Document Title: Interlibrary Loan Procedures
Applies to: All Students, Staff, Faculty, Alumni, and Community Users

PURPOSE

Interlibrary Loan (ILL) allows Bellevue University library to request materials for an individual from another library. Libraries agree to provide this service to enable library users to have access to materials regardless of the physical distance between the individual and the information they need.

CONDITIONS

1. The interlibrary loan service is only available to persons associated with Bellevue University. This includes currently registered students, staff, faculty, alumni, and community users. We cannot accept or process requests from reciprocal borrowers or the general public.
2. Before making a request for ILL materials, patrons should exhaust all resources at the Bellevue University Library by searching eCatalog or the electronic databases. Requests for material that is owned by Bellevue University Library and is not declared “lost” or “missing” cannot be processed.
3. ILL requests for material that is only owned in electronic format by Bellevue University library will be processed when a paper copy is requested.

PROCEDURES

1. ILL requests can be submitted by the patron using ILL WorldShare. ILL request forms are also available electronically on the library web page (Services-Borrow from another Library). Requests may also be submitted by e-mail, telephone, and in person.
2. Each requested item needs to have a separate form filled out with as much information as the patron has available before submitting it to the Document Delivery Coordinator.
3. Patrons will be notified by e-mail or telephone when the material has arrived. The material can be picked up at the circulation desk on campus, sent to the front desk of the Lozier center, or sent via UPS to the patron’s home or business address. Articles can also be e-mailed.
4. Most ILL items are received within 1-7 working days; but some may take longer to arrive.
5. ILL requests should be submitted with a reasonable “Need by Date”. The ILL department has no control on the delivery of material. Therefore, if the “Need by Date” has expired the patron is still responsible for the cost of the ILL.
6. Interlibrary loan requests cannot be canceled once the item has been shipped to us; the patron is responsible for the ILL fee even if they no longer want the item.
7. The current cost is:
   - Articles picked-up on campus - $1.00 per article
• Articles e-mailed - $1.00 per article
• Articles mailed or faxed locally - $1.00 per article
• Articles faxed long distance - $1.00 per page
• Articles faxed International - $3.00 per page
• Books and audio visual material picked-up on campus - $1.00 per item
• Books and audio visual material mailed - $2.00 per item
• Thesis/Text book – Student is charged what the lending library charges.
• Materials for Faculty and Staff – no charge

When material is picked up on campus payment is due in full at the time of pickup. When material is sent to the Lozier center, mailed by UPS or sent by e-mail, payment is due in full within one week of receiving the material.

8. Unclaimed ILL material will be held until three days before the due date listed on the sleeve, then it will be returned to the lending library. The patron will be responsible for all fees associated with the loan.

9. Occasionally, the lending library will impose an additional charge. Bellevue University Library will absorb the cost up to $10.00; however, anything beyond this amount is the responsibility of the patron. An exception to the above is that any cost associated with a thesis or a textbook; this cost would be the sole responsibility of the patron.

10. Each patron may request one currently used textbook within a six month period provided the title has not been requested six times in a given year. Renewals may not be requested for these materials.

11. The due date of an ILL item is determined by the lending library, and is generally three to four weeks. Each item will have a sleeve placed on the front cover indicating the due date. Usually a photocopy of an article will not need to be returned.

12. Renewals may be requested unless the lending library has designated the material as non-renewable. A maximum of two renewal requests for non-textbook items will be honored. The first request for renewal of material is automatically requested by the Interlibrary Loan department. Subsequent requests for renewal are the responsibility of the patron and should be made at least four days before the due date.

13. Lending libraries may place restrictions on the use of any loaned item and may request that the item be returned prior to its due date.

14. Patrons will be called or e-mailed one week after the due date when ILL material is overdue. Grades, transcripts, and diplomas will be held once ILL material is four weeks overdue. When material is five weeks overdue, the patron will be invoiced for the replacement cost of each item. Repeated delinquencies could result in discontinuation of ILL service.

Process for Billing Students, Faculty, Staff, Alumni for overdue, lost or damaged ILL material:

1. ILL material must be five weeks overdue, lost or returned damaged before a bill is generated.

2. The Student Accounts Office will be notified of charges and the library obligation will become a part of the patron's overall University account.

3. The Document Delivery Specialist is responsible for billing ILL patrons and will follow the Patron Account Billing Procedure.

4. Exceptions to the above can only be approved by the Senior Director, Library Services.
Process for Billing Community Users for overdue, lost or damaged ILL material:
1. ILL material must be five weeks overdue, lost or returned damaged before a bill is generated.
2. The library has the responsibility of sending invoices to Community Users.
3. For Community Users the Document Delivery Specialist will follow the Patron Account Billing Procedure.
4. Exceptions to the above can only be approved by the Senior Director, Library Services.

All ILL requests must be in compliance with the National Interlibrary Loan Code, other regional, state, and local resource sharing agreements and copyright law.

Miscellaneous ILL Information:
1. Patrons are liable for any and all overdue fees charged by the lending library. Anyone who does not return ILL materials promptly endangers Bellevue University’s reputation with other institutions that could result in having our borrowing privileges suspended. If an item is returned more than a month late, it could result in the discontinuation of ILL services.
2. Patrons take full responsibility for the materials borrowed for them; therefore, if materials are lost or damaged, the patron will be billed at the rate set by the lending library.
3. Materials not owned by Bellevue University and too new to be available for ILL may be recommended for purchase unless it is a textbook.
4. Questions concerning specific requests may be directed to the Document Delivery Specialist at 402-557-7311.

Questions or comments concerning the overall ILL service and its policies/procedures should be made in writing to the Senior Director, Library Services.

Supporting Documentation: Patron Account Billing Procedure
Keywords: interlibrary loan, ILL, WorldShare, library, request, articles, books, audio visual, thesis, text, material, lending, renewal

Responsible Office: Library
Contact Information: Library
402-557-7314
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