

# Interlibrary Loan Service Policy

To meet the informational needs of the college community, students, faculty, and staff may request materials through the interlibrary loan system. Requests are submitted online via the library's web site by using the patron's MU ID for EZ-Borrow to borrow books, or by using a patron's ILLiad account to request articles, books, book chapters, and DVDs. A valid MU email address is necessary for using this system. All EZ-Borrow requests are patron generated and do not allow for staff intervention.

The interlibrary staff processes ILLiad requests in compliance with library best practices and copyright law. Requests, when applicable, must include volume and issue numbers for timely processing. All faculty requests must be processed using the faculty member's account. When ILLiad requests are to be submitted for faculty by student work assistants, a faculty member must create a special account for this purpose.

## Obtaining a Request

Patrons are notified via e-MU email when requests are filled. Journal copies are delivered directly to a patron's ILLiad account and can be accessed by logging into the account and clicking on Electronically Received Articles. Articles are available for viewing, printing, or downloading for thirty days. Items are occasionally delivered as a PDF. In this case, articles may be sent to a patron via their e-MU email account. Books and DVDs may be picked up at the Circulation Desk.

## Request Charges

Every effort is made to fill requests through reciprocal lending libraries. However, if the requested item is not available from a free supplier, an interlibrary loan staff member will contact the patron to verify whether or not he/she is willing to pay any costs that may be incurred. Patrons who have been contacted for payment verification may choose to cancel the request at this time. Staff intervention significantly delays processing of requests. For this reason a line to accept or reject charges before processing is included on the request.

## Payment for Charges

Payment is due upon delivery of an article to a patron's account or upon its arrival at the library. Interlibrary loan charges range from \$11.00 to \$25.00 and sometimes higher. Payments may be made by cash or a check payable to Mary Kintz Bevevino Library. Arrangement must be made in advance by faculty if departments are to be billed for interlibrary loan charges.

## Overdue Charges

There is a charge of \$.25 a day for overdue interlibrary loans. Those items eligible for renewal will not incur the charge if renewed by the due date. All patrons are responsible for paying these charges. Privileges may be limited if fines are not paid.

## **Interlibrary Loan Periods**

The library usually offers a 21-day loan period with one 21-day renewal. It is the right of the lending library to deny renewals or recall materials at which time patrons will need to return the materials in question.

## **Questions**

Interlibrary loan questions should be directed to the Interlibrary Loan Desk at (570) 674-3037 or [illiad@misericordia.edu](mailto:illiad@misericordia.edu) .