

# Ordering, borrowing, renewing

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Registered customers can order and borrow documents and copies.

## Ordering

Order documents and copies in the [ETH Library @ swisscovery](#) research portal. You can reserve documents that are currently out on loan.

[FAQ \(frequently asked questions\)](#)

## Ready for collection

Provided that the document is shown as available in the catalog, it takes between one hour and 2-4 working days. This depends on the location of the document and the chosen pick-up location.

- **1 hour** for documents for which the ETH Library is the location and pick-up location
- **1 working day** for documents from another library of ETH Zurich
- **2 to 4 working days** for documents that are ordered via the SLSP courier

## Collection note

You will receive a collection note once a document is available at your chosen collection point. You can check at any time in your [user account](#) whether documents that have been ordered are ready.

## Delivery

### Delivery of documents

#### Private individuals:

- The delivery of documents from the libraries of ETH Zurich that you collect at one of the ETH libraries is free of charge for you.
- Similarly, there are no costs if you order books from the Zurich Central Library to be collected at one of the ETH libraries.
- Documents from other libraries that are ordered via the SLSP courier for collection at the ETH library are charged CHF 6.- per item/document.

#### Members of ETH Zurich:

- Ordering an item via the SLSP courier for collection at an ETH library is free of charge for you.

You can also search for and borrow documents from ETH Library Special Libraries on the shelves on site:

- [Architecture and Civil Engineering Library](#)
- [Earth Sciences Library](#)
- [GESS Library](#)
- [Green Library](#)

#### Delivery period

- Within ETH Zurich: 1 hour to 1 day; depending on location of document and collection point.
- Within the national [library platform swisscovery](#): 2 to 4 working days

## Borrowing

### Collection deadline

You can check your [user account](#) under **Orders** to find out how long the media will be held for you to collect.

### Extending the the collection deadline

Contact the [service desk](#) before the expiry of the collection deadline if you would like to extend the deadline.

## Collection

Media are issued on presentation of valid user identification.

## Postal delivery of documents

If you would like to receive your document by post, select postal delivery as the collection point when ordering the book in the catalogue.

## Regular loan length

*4 weeks*

28 days loan period  
140 days maximum extension period  
168 days maximum loan period

Loan periods may vary for certain libraries and holdings.

## Extension

If the document has not been reserved by another person, **five automatic extensions** are carried out by the system. Documents can also be extended manually in your [user account](#) under Borrowing.

Loan periods for documents borrowed via interlibrary loans can be extended here: [Interlibrary loan](#).

## Returning

### Returning to the circulation desk

Return your documents from all ETH libraries and [Zurich Central Library](#) at the circulation desk of an ETH library. Media ordered via the SLSP courier can be returned at any ETH library. Please make sure that the courier sleeve is still on the medium. A return receipt can be provided on request.

Libraries affiliated with the [library platform swisscovery](#): The libraries that make up the circulation network can be displayed by searching by *SLSP courier*.

### Returning by post

If you would like to return documents by [post](#), we recommend sending them by registered post. The ETH Library does not accept any responsibility for loss, delays or other difficulties in transport.

Documents must be handled carefully and returned undamaged. The latest borrower shall be held liable for any damage.

## Paying fines

Fines will be charged by the Swiss Library Service Platform (SLSP).

## Reminder process

### Loan period 14 or 28 days

- **Reminder:** 2 working days after expiry of the loan period. No charge.
- **First reminder:** 7 working days after expiry of the loan period  
CHF 5.00 per document
- **Second reminder:** 13 working days after expiry of the loan period  
plus an additional CHF 5.00 per document
- **Third reminder:** 19 working days after expiry of the loan period  
plus an additional CHF 10.00 per document (CHF 20.00 fine per overdue document in total)

### Loan period 7 days

- **Reminder:** 2 working days after expiry of the loan period. No charge.
- **First reminder:** 5 working days after expiry of the loan period  
CHF 5.00 per document
- **Second reminder:** 8 working days after expiry of the loan period  
plus an additional CHF 5.00 per document
- **Third reminder:** 11 working days after expiry of the loan period  
plus an additional CHF 10.00 per document (CHF 20.00 fine per overdue document in total)

### Loan period 1 day

- **Reminder:** 2 working days after expiry of the loan period. No charge.
- **First reminder:** 3 working days after expiry of the loan period  
CHF 5.00 per document
- **Second reminder:** 4 working days after expiry of the loan period  
plus an additional CHF 5.00 per document
- **Third reminder:** 5 working days after expiry of the loan period  
plus an additional CHF 10.00 per document (CHF 20.00 fine per overdue document in total)

#### **Loan period for same day loans**

- **Reminder:** No reminder
- **First reminder:** 1 working day after expiry of the loan period  
CHF 5.00 per document
- **Second reminder:** 2 working days after expiry of the loan period  
plus an additional CHF 5.00 per document
- **Third reminder:** 3 working days after expiry of the loan period  
plus an additional CHF 10.00 per document (CHF 20.00 fine per overdue document in total)