What is Interlibrary Loan?
Interlibrary Loan (ILL) is the process by which materials are shared among libraries for their users. There are two units within the department, Borrowing and Lending. The Borrowing Unit is responsible for locating and obtaining library materials (books, articles, cds, dvds, book chapters, music scores, vinyl albums, microfilm, etc.) requested by University of Arkansas users (students, faculty, staff and affiliates).

The Lending Unit is responsible for locating and sending University of Arkansas materials to users at other libraries around the world. (They do the opposite of what the Borrowing Unit does.)

The Interlibrary Loan Department is also responsible for RazorRush and storage retrieval. The Borrowing Unit currently handles these responsibilities.

Articles:
Journal articles are delivered to the library user through his or her ILLiad account. The user receives an email stating the article is ready to be viewed. The user then logs into his/her account and views the article. Articles are deleted from the server after 30 days. It is important that library users understand their articles WILL be deleted after 30 days. Users should be encouraged to save their article files outside of the ILLiad system. The library is unable to repeatedly order the same item for the same person.

Checking out ILL items:
Items borrowed through Interlibrary Loan do not have to be checked out to the user in Sierra. (ILL items have an ILL label affixed to the front of the item). The library user must sign the slip found in the item. The slip is then placed on the ILL cart.

Cost:
There is no direct cost to the user. It may be interesting to note that the most recent national averages show that it costs around $17.00 to borrow a single item and about $9.00 to loan an item.

Delivery Times:
Most articles arrive within 8-24 hours during the work week.
Most loaned items (books, microfilm, media) arrive within 7-14 working days.
Many factors impact the ability to obtain an item quickly. Some of these are:
  • the number of libraries that own the item (more libraries gives us more choices and increases the chance of success)
  • the age of the item (many libraries will not loan rare or fragile items). Some libraries will not loan items published within the current calendar year.
  • the type of material (many libraries will not loan current textbooks, cds, dvds, or videos)
  • the distance the item must travel
- the shipping method used by the lender (FedEx, Courier, US Mail)
- whether or not the item is checked out at the lending institution. If the item is checked out at the first institution we query, the request is then electronically passed to the next library in the preselected “lender-string.” If that institution responds negatively, the request is then electronically passed to the next in line until the item is either shipped to us or all options have been exhausted.
- whether users give us a complete citation (incomplete citations make it more difficult to locate the correct item)

Why the discrepancy between articles and books? Because scanned articles and documents can be delivered directly to the user. They don’t have to be shipped in the mail, delivered to the library, opened and processed by humans like returnable items do.

**Holds, Recalls, Missing, and Checked Out Items:**
If a library user wants an item that is owned by the U of A Libraries but is unavailable for whatever reason (on hold, checked out, missing, etc.), we **WILL** borrow another copy for them. Some people do not want to wait for a recall to be processed. If this is the case, please let the user know they can make a request for the item using their ILLiad account. It is very important that the user tell us in the notes field of the request form that the U of A copy is not available. If this is not done, the request will be returned to the user unfilled and the user will think we do not know what we are doing.

**Passwords:**
If a library user forgets her/his ILLiad password, the user can reset it. On the Libraries main page click Interlibrary Loan. Click More About ILL. On the left side of the page, click “Reset Password.” The user will be asked to enter his/her username. Then the user will receive an email with a link to take them to the reset password page. If the user does not remember his/her username, he/she will need to contact ILL staff to have it reset.

**PDFs** See “Articles” above

**Renewals:**
The ILL Department does not automatically renew materials borrowed through our department. Renewals are granted at the discretion of the lending library. Overdue items cannot be renewed.

Items with **NO RENEWALS** indicated on the label cannot be renewed. Please let the user know he/she should return the item and request another copy, as silly as it seems.

Items with **Renewal: Yes** on the label are eligible to be renewed. This does not mean the renewal will be automatic. ILL staff must query the lending library and ask for a renewal. It may be granted or it may not be. If the item is renewable, the user can place the renewal request via their ILLiad account or by calling or dropping by the ILL Department.

Please do not tell ILL customers to keep their materials as long as they need them.
The University Libraries are billed for non-returned ILL items. The Libraries pay these bills and then bill the user. Sometimes we collect, sometimes we don’t. We’d rather not get into this situation in the first place.

Request limits:
There is no limit to the number of items that can be requested at one time, however, department staff will promise to process ten requests per person per day. Users should be careful when requesting large numbers of returnable items (books, dvds, cds, etc) as they will likely arrive at the same time and have similar due dates.

Storage requests:
Interlibrary Loan is also responsible for processing storage retrieval requests. Items retrieved from storage and placed on the hold shelf for pickup must be checked out to the user in Sierra. (just as if the user were picking up a hold) These items do not have an ILL label affixed to the front.

Textbooks:
The ILL office cannot order current semester textbooks. Please do not refer library users to ILL for textbooks. The Libraries are conducting a pilot study to review textbook purchase requests. Please ask the user to contact her/his subject librarian (also known as a “selector”) to request purchase of a textbook. http://libinfo.uark.edu/info/specialists.asp

Which Library?
It is not necessary for the user to locate a library that holds the needed item. ILL staff do this. Staff know which libraries are faster, which are more likely to renew and which are just plain nicer to work with. Don’t be surprised if we get the item from a different library than the one you told us about.

Why can’t you get my item?
There are several reasons why an item may not be obtainable:

- It’s not yet published!
- Only a few libraries in the world own the item and none are willing to lend.
- It’s rare
- It’s considered a reference item and does not leave the library.
- It’s rare, nobody owns it, AND it’s really expensive!

How often are you unable to get a requested item?
ILL staff successfully borrow 97% of requested items. Don’t worry! Chances are excellent we will be able to get a copy of the requested item.

TMG 05/28/13