

# ILLS user guide for external users

## What is the Interlibrary Loan Service?

Interlibrary loan is a service that makes available to other libraries UAB holdings.

## Where is the service located?

Servei de Biblioteques  
Préstec Interbibliotecari  
Edifici N, Planta 1. Plaça Cívica  
08193 Bellaterra (Cerdanyola del Vallès)

Phone number: +34 93 581 10 50

Email: [pi@uab.cat](mailto:pi@uab.cat)

## Opening hours

Monday – Thursday from 9 to 17:30, Friday from 9 to 15h

Summer (July) Monday – Friday from 9 to 14h

Vacation: Christmas, Easter and August

## How do I place an ILL request for UAB materials?

To place a request you will need to complete and inter-library loan request form in the Interlibrary Loan (ILL) user portal for external users

(<https://www.uab.cat/web/our-services/interlibrary-loan-ill-1345738248007.html>)

In order to enter the portal, you need to identify yourself with your user code and password. If you are using the Interlibrary Loan Service for the first time you need to register and wait until you receive a confirmation message within 24 workhours (except Christmas, Easter and August). From this time on you can already make a request.

You can also place an ILL request

By email: [pi@uab.cat](mailto:pi@uab.cat)

By mail:

Universitat Autònoma de Barcelona  
Servei de Biblioteques  
Préstec Interbibliotecari  
Edifici N, Planta 1. Plaça Cívica  
08193 Bellaterra (Cerdanyola del Vallès) - SPAIN

## I'm not a UAB library member, can you send me an item I have located in your library?

No, you should go to your local public or academic library and ask about the interlibrary loan.

## How much does the ILLS cost?

Please, see current fees (<https://www.uab.cat/web/our-services/interlibrary-loan-for-external-institutions-1345738248051.html#e4>)

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### How can I pay ILL service?

You will receive both the invoice and the item. We prefer that you pay through bank transfer to the account number 2100-0424-32-0200025001 (CaixaBank). ILL request number must be stated in the bank transfer. We also accept payments by cheques.

Compensation accounts are not accepted.

### How long does it take to send a request?

Requests are sent within a maximum period of 4 working days. Private postal mail is used for delivering items to CSUC members

(<https://confluence.csuc.cat/display/PICA/Institucions+que+subscriuen+l%27Acord+de+PI>).

Deliverings to other libraries are sent by mail.

### How long can I keep the items I've borrowed?

Loan periods for printed materials are 30 days, except for specific cases.

### What materials may or may not be loaned?

Please, check our online library catalogue for information on our holdings and circulation status of materials

### Can I ask for a renewal for an ILL item?

Yes, if the item has not been booked by another user. Only one renewal is allowed and for a 15 days period.

### Can I claim a document that I have not yet received?

Yes, by entering the Interlibrary Loan (ILL) user portal, by email ([pi@uab.cat](mailto:pi@uab.cat)) or by phone (+34 93 581 10 50)

### Can I cancel a request?

The centre can cancel a request in the Interlibrary Loan (ILL) user portal, by email ([pi@uab.cat](mailto:pi@uab.cat)) or by phone (+34 93 581 10 50)

### How can I check the status of my request?

By entering the Interlibrary Loan (ILL) user portal. The centre will receive information by email about all the changes made to its requests.

### What bibliographical data is needed in the request forms?

Bibliographic information should be as complete as possible

### Are there fines for overdue, lost, or damaged materials?

The borrower has to buy a new identical item or similar.

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April 2019 edition

Digital version: <https://ddd.uab.cat/record/204210>

