

## Interlibrary Loan FAQ

<http://www.saintpetershcs.com/MedicalLibrary/>

**Definition:** The term “interlibrary loan” (ILL) refers to a transaction in which library materials or a copy of library materials are made available by one library to another library upon request, when such materials are not available from the requesting library’s collection.

**Q: Does Saint Peter’s University Hospital have a policy for requests of ILL articles? What about ILL books?**

**A:** Yes, Saint Peter’s University Hospital (SPUH) “Policy 769-C” regarding an ILL article and/or book request states that the Medical Library will obtain materials not available in our collection that are needed by all Hospital personnel for work-related or non work-related purposes. For school-related requests”, please see the questions below.

**Q: May I request an article or book via ILL? Does the request need to be work-related?**

**A:** You may request an ILL article or book if you are an SPUH attending or house physician, employee, resident or fellow, or a nurse for work-related and non-work-related purposes. (Please see the next question for school-related requests.)

**Q: I am an employee of Saint Peter’s University Hospital and also a student. May I submit an ILL request?**

**A:** An SPUH employee who is also a student may request an article or a book via ILL for school-related purposes, only after the requestor has provided written confirmation that the material is not available through the student’s school library.

**Q: Do I need a library card to request an ILL article? What about a book?**

**A:** You do not need a library card to request an ILL article. However, you do need one to request an ILL book.

**Q: May I request audiovisual materials such as DVDs, CDs, videocassettes, and audiocassettes?**

**A:** You may request audiovisual materials through our ILL network. However we may not be able to fill your request, since most libraries do not lend audiovisual materials via ILL.

**Q: How do I request an ILL article or book?**

**A:** First, you may check, or ask a library staff member to check, SPUH Medical Library’s catalog or journal holdings list on our website at <http://www.saintpetershcs.com/MedicalLibrary/> to see if the book or journal is available locally. If the material is not available at SPUH Medical Library, complete an ILL Article and/or Book Request Form, available at the Reference Desk in the Medical Library or on the Medical Library’s website, <http://www.saintpetershcs.com/MedicalLibrary/ElectronicForms/Default.aspx> A Medical Library staff member can take the request over the telephone during business hours. Requests can also be submitted via facsimile, regular or interoffice mail.

**Q: What information do I need to request an ILL article or book?**

**A:** You will need the complete citation of the article or as much information as possible. Example: journal name, article title, volume number, page number, date, author. For an ILL book you need to provide the title, author, edition and ISBN if available.

**Q: How many requests for an ILL article or book may I submit per day?**

**A:** The Medical Library reserves the right to limit the number of your ILL article or book requests per day, depending on the circumstances.

**Q: When should I submit an ILL request form?**

**A:** You are strongly encouraged to submit ILL requests as early as possible to ensure a timely delivery. The request form must be filled out completely and should indicate the priority of each item.

**Q: What is the “time frame” to process an ILL article or book?**

A: Emergent patient care requests are entered into the interlibrary loan computer system within one hour of receipt. Patient care-related requests are entered into the interlibrary loan computer system within one business day upon receipt. Professional, conference, and research-related requests are entered into the interlibrary loan computer system within two business days upon receipt. Books are entered into the interlibrary loan computer system within one business day upon receipt. All other requests are to be entered on an “as time permits” basis and are not considered to be a rush.

**Q: How long does it take to receive an ILL article or book?**

A: Emergent patient care article requests are usually received within one business day. All other article requests are generally received within two to ten business days. ILL books can sometimes take longer depending on the lending library’s location.

**Q: How do I receive my ILL article or book?**

A: Your ILL article can be printed and picked up in the Medical Library, emailed, faxed, or sent through regular or interoffice mail. ILL books can be retrieved at the Circulation Desk in the Medical Library or sent through interoffice mail.

**Q: How many ILL books may I borrow?**

A: You are allowed to borrow up to five ILL books at one time.

**Q: How long may I borrow an ILL book? May I renew it?**

A: Most lending libraries allow a four week borrowing period. The book will be due to the Medical Library three days before the lending library’s due date to ensure the lending library receives the book on time. The Medical Library needs three days prior to the book’s due date to submit to the lending library a request for renewal. The final decision for renewal is determined by the lending library. You will be notified of the lending library’s decision by the Medical Library. If the renewal is granted you will be given a new due date. If the renewal is declined, the book must be returned by the original due date.

**Q: Will I be charged a fee for an ILL article? What about a book?**

A: There is no charge for an ILL article obtained through the network of cooperative sharing libraries. Non-participating libraries may charge a fee. The Medical Library will ask you upon receipt of the request whether or not you are willing to pay a fee for each article. You may choose to: (a) pay any fee required (b) not pay any fee, or (c) be contacted if a fee is required. You can then agree to pay or cancel the request. Once you agree to pay, you are obligated to pay the fee, regardless of the arrival time of the article and/or book. Fees are waived for requests placed by attending physicians, advanced practice nurses, and hospital administrators. There is usually no fee for a requested book via ILL. However if one is charged, the same payment procedure applies.

**Q: When do I pay my fee for an ILL article?**

A: If a fee is charged, payment is due before the article is released to you. There is usually no fee for an ILL book. However if a fee is charged, the same payment procedure applies.

**Q: What are the payment methods for an ILL article or book?**

A: You can pay by cash (exact amount) or by check made payable to “Saint Peter’s University Hospital Medical Library”. If you agree to pay, you are obligated to do so, regardless of the arrival time of the requested article. There usually is no fee for a book requested via ILL. However if a fee is charged, the same payment method applies.

**Q: May I purchase a copy of a book I borrowed through ILL via Saint Peter’s University Hospital?**

A: Yes, please see the Personal Book Ordering FAQ handout for further information.

**Q: Whom do I contact for the status of my ILL article or book?**

A: You can contact the Medical Library staff at (732) 745-8545, by email at [mlibrary@saintpetersuh.com](mailto:mlibrary@saintpetersuh.com) or by fax 732-937-6091. We will be glad to answer any questions regarding interlibrary loans.

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