WebRetrieve for First Time Users Video Script:

If you have never used WebRetrieve, you will need to set up an account before you are able to place requests.


You will then log in to the second box for 1st time users using your KU Online ID and your last name. Be sure to capitalize the first letter of your last name. If you need additional help please contact us by phone at 785-864-3960 or by e-mail illborr@ku.edu.
After setting up your WebRetrieve account, you will use your KU Online ID and password to log in.

Select the ILL Loan Pickup Location from the dropdown menu. Choose the library location where you would like to pick up requested materials. Please note that the TripSaver option is only available to Faculty and Staff.

Once you have made your selections, click “Submit Information” at the bottom of the screen.

Thank you for watching. If you have additional question please contact us at Ask Librarian.