

## **Interlibrary Loan Guidelines**

### Mission of the ILL Department

The mission of the Interlibrary Loan Department (ILL) is to locate and acquire, whenever possible, materials not owned by Charles W. Chesnutt Library for the educational and research needs of the Fayetteville State University community. The ILL department is also responsible for the lending of materials owned by Charles W. Chesnutt Library to other institutions when the requests fall into the guidelines stated here.

### Purpose of ILL Guidelines

The purpose of this statement is to describe the services and resources which are offered by the department, to set standards and guidelines for service, to provide guidance for those working in the ILL department and those being trained and to serve as a source of policy information for potential borrowing institutions.

### Borrowing Guidelines (For requesting ILL materials from other libraries)

#### ILL Patrons

The library provides ILL services to all FSU students, faculty, and staff with current accounts. Patrons with outstanding fines and overdue materials will not be eligible for ILL service until these issues are cleared with the Circulation Department.

#### Community Borrowers & Friends of the Library

Community Borrowers and Friends of the Library are not eligible to use the Interlibrary Loan service.

#### ILLiad

To use ILL services FSU students, faculty, and staff must create an ILLiad account at <http://library.uncfsu.edu/illiad.htm>. Each patron can only create one ILLiad account. In the event you forget your password or username, please contact the Interlibrary Loan librarian at 910-672-1555. Your password can be reset, allowing you access to your ILLiad account. For security purposes, please change your password from the newly set default value.

#### Charges

Chesnutt Library provides ILL services to faculty, staff and students at no charge to the patron.

When the lending institution charges for the use of their material the patron must agree to pay the cost before the request is processed. Patrons have the option to designate a maxcost for each request. When the lending institution charges more than the maxcost, the patron will be contacted before proceeding with the request.

## Unclaimed ILL Materials

Unclaimed materials will be sent back to the lending institution on the appropriate date.

## Request Limits

### Yearly Limits on Request

#### Faculty

Number of requests not limited

#### Staff

Number of requests not limited

#### Students

Number of requests not limited

### Daily Limits on Number of Requests

In order to provide acceptable service levels, the Interlibrary Loan Department reserves the right to limit the number of requests it can process to 5 requests per individual per day. If more than 5 requests are submitted in one day, we will process a minimum of 5 requests per day until all are completed. If you have many requests, submit them in prioritized order. Your requests will be processed in the order in which they are received. If you are working on a large project and anticipate a large number of requests, please contact the Interlibrary Loan Librarian at 910-672-1555.

## Renewals

Renewals must be requested through your Interlibrary Loan account. Renewal requests must be submitted by the day before the due date. To renew an item patron must login to their ILL account and choose the "checked out items" option. Click on the 5 digit transaction number, then click on the Rnew Request tab.

## Overdue Materials

Photocopies are yours to keep. Due dates for ILL items will be written on the strap wrapped around the front cover of the book. Overdue Interlibrary Loans will result in suspension of borrowing privileges until the overdue item(s) are returned.

## Unacceptable Requests

Chesnutt Library does not accepted requests for the following types of interlibrary loan requests:

1. Material owned by Chesnutt Library unless officially declared lost. If an item is check out you may place a Hold and you will be notified when it is returned to the library and available. If an

item is check out by faculty exceptions will be made on a case-by-case basis, because faculty can check out a book for an entire semester.

2. Materials on reserve, reference items, and other non-circulating items available at Chesnutt Library
3. Material recently borrowed and returned for the same individual, with exceptions on a case-by-case basis
4. Requests that do not comply with the Copyright Law and its guidelines (ex. Requests for photocopy of a book chapter)
5. Incomplete or incorrect citations
6. Books being used as required texts in current classes

#### Questionable Requests

Because most libraries will not lend the following types of material, Chesnutt Library has difficulty borrowing these items:

1. rare or valuable material, including manuscripts
2. high demand material – best sellers, newly published, textbooks
3. non-circulating material – reference books, periodicals, audiovisuals
4. media and test material

#### Rush Requests

Only faculty may make Rush Requests. Rush requests are accepted at the discretion of the library staff. Unfortunately, when a request is denoted with a rush status, the borrower is at the mercy of the lending institution and their service commitment. Every attempt will be made to get the request in the needed time span, but this cannot be guaranteed due to uncontrollable and unforeseeable circumstances.

#### Turnaround Time

Requests are processed as quickly as possible. It is the goal of the ILL department to order your request within 24 hours after submittal, Monday through Friday. During high volume periods of the year processing your request may take longer. When planning for deadlines, be aware an ILL request could take between 2-3 weeks.

#### Making Requests

Patrons can submit Interlibrary Loan requests using ILLiad, <http://library.uncfsu.edu/illiad.htm>. No telephone or emailed requests are accepted.

#### Requirements for all ILL Requests

1. ILL staff members require a complete and accurate bibliographic description of the requested material. The more

complete the information you supply the faster we process your request.

- a. For books, dissertations, etc. include at least
    - i. Author
    - ii. Title
  - b. Articles
    - i. Journal title
    - ii. Journal year
    - iii. Article title
    - iv. Page numbers
2. Abbreviations are discouraged
  3. Check your spelling. A misspelled word in a title or author's name can completely change a citation.

#### Arrival Notification

Patrons will be notified of an item's arrival via email or telephone.

#### Pick-up and Delivery

Students must pick up all ILL items at the Reference Desk.

Faculty and staff may request articles be sent to their office via Interdepartmental Delivery. Books and other originals must be picked up at the Reference Desk. Faculty and staff can send someone else to pick up ILL items if they call the Reference Desk first and tell the reference librarian who they are sending over and what they will be picking up. If you send another person over to pick up your ILL you are still responsible for that item!

Patrons picking up items must present their valid FSU ID card in order to pick up the material.

#### Responsibility

Upon receipt of the requested materials, the borrower is fully responsible for all items.

#### E-mail Guideline

Please use your FSU email account as your primary form of contact.

#### Lending Guidelines (for other Libraries)

Chesnutt Library agrees to make its material available to other libraries. Our library will reserve the right to decide whether a particular item should or should not be provided, and whether the original or a copy should be sent.

#### Loan Requests

Chesnutt Library will accept requests via OCLC or ALA forms (mailed or faxed). The preferred form of request is via OCLC.

### Length of Loan

Loan periods are generally 4 weeks. Photocopies should not be returned.

### Processing Time

We process requests daily and maintain a three day turnaround time.

### Renewals

Renewals will usually be granted for a 2-week period.

### Material Available for Loan and Restrictions

Monographs

### Material not available for Loan

Non-circulating materials

Audiovisual

### Overdue

Three overdue notices are sent. After the third notice, if the item is not returned, it will be assumed lost and the borrowing institution will be billed for the replacement cost of the material according to library policy regarding lost library materials.

### Billing

We accept checks made payable to Fayetteville State University.

### Methods of Delivery

Chesnutt Library will normally deliver loan materials through the US mail. All materials must be returned in the same condition as received.

Chesnutt Library will deliver copies by mail or by fax, if requested.

### Rush Orders

Taking into account volume and workload, Rush orders are done at the discretion of the library staff. Every attempt will be made to get the request in the needed time span, but this cannot be guaranteed

Loan will be sent through the US mail, copies can be faxed or emailed.

### Copyright Compliance

All interlibrary loan functions shall be in compliance with the Copyright law and its guidelines. Chesnutt Library will adhere to copyright guidelines in regards to CCG and CCL.

The requesting library shall indicate compliance with CCG or CCL.