

## **NCCU Interlibrary Loan Borrowing**

### **Borrowing Policies (For Requesting ILL Materials from other libraries)**

#### **ILL Patrons**

The library provides ILL services to all NCCU students, faculty, and staff with current enrollment and employment. Patrons with outstanding fines and long overdue materials will not be eligible for ILL service until these issues are cleared with the Circulation / Billing department. Non-affiliated patrons will be directed to their local institution for initiating ILL requests.

Undergraduates are encouraged to exhaust resources available at NCCU before requesting materials via interlibrary loan due to the time constraints of their assignments and the length of time it may take to obtain materials through ILL. Abuses will lead to suspension of services to the patron involved.

**Community Borrowers** are not eligible to use the Interlibrary Loan Service. Community Borrowers may secure NCCU materials through the Durham Public Library.

#### **Charges**

Shepard Library provides ILL services **to faculty, staff and students** at no charge to the patron, unless the lending library invoke a charge, the patron will be contacted before proceeding with the request.

**Charges are payable on receipt of material whether or not material is used**

#### **Unclaimed ILL Materials**

If an item is unclaimed and/or cannot be delivered due to the patron providing an incorrect mailing address, unclaimed materials will be sent back to the lending institution on the appropriate date.

#### **Request Limits**

Shepard Library will fill ILL requests within the limits outlined below. Every attempt will be made to fill all requests which do not involve a charge to the library. However, due to the high numbers of requests and the limited financial resources of the ILL department, it is necessary to limit requests in the following ways:

- **Yearly Limits on Requests**

Shepard Library will accept ILL requests according to the following limits:

- **Faculty, Staff and Graduate Students:**
  - Number of requests not limited if available from reciprocal (no fee) libraries
- **Undergraduates**
  - Number of requests not limited if available from reciprocal (no fee) libraries.

Faculty, staff and graduate students may still request items after reaching the indicated maximums, but will be responsible for all lending charges incurred.

- **Daily Limits on Number of Requests**

During high volume periods, in order to provide acceptable service levels, the Interlibrary Loan department reserves the right to limit the number of requests that it can process to **10 requests per individual per day**. If more than 10 requests are submitted in one day, we will process only ten requests per day until all are completed.

## **Fines**

Fines are levied for **overdue ILL material** at the rate of **\$1.00 per day** (no maximum). Fines for **overdue ILL items that have been recalled** are **\$5.00 per day** (no maximum). This provision is applicable to all individuals using the Interlibrary Loan services.

Lost/Damaged Books: Students and Faculty are charged the replacement cost for lost or damaged books. The replacement cost is set by the lending libraries.

## **Renewals**

Renewals may be requested through your Interlibrary Loan account. **These requests must be submitted the day before the due date.**

If a renewal is requested, fines will not be levied against the material until a response is received from the lending institution. If the renewal is requested after the due date of an item, fines will be charged from the due date until the date that the renewal was requested.

## **Unacceptable Requests**

Shepard Library does not accept the following types of interlibrary loan requests:

- Textbooks assigned to current NCCU courses.
- Material owned by Shepard Library unless officially declared lost or special permission if materials is currently checked-out.
  - Publication requirements of a particular journal.
  - Material needed for reserve use (copyright violation).
  - Material recently borrowed and returned for the same individual.
  - Request that does not comply with the Copyright Law (Title 17, US Code) and its guidelines.
  - Incomplete or incorrect citations.

## **Questionable Requests**

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

- Rare or valuable material, including manuscripts
- High demand material- best sellers, newly published, current events, reserve items.
- Non-circulating material-reference books, periodicals, audiovisual materials and sometimes genealogy works.
- Bulky or fragile material-shipping may be difficult or cause damage.
- Media and test material.

## **Rush Requests**

Rush requests are accepted at the discretion of the library staff. Patrons are first encouraged to utilize the local collection to its fullest. 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 unforeseen circumstances.

While there are many institutions and document delivery services that offer rush service, costs for these services can be quite expensive. Therefore, patron must paid any costs that comes with requesting rush services

## **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, but this may not be possible at high volume periods of the year. Generally, when planning for deadlines, the patron should take into consideration that an ILL request could take between 2-3 weeks.

## **Making Requests**

Patrons can submit interlibrary loan requests via electronic forms. These forms will allow staff to electronically transfer the needed information to lending libraries, which cuts processing time in half and minimizes entry error. No telephone or emailed requests are accepted.

### **Requirements for all ILL Requests:**

- ILL staff require a complete and accurate bibliographic description of the requested material.
- Abbreviations are discouraged.
- All NCCU affiliated patrons must provide a valid NCCU email address.
- By the act of submitting the request, the patron is indicating that they have read and understand the copyright compliance statement.

## **Arrival Notification and Pick-up**

All copies (articles, etc.) will be delivered electronically whenever possible.

Patrons will be notified of an item's arrival via email notification only. No telephone notification is provided.

If materials are not claimed within ten days of the original email notification, ILL staff will attempt to contact the requester via email. It is the patron's responsibility to activate their NCCU account and check for arrival notices, as well as provide a current mailing address. If the item is not picked up on time, the patron has lost that time with the item. Since renewals are at the lending institution's discretion, a renewal cannot be guaranteed.

## ***E-mail Policy***

All correspondence concerning interlibrary loan requests will be sent to NCCU E-mail accounts only. All students, faculty and staff requesting interlibrary loan materials must have a valid NCCU email account. Students can activate this account via IT Services.

## **Delivery Methods**

Physical items (e.g. books, videos, etc.) must be picked up at the Library's Circulation/Reserve Desk. Patrons picking up materials must present their NCCU ID in order to pick-up the material.

Journal article, photocopies etc. will be delivered electronically to the patron email address.