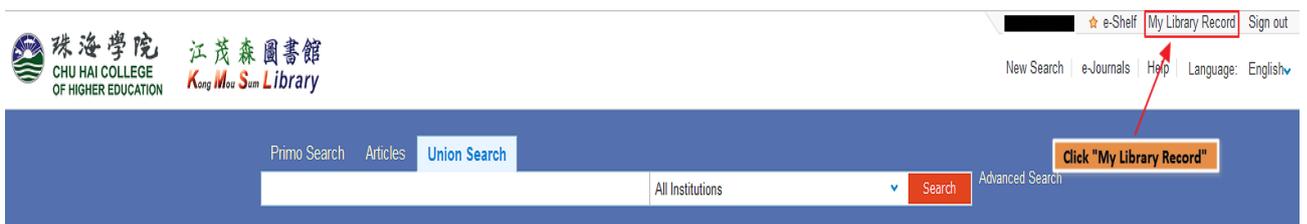
The screenshot shows the 'ILL Book Request' form. The form fields are filled with the following information: Author: Erskine, Robert; Title: Business management; Place of publication: London; Publisher: Prentice Hall Int'l (UK) Ltd; Year of publication: 1991; ISBN: 0135520193. Below the form fields, there is a 'Declaration' section with a text area for 'Source of Information or Comments'. A red box highlights the 'I accept this declaration.' checkbox, which is checked. A callout box with the number '1' points to the checkbox with the text 'Tick the box to accept the declaration'. Another red box highlights the 'Submit' button, with a callout box with the number '2' pointing to it with the text 'Click "Submit"'. At the bottom, there are 'Submit', 'Clear', and 'Cancel' buttons.

Check Status of ILL Request

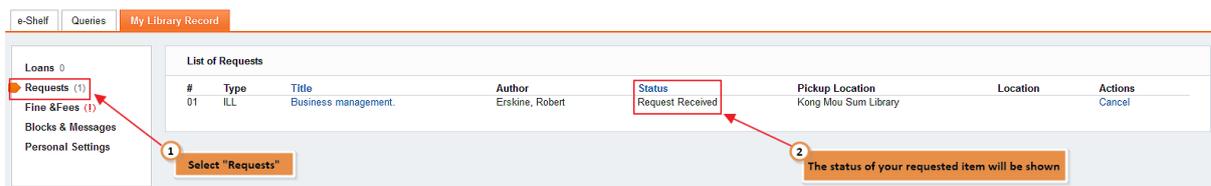
1. Log in “My Library Record” with your User ID and Password.



2. Click “My Library Record”.



3. Select "Requests", the status of your requested item will be shown.



Status of ILL Requests

Status	Description
Request Received	The Library has just received the request.
In Process	The Library has started the processing.
Library has this material	The request is rejected as the item is available in the Library.
Order Sent	The request is sent to source library for processing.
Unfulfilled Request	The request is unfulfilled because the item is NOT available in all source libraries.
Available for Pick Up	The item is available in the Library for you to collect.
Already picked up	The item has been picked up by you.
Item Returned	The item is returned to the Library.
Completed	The request is completed.
Lost	Report for item loss is acknowledged. You are expected to clear the replacement cost, handling or other charges levied by the source library.
Damaged	The item has been found damaged. You are expected to clear the replacement cost, handling or other charges levied by the source library.
Request for Cancellation	You want to cancel the request. The Library is contacting the source library.
Request Cancelled	You have cancelled the request by clicking the CANCEL button on the ILL request form/borrower record or by calling the ILL staff.