



# CALIFORNIA STATE UNIVERSITY, STANISLAUS

## Interlibrary Loan

Hours: Mon-Thurs 8:30 am-5:30 pm; Fri 8:30 am-5:00pm

Phone: (209) 667-3236

## Interlibrary Loan: Frequently Asked Questions

- **What is Interlibrary Loan (ILL)?**

The ILL Department obtains materials not owned by our library from an international partnership of libraries.

- **Who is eligible for ILL services?**

Currently registered CSU Stanislaus students, faculty, and staff may use ILL services. CSUS alumni and community members have access to ILL services at their local public library.

- **What types of material can be requested through ILL?**

Materials include books, journal and newspaper articles, theses, dissertations, government documents, conference proceedings, reports, videocassettes, DVD's, and music scores.

- **What types of materials may NOT be requested through ILL?**

Non-academic materials that are readily available at the public library (such as popular novels or videos) should not be requested through ILL. Current textbooks are not eligible for Interlibrary Loan. If you are unable to purchase a required text, please speak to your instructor about the possibility of placing a copy on Reserve in the library.

- **How do I submit an ILL request?**

Interlibrary Loan has an online tracking system called "ILLiad." Patrons must register before entering requests. *You must have a CSUS Warrior Card ID number and campus email address to use this system.* All communication regarding ILL requests will be sent to your campus email account (csustan.edu).

Materials are requested online using the forms available on the Library home page (library.csustan.edu). Click on "Interlibrary Loan" under "Services" and select the appropriate request form (Book or Article). NOTE: Use a book form to request dissertations, theses, reports, documents, videocassettes and DVD's.

- **How much does it cost?**

There is no charge for ILL services. All costs are absorbed by the library, except fines for overdue materials (\$1.00 per day). Replacement costs may be charged for lost or damaged materials.

- **How long does it take to receive my books or articles?**

The average time for a request to arrive is five to seven working days. Articles often arrive in three to five working days. Books mailed from out of state may take longer.

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- **How will I be notified when my books or articles arrive?**

**BOOKS:** Patrons will get an automatic email (to campus email account) when books arrive. Books are held in the ILL office or Stockton Library for pick-up. Contact information and delivery method may be changed through your ILLiad account by clicking on the “Change User Information” button.

**ARTICLES:** Patrons will get an automatic email (to campus email account) when articles arrive. Articles will be delivered electronically via your ILLiad account whenever possible. Otherwise, they will be held for pick-up unless you select “mail” as your secondary delivery method.

- **What is the loan period for ILL books or other materials? Can they be renewed?**

The loan period is determined by the lending library. The average loan is two to three weeks.

Renewals are at the discretion of the lending library. If an item is non-renewable, this is noted on the gold book band below the due date. **Renewals should be requested at least one week before the due date. Overdue items may not be renewed.** One renewal is allowed per item.

Renewals are requested online via the patron’s ILLiad account by clicking on "View/Renew Checked-Out Items." You will not be charged overdue fines while awaiting a response to a renewal request. If a renewal is granted, you will receive a campus email notification with the new due date. If a renewal is denied, you will be notified by campus email that the item must be returned by the due date or within three days.

- **How will I know if my request can’t be supplied?**

If Interlibrary Loan is unable to obtain the book or article requested, you will receive a cancellation notice via campus email, stating the reason. Requests may also be returned for other reasons (e.g., the item is available in our library, can be accessed online, patron has been blocked due to overdue fines, etc.). Reference librarians are available to assist in locating research materials.

- **What if I no longer need an item I requested?**

Patrons should cancel items no longer needed via their ILLiad account. Although patrons are not charged for items supplied by ILL, the library often pays a fee to the lender for loans and articles. Timely cancellation of items no longer needed helps lower our operating costs.

- **I tried to logon to my ILLiad account, but it won’t accept my username or password. What should I do?**

1. Be sure to enter only the first part of your campus e-mail address (up to the @ symbol).
2. The password is your last name. It is case-sensitive and must be entered exactly the same as you entered it when you created your New User Account.
3. If you are still unable to logon to your account, please contact the ILL Department (667-3236).