

ILLS USER GUIDE

February 2012

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 it 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.

Which 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](#).

You can enter by placing your NIU amb password. If you are using the Interlibrary Loan service by the first time you must register previously and wait until you receive a confirmation message within 24 workdays (except Christmas and Easter). From this time on you can already make requests.

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 items I may request?

No limit

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

Users	Material type	Collection	Consult	Returns
Users with a department budget	Photocopies	Items are sent to departament		
	Items not excluded from loan in the owner library	Items are sent to the UAB library that user has chosen in the request	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 UAB that user has chosen in the request	In the reading-room	
Users paying by bank income	Photocopies	At Interlibrary Loan Service after the bank income		
	Items not excluded from loan in the owner library	At Interlibrary Loan Service after the bank income	Loan subjected to owner library conditions	LIBRARY/ILL Service
	Items excluded from loan in the owner library	At interlibrary Loan Service after the bank income	ILL Service	
Free loans	Items not excluded from loan in the owner library	Items are sent to the chosen library	Loan subjected to owner library conditions	Chosen library
	Items excluded from loan in the owner library	Items are sent to the chosen library	In the reading room	

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*

The user will receive an advice electronic message when his loan is about to expire.

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 does the ILLS cost?

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?

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 procedure of your request.
Be sure to check the Library Catalog to determine that the UAB Libraries don't own the title you need.
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- 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. Including ISSN or ISBN number in your request is important. 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 can I consult my requests state?

The user can consult his requests state by using the application of Interlibrary Loan

How will I know if my electronic request has been received?

ILLS will send you an email within a maximum of two days. In other cases, contact ILLS (tel. 935811050).

You can also consult your requests state with the ILL application.

Moreover, you can subscribe to one canal RSS and you will receive information about the documents arrival and the loans you must already return.

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. There is a field in the request form to select the reception library.

Can I cancel my requests?

Yes, by phone calling to 93 581 10 50 and sending an e-mail to pi@uab.cat.

Also you can cancel the request by entering to the ILL application.

We will cancel only the requests if they has not been served yet by the owner library.

When does ILLS decide to cancel a request?

- The document is found in UAB libraries
- The information included in the request is not enough or it is confuse
- The document is excluded of loan
- The owner library cancels our request for any reason
- The document is not found
- The document can be requested through the consortial loan (PUC)
- 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](#) for external users:
For entering to it, you need to place your user code and password. If you make a ILL request by the first time you must register previously and wait until you receive a confirmation message within 24 workdays (except Christmas and Easter). From this time on you can already make requests.
- 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 does it cost?

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 reference.

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.

Can I claim a request?

Yes, by using the ILL application.

Also, by sending a message to the address: pi@uab.es

Can I cancel a request?

The center can only cancel a request in the case that the owner library hasn't served the document yet.

The center can make the cancellation from the ILL application. It can also make it by sending a message to the address: pi@uab.es

How can I consult my requests state?

By the ILL application

The center will receive information by e-mail about all the actions made with its request.

In other cases, contact ILL service (pi@uab.es or tel. 935811050)

Which bibliographic information must I state in my ILL request?

The more information you provide us, the more efficiently your request will be processed.

Including ISBN/ISSN is important

For review articles:

- Verify if UAB owns the volume/year desired.
- Don't use abbreviations of the review title or article, if possible.

Are there fines for lost of materials?

When a center loses a document, it has to buy another copy.