

## ILLS user guide for UAB users

### 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 and make them available to UAB users.

### 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).

### What types of 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 or borrow. This may be the case for:

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

### 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 17:30h, Friday from 9 to 15h

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

Vacation: Christmas, Easter and August

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### How do I place an ILL request?

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

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

You can enter the ILL service by typing your NIU 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 request.

In the Interlibrary Loan (ILL) user portal you can place a request and check the status of your requests.

### How long will it take to get the items I've requested?

Delivery time depends on the library that sends the items and the availability of the requested material. The documents provided by a Consorci de Serveis Universitaris de Catalunya (CSUC) library member are received within 6 days. Documents sent from other Spanish libraries are received within 10 days. Delivery time for copies of articles or book parts are shorter.

The reception time always depends on the shipping arrangements of the borrowing library and the availability of the requested material.

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

Loan dates for paper materials are 15 days, unless the lending library determines a shorter loan term.

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

Due dates are depend on the date UAB receives the items from the lending library, not from the date you check out the items. 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 can only be read in the reading rooms of the UAB libraries. These items have a note "**In Library Use Only**".

The user will receive an email message telling him the loan period end date.

**IMPORTANT:** Users are responsible of returning material promptly and in the same condition they received it.

Please DO NOT remove any attached papers from the ILL materials.

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

You can ask for a renewal to the Interlibrary Loan Service. You can contact ILLS by phone (+34 93 581 10 50) or by email ([pi@uab.cat](mailto:pi@uab.cat)) before the due date. The Interlibrary Loan Service will contact the lending library and will inform the user about the new loan period end date.

Only the lending library can make a decision on 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 fees (<https://www.uab.cat/web/our-services/interlibrary-loan-for-UAB-members-1345738248034.html#e5>)

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### **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 (CaixaBank). ILL request number must be stated in the bank transfer. ILL service will notify price and payment conditions by email when documents arrive to ILL service.

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

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

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

Bibliographic information should be as complete as possible

### **How can I check my requests status?**

The user can check his request status by using the Interlibrary Loan (ILL) user portal (<https://www.uab.cat/web/our-services/interlibrary-loan-ill-1345738248007.html>)

### **How will I know when my items have arrived?**

ILLS will send you an email when materials have arrived. You can also check the status of your request in the Interlibrary Loan (ILL) user portal

### **How can I access electronic documents?**

The electronic documents can be downloaded in pdf format from the Interlibrary Loan (ILL) user portal (<https://www.uab.cat/web/our-services/interlibrary-loan-ill-1345738248007.html>). To access the Interlibrary Loan (ILL) user portal you have to log in with NIU and password.

### **Can I choose where to receive my materials?**

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

In the case of book request subject to payment, users that don't pay through their department funds must collect their request in the Interlibrary Loan Service.

### **Can someone else pick up ILL materials for me?**

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

### **Where should I return the documents?**

You can return the documents to any UAB library.

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

You can claim your 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)

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### Can I cancel my request?

Only requests that have not yet been served by the owner library will be cancelled. You can cancel them in the Interlibrary Loan (ILL) user portal

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Digital version: <https://ddd.uab.cat/record/30111>

