1. What is UBorrow?

UBorrow is a service offered by Florida’s public state university and college system libraries. It allows eligible patrons to borrow materials directly from any participating library when the materials are not available at the patron’s home library.

2. Who is eligible for UBorrow?

All currently enrolled students and currently employed faculty and staff at University of Florida with active accounts and who are in good standing at their Library Card are eligible to use UBorrow.

3. What is the Statewide Catalog?

The Statewide Catalog shows the holdings of all the libraries within the state university and college systems. This catalog contains approximately 16 million materials.

4. Is everything available for UBorrow?

No. Only materials available for regular loan at each of the Florida’s state university and college system’s 40 member institutions are available for UBorrow.

5. Why can’t I borrow DVDs via UBorrow?

DVDs generally have short loan periods and cannot be sent out for a 60day UBorrow loan.

6. Can I submit UBorrow request from my home computer?

Yes, you can submit UBorrow request anywhere simply by logging in Primo, the new Library Catalog and Discovery Service.

7. How will I know when my UBorrow item is ready for me to pick up?

You will receive an email notification when your UBorrow item is ready for you to pick up. The email will also confirm the pickup location of your requested item.

8. What if I don’t get an email notice?

Contact library Circulation Branches to update your email address.

9. How many materials can I borrow through UBorrow?

UBorrow allows 100 active requests at any time. Checkout of UBorrow materials will be governed by the library’s circulation policies.

10. What are the loan periods for UBorrow?

An eligible item may be borrowed for 60 days.

11. How can I renew my UBorrow materials?

All UBorrow materials are eligible to renew 7 days before due date. Log in Primo, the new Library Catalog and Discovery Service. On the upright corner, click the drop-down arrow under
your name, then click “Library card”. Locate items are eligible to renew, then click on “renew”. Prior to 7 days before due date, you will see a “Not Renewable” in your Library Card, along with a message when you can renew the item.

12. How many times can I renew a UBorrow Item?

Materials borrowed through UBorrow may be renewed once for an additional 30 days if not needed by another patron. In addition, patrons may only place a renewal request within one week of the due date.

13. How long do I have to pick up my item once it has arrived?

You will receive three email reminders from library before the item due date.

- 1st email reminder - 14 days materials on hold shelf for you
- 2nd email reminder - 30 days materials on hold shelf for you
- 3rd email reminder - 53 days (one week before the item due date) item on hold shelf for you. At that point, if you check out items, you are eligible to renew it if you need

14. Where should I return my UBorrow materials?

UBorrow materials should be returned at the library from where they were picked up.

15. What happens if I don’t return my UBorrow materials on time?

Overdue fines will be charged and collected by libraries.

16. What happens if I lose my UBorrow materials?

Lost item fees will be posted on your Library Card and will be charged and collected by libraries.

17. How can I pay my fees?

You can pay your overdue fines or lost item fees in the same way that you currently pay your library obligations.

18. Why did I get an email directing me to Interlibrary loan?

The item that you requested was not available at any of the UBorrow libraries at this time. If you still require a copy of this title, you may be able to get a loan of the title from libraries outside of the UBorrow system through library’s interlibrary loan service.

19. What happens if one of my UBorrow materials gets recalled?

Recalls require patrons to return materials within 7 days of receiving the recall notice. Materials must be checked out to a patron at least 7 days before they are subject to recall.

20. Can I borrow two copies of this item at one time?

UBorrow will allow only one request per title at a time to be loaned to a patron.

UBorrow loans cannot be transferred to any other person.
21. I accidentally cancelled my request; how can I undo this?
Submit another request.