



CALIFORNIA STATE UNIVERSITY, STANISLAUS

Interlibrary Loan

Hours: Mon-Thurs 8:30 am-5:30 pm; Fri 8:30 am-5:00pm

Phone: (209) 667-3236

Interlibrary Loan: Frequently Asked Questions

- **What is Interlibrary Loan (ILL)?**

The ILL Department obtains materials not owned by our library from an international partnership of libraries.

- **Who is eligible for ILL services?**

Currently registered CSU Stanislaus students, faculty, and staff may use ILL services. CSUS alumni and community members have access to ILL services at their local public library.

- **What types of material can be requested through ILL?**

Materials include books, journal and newspaper articles, theses, dissertations, government documents, conference proceedings, reports, and music scores.

- **What types of materials may NOT be requested through ILL?**

Current textbooks are not eligible for Interlibrary Loan. Please speak to your instructor about the possibility of placing a copy of the required text on Reserve in the library. Also, non-academic materials that are readily available at the public library should not be requested through ILL.

- **How much does it cost?**

There is no charge for ILL services. All costs are absorbed by the library, except fines for overdue materials (\$1.00 per day). Replacement costs may be charged for lost or damaged materials.

- **How do I know which library has the book or journal I want?**

You don't need to locate a lender for the material you are requesting. ILL borrows material from whichever libraries provide the fastest and most cost-effective service.

- **How do I submit an ILL request?**

Interlibrary Loan has an online tracking system called "ILLiad." Patrons must register before entering requests. *You must have an e-mail address to use this system.* Materials are requested online using the forms available on the Library home page (library.csustan.edu). Click on "Interlibrary Loan" under "Services" and select the appropriate request form (Book or Article).

NOTE: Use a book form to request chapters in books, dissertations, theses, reports, and documents.

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- **I tried to logon to my ILLiad account, but it won't accept my username or password. What should I do?**

1. Be sure you're using the 14-digit barcode number on your Student ID card (begins with 209....).
2. The password is your last name. It is case-sensitive and must be entered the same as when you created your New User Account.
3. If you are still unable to logon to your account, please contact the ILL Department (667-3236).

- **How long does it take to receive my request?**

The average time for a request to arrive is five to ten working days. Articles often arrive in three to five working days. Books mailed from out of state may take longer.

- **How will I be notified when my request arrives?**

Patrons who select e-mail notification will get an automatic e-mail when books or articles arrive. Patrons who choose "phone" as their preferred contact method will be called only when books arrive, not articles. Books are held in the ILL office for pick-up. Articles are also held unless you request to have them mailed to you. Contact information and delivery method may be changed through your ILLiad account by clicking on the "Change User Information" button. Patrons may check their ILLiad account for status of requests.

- **What is the loan period for ILL books or other materials? Can they be renewed?**

The loan period is determined by the lending library. The average loan is two to three weeks.

Renewals are at the discretion of the lending library. If an item is non-renewable, this is noted on the gold book band below the due date. **Renewals should be requested at least one week before the due date. Overdue items may not be renewed.** One renewal is allowed per item. Renewals are requested online via the patron's ILLiad account by clicking on "View/Renew Checked-Out Items." You will not be charged overdue fines while awaiting a response to a renewal request. If a renewal is allowed, the new due date will be displayed in your ILLiad account, usually within a few days. If a renewal is not granted, the item must be returned by the due date or within three days of notification.

- **How will I know if my request can't be supplied?**

If Interlibrary Loan is unable to obtain the book or article requested, you will receive a cancellation notice via e-mail, stating the reason. Requests may also be returned for other reasons (e.g., the item is available in our library, can be accessed online, patron has been blocked due to overdue fines, etc.). Reference librarians are available to assist in locating research materials.

- **What if an item I requested is no longer needed?**

Patrons should cancel items no longer needed via their ILLiad account. Although patrons are not charged for items supplied by ILL, the library often pays a fee to the lender for loans and articles. Timely cancellation of items no longer needed helps lower our operating costs.