Requests for photoduplication should be placed online in Aeon. Note that imaging requests will temporarily count toward your total limit of five (5) active requests at a time. Once staff process your imaging request, the request will no longer occupy one of your five (5) active request slots.

**Imaging Services Guidelines**

- The standard turnaround time is a minimum of 10 business days after payment is received.
- Faster turnaround times may be available with an additional service charge, depending on the specifications of the request.
- Price list: [http://www.huntington.org/uploadedFiles/Files/PDFs/photopricelist.pdf](http://www.huntington.org/uploadedFiles/Files/PDFs/photopricelist.pdf)

**Checking the Status of Your Imaging Order**

Your submitted Imaging Services requests can be found in the Main Menu as well as under Outstanding Requests, with the latest status appearing in the Order Status column:

<table>
<thead>
<tr>
<th>TN</th>
<th>Status</th>
<th>Format</th>
<th>Call No.</th>
<th>Title</th>
<th>Author</th>
<th>Vol/Box</th>
<th>Order Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>131792</td>
<td>Imaging Services Pre-processing</td>
<td>Manuscript</td>
<td>mssOEB 1-8000</td>
<td>Octavia E. Butler Papers; Manuscripts; Manuscripts by Octavia E. Butler - Kindred; novel; drafts</td>
<td>Box 64</td>
<td>Payment Received</td>
<td></td>
</tr>
</tbody>
</table>

The order statuses are as follows:

- **Awaiting Order Processing**: Your order is in our queue and waiting to be reviewed by us.
- **Awaiting Order Approval**: We have emailed you the invoice for your review (a copy of this email can also be viewed online by selecting Notifications from the left-side menu in Aeon).
- **Awaiting Order Payment**: You have approved the invoice and we will begin the order once your check is received.
- **Payment Received**: You have approved the invoice and paid by credit card online.
no further action is required on your end

Awaiting Order Delivery
We are processing your order and no further action is required on your end; the turnaround time will depend on the Service Level option you selected when placing your request

Order Delivered
Your order is ready and we have emailed you a WeTransfer link where you can download your file

Automated Requesting (from the online catalog)
Begin your rare materials requests with an online catalog search: http://catalog.huntington.org
Then, from your search results page, click on the item title to pull up the item record.

Click on the Aeon link in the item record:

Sign into Aeon if the login screen comes up.

The Aeon request form will auto-populate with information from the item record. If you are taken to the New Reading Room Request page, click on Switch to Imaging Services Request:

Note: this step is not necessary if you are placing the request via a link from the online finding aid.

On the Imaging Services request page, you will be able to specify imaging details.
Complete the form and click on **Submit Request**.

---

**Automated Requesting (from the Huntington Digital Library)**

The Huntington Digital Library is the Library’s growing open-access digital collection, and currently holds 250,000+ images, with new images being actively added.

Begin your request by searching the Huntington Digital Library: [http://hdl.huntington.org/](http://hdl.huntington.org/)

Then, from your search results page, click on the item thumbnail or title to pull up the individual item.

Click on the **Aeon Request** button to the upper-right of the page, and select **Request Imaging Services**.

Sign into Aeon if the login screen comes up.

Once you are logged in, the Aeon request form will import information from the Huntington Digital Library.
Scroll down the request form and fill in **Imaging Request Details** as well as the Imaging Services section. Once you complete the form, you will be shown preliminary (not final) estimates.

Click on **Submit Request**. Once we process your request, you will be emailed further instructions.

> Manual Requesting

If a rare material is not listed in the online catalog search results but you know that it is held by the Library and item details, you can request imaging services from the item manually directly in Aeon.

Log in to Aeon and, from the left-hand menu under “New Reading Room Request,” select **Rare Books**, **Manuscripts**, or **Visual Materials** to pull up the appropriate request form for your item:

Complete the request form and click on **Submit Request**.
**Invoicing/Payment**

Once you submit your imaging request, we will process the request and email you. Payment is required before your imaging order can be completed.

Please log in to Aeon and click on **Invoices** from the left-hand menu to view your invoice.

Select the checkbox(es) corresponding to the invoice(s) you would like to submit payment for, and click on **Pay by Check** or **Pay by Credit Card**. Follow the instructions corresponding to your payment method.