

Interlibrary Loan Service

## *Frequently Asked Questions*

### **1. What happens after I submit my request form?**

Interlibrary Loan staff has access to libraries throughout Illinois, the United States and the world! We search various catalogs to locate your item and select a number of libraries from which to request the item.

We will monitor the request. If necessary, we will resubmit the order if our first attempt is unsuccessful. If for any reason we are not able to obtain the item, we will send your request back to you explaining the reason why the request is unfulfilled. Some material may take up to 30 days to complete (such as rare, popular, or old material).

We will send a notice to your WIU email account when the item has arrived.

### **2. How long will it take for my item to arrive?**

Most items will arrive within 2 weeks. However, some items may take longer.

Items obtained from Illinois libraries are shipped via a state delivery service that runs 5 days a week. Items that must be obtained from outside Illinois may take longer since the item is shipped via US mail. Also, if we had to resubmit an order request because the first attempt was unsuccessful, the item will take longer to arrive.

### **5. I submitted a request more than 2 weeks ago, but haven't heard anything. Where is my item?**

Any time you have a question about the status of your request, you may call the interlibrary loan staff at 298-2761. We are open 8:00 am to 4:30 pm Monday through Friday. You may also stop by our office in Malpass Library or send an email to [interlibrary-loan@wiu.edu](mailto:interlibrary-loan@wiu.edu).

If you ordered the request yourself via I-SHARE, you can check your "My Account" to see if the request is still pending. If the request no longer appears on your "My Account," you should resubmit your request with the web form on the Interlibrary Loan web page. *Interlibrary Loan Staff does not have access to requests you submit yourself via I-SHARE. We cannot monitor these requests to know if they were successful or not.*

### **6. How will I be notified that my item has arrived?**

Interlibrary Loan staff will send e-mails to your WIU account. If you regularly use a different account, you should check your WIU account for notices from Interlibrary Loan.

### **7. Can I order audiovisual materials?**

You can order audiovisual materials; however, do not submit the request yourself via I-SHARE. Most libraries on I-SHARE do not lend audiovisual materials. Please submit your request with our web form and we will seek the item from other sources.

## **8. Why was the Interlibrary Loan staff unable to obtain my item?**

- The item may be too new. Frequently, libraries will not lend items published in the current year. Also, new items may be so popular that they are already in use and unavailable for interlibrary lending.
- The item may be rare. Theses and dissertations are usually only available at the library where they were published. Many times, these items are part of the library's special collections and are not available for interlibrary lending. Special Collections may also include other types of old or rare items. Also, articles from old volumes of journals may not be widely available. This does not mean that you cannot request new or rare materials. We will certainly try to obtain these types of items, but we may not be successful.
- There may be a problem with the citation. If the title, author, volume, pages, etc are listed incorrectly in the request, we may not be able to obtain the item. If we suspect a problem with the citation when processing the order request, we will try to locate the correct citation. If we are unable to find the correct citation, we will send the request back to you for correction.

## **9. Do I qualify for Distance Education services?**

If you live more than 40 miles from the Macomb *and* the Quad Cities campuses, you qualify for distance education services. These services including mailing items from the WIU Libraries' collections to you and posting articles to the web. For further information, you may call the interlibrary loan staff at 298-2761. We are open 8:00 am to 4:30 pm Monday through Friday. You may also send an email to [interlibrary-loan@wiu.edu](mailto:interlibrary-loan@wiu.edu) or visit our website [http://www.wiu.edu/library/services/disted/distedill\\_web.sphp?id=177](http://www.wiu.edu/library/services/disted/distedill_web.sphp?id=177).

## **10. What do the different bookmark colors mean?**

Purple bookmarks are used for books ordered through the I-SHARE system. These books can be renewed yourself by accessing your "My Account." Orange bookmarks are used for books ordered through the OCLC system. *These bookmarks were formerly blue or red.* Although these books will appear on your "My Account," you cannot renew them from there. You must submit a renewal request form online [https://www.wiu.edu/library/forms/ill/ill\\_renew.sphp](https://www.wiu.edu/library/forms/ill/ill_renew.sphp). This renewal information appears after the title of your OCLC book on your "My Account."

*Please note:* due to our recent change from blue to orange bookmarks, some information you read on our website may still refer to blue bookmarks.

## **11. I submitted a request for a renewal for my item with an orange bookmark. Why am I still receiving overdue notices?**

Once you submit your renewal request, Interlibrary Loan staff must contact the lending library to request the renewal. Once that library responds, we will notify you and, if appropriate, update the due date. This process may take several days, and you may still receive overdue notices during this time. Any questions you may have about the status of the renewal should be directed to the Interlibrary Loan staff.

**12. I ordered a multi-volume set through I-Share. Why was only one volume sent?**

When ordering multi-volume sets through I-Share, you need to request each volume separately. If you **just** submit a request for one volume and leave a note in the comment field indicating the other volumes you want, only the volume actually requested will be sent.

**13. What happens if there is a charge for my item?**

While most Interlibrary Loan requests are obtained at no charge, there are occasions when other libraries charge for materials borrowed from them. When WIU Libraries receives a charge from a lending library, we will subsidize up to \$40.00 for each item borrowed. If the item requested exceeds that amount, you will be provided with a referral list of possible locations from which to purchase the material(s).

In accordance with the U.S. Copyright Law (Title 17 U.S. Code) items for which copyright has to be paid as stated by the copyright law are:

Anytime a library requests more than FIVE articles from ONE PERIODICAL TITLE (JOURNAL/MAGAZINE) during the current year.

A library may not request more than ONE article that appears in the SAME ISSUE of a PERIODICAL.

The library will subsidize copyright fees of \$100.00 per calendar year (including summer) per patron. This means that if any charges are incurred to obtain materials, the library will be picking up these costs until you have reached this limit. After the limit is reached you will be offered the choice of paying fees before the material is ordered. A \$10.00 copyright fee for each item will be assessed.