

ILLS USER GUIDE

Juny 2009

¿ What is the interlibrary loan borrowing service?

Interlibrary loan borrowing is a service that provides access to materials not owned by the UAB Libraries. Its aim is to locate materials in other Catalan, Spanish or foreign libraries. At the same time also makes available to other libraries its own holdings.

Who can use the service?

Any member of the university community of the UAB (PDI, students, staff, UAB area, Amics de la UAB and Universitat a l'abast). We also supply documents to any library or research center that asks us to.

What materials are available?

- You can request materials in any format you need:
- Books
- Journal articles
- Conference proceedings
- Theses
- Audio/Visual materials
- Microfilm and microfiche items

Some libraries don't lend some types of materials, making them difficult to obtain on loan. Especially hard to borrow items are :

- Software and audio/visual materials
- Items in the reserve collection
- Reference books (dictionaries...)
- Rare or fragile materials
- Paper maps
- Print theses

Where is the service located?

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

Telèfon: 93 581 10 50 - Fax: 93 581 32 19
Correu electrònic : pi@uab.cat

Opening hours

Monday - Friday from 9 to 21h

Summer (July and August) Monday - Friday from 9 to 14h

Vacation: Christmas and Easter

UAB users

How do I place an ILL request?

To place a request you will need to complete an inter-library loan [request form](#).

If you want to request an item through Catàleg Col·lectiu de les Universitats Catalanes ([CCUC](#)) you need to fill the request form in *Where to find it* and follow the steps.

How long will it take to get my materials?

Delivery time is dependent on the library sending the material and the availability of the requested material. The documents provided by a Consorci de Biblioteques Universitàries de Catalunya ([CBUC](#)) library member are received within 6 days, documents received from other Spanish libraries are received within 10 days. Delivery time for photocopies is shorter.

Is there a limit to the number of item I may request?

No. However, if you are turning in a large number of requests at one time, it is a good idea to prioritize them (by including a note in the Notes field). It may not be possible for staff to process all of your requests immediately, and if many items arrive in a short space of time it may be difficult for you to consult them all in the typically short time that lending libraries allow. Important : in case you have requested an item from a Consorci de Biblioteques Universitàries de Catalunya library member, where cost is 0 euros, there is a limit to 5 documents for PDI and 2 documents for other users.

How do I pick up, consult and return my materials?

Users	Material type	Collection	Consult	Returns
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PDI i PAS	Photocopies	Items are sent to department		
	Items not excluded from loan in the owner library	Items are sent to UAB library which user belongs to	Items can be collected by user under owner library conditions	Library
	Items excluded from loan in the owner library	Items are sent to the library which user belongs to	In the reading-room	
Students or users that have paid for the service through bank income	Photocopies	At Interlibrary Loan Service		
	Items not excluded from loan in the owner library	Items from CBUC members are sent to UAB library which user belongs to. In other cases, at the ILL service	Loan subjected to owner library conditions	LIBRARY/ILL Service
	Items excluded from loan in the owner library	Items from CBUC members are sent to UAB library which user belongs to. In other cases, at the ILL service	LIBRARY/ILL Service	
Other users	Photocopies	At Interlibrary Loan Service		
	Items not excluded from loan in the owner library	At Interlibrary Loan Service	Loan subjected to owner library conditions	ILL Service
	Items excluded from loan in the owner library	ILL Service	ILL Service	

IMPORTANT: user is responsible of returning material promptly and in the same condition as when received. Please **DO NOT** remove any paperwork from the ILL materials.

How long can I keep the materials I borrowed?

Loan dates vary, but are at least two weeks for paper materials.

The due date is indicated on the paper attached to the item loaned, and is based on a due date set by the lending library.

Due dates are determined from the date UAB receives the material from the lending library, not from the date you check out the materials. .

If you do not check out materials as soon as you receive your Item Available email notice, you will have a shorter loan period.

At the request of the lending library, some material may be "In Library Use Only."

These items have a note *In library use only*

Can I ask for a renewal on an ILL item?

Renewals are only allowed for materials from Catalan or Spanish libraries, except Universitat de Barcelona. To renew contact ILLS (telf. 93 581 10 50), always before the due date. A new due date will be assigned. You can ask for one renewal only.

Important: The lending library is solely responsible for the decision of how long to extend the due date. The lending library may decide not to renew the material, even if renewal requests are allowed.

How much the ILLS costs?

Please, see [current taxes](#)

How can I pay ILL service?

Professors (PDI) and staff (PAS) can pay through their department funds. Users must pay through bank transfer to the account 2100-0424-32-0200025001 from La Caixa de Pensions. ILL number must be cited in the bank transfer. ILL service will notify price and payment conditions by e-mail when documents arrive to ILL service.

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

Charges are determined by the lending institution and may include:

- Overdue fines
- Lost item replacement
- Damage fines

When an ILL item becomes 30 days overdue, it will be declared lost, and the borrower should buy a new one.

How can I help to expedite my request?

- As more information you provide us, more efficiently will be the processing of your request.
Be sure to check the Library Catalog to determine that the UAB Libraries does not own the title you need.
- For journal articles copies: search the journal in [UAB Catalog](#) and the [E-Journal list](#). Check if we own the volume and year you need.
Is important include ISSN or ISBN number in your request.

Do not use abbreviations for any part of the journal title, including association names, unless that is all the information you have.

Can someone else pick up ILL materials for me?

Yes, but all authorized users and proxies are required to present their UAB card and the request number when picking up materials. UAB faculty must advise ILLS if they designate a proxy to pick up their materials. Authorized people will be required to present their identification card.

How will I know if received my electronic request?

ILLS will send you an email within a maximum of two days. In other cases, contact [ILLS](#)

How will I know when my materials have arrived?

ILLS will send you an email when materials have arrived and will tell you where you will have to pick up them. In other cases, contact [ILLS](#)

Can I decide where to receive my materials?


Yes. Contact [ILLS](#).

Can I cancel my requests?

Yes, by phone calling to 93 581 10 50 and sending an e-mail to pi@uab.cat. We will cancel only the requests if they has not been processed yet by the owner library.

When ILSS decides to cancel a request?

- The document is found in UAB libraries
- The information included in the request is not enough or is confuse
- The document is excluded of loan
- The owner library cancels our request for any reason
- The document is not found
- The document is not found in libraries selected by user

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Borrowing from UAB libraries, external users

How can I place an ILL request to borrow UAB materials?

- Through interlibrary loan request [form](#).
- By e-mail to pi@uab.cat.
- By mail:
Universitat Autònoma de Barcelona
Servei de Biblioteques
Préstec interbibliotecari
Edifici N Planta 1
08193 Bellaterra (Barcelona)

I'm not affiliated with a library, 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 interlibrary loan. The UAB library fills interlibrary loan requests from other libraries, but not from individuals. If you want a loan or a copy you can request the item through your library's ILLS.

How much it costs?

Please, see [current taxes](#).

How to pay?

You will receive the invoice with the item. We prefer you pay through bank transfer to the account number 2100-0424-32-0200025001 from Caixa de Pensions. Invoice number must be cited in the bank transfer.

We also accept payments by IFLA Vouchers, cheques or postal orders.

How long does it take?

ILL staff retrieves materials at the UAB libraries daily. Materials generally leave the ILL office for the mail room by the request's second day. If possible, copies are sent by electronic mail. Private postal mail is used for delivering to [CBUC](#) institutions and Spanish mail for other libraries.

How long is the loan period?

The long-term loan period is 30 days. Short-term loan period is 7-14 days with no renewals allowed.

What materials may or not may be loaned?

Please, check our online library [catalog](#) for information on our holdings and circulation status of materials.

Can an item be renewed?

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