

## OBTAINING ITEMS FROM OTHER LIBRARIES (ILL)

### **THINGS TO REMEMBER:**

---

When requesting items via Interlibrary loan, please note the following:

- You may not request any materials that are available via our [library catalog](#), even if they are not immediately available.
- It usually takes anywhere from 1 – 6 weeks for ILL items to become available for checkout. However, it could take even longer if the item is rare or in popular demand.
- Items that have been in publication for less than 3 – 6 months cannot be requested, but a patron can suggest our library purchase these items to add to our collection.
- If you would like to renew an Interlibrary Loan item, please contact Sarah at 507-345-5120/ [skroning@nmlibrary.org](mailto:skroning@nmlibrary.org) at least 5 business days before the item is due. Renewals are granted at the discretion of the lending library.
- **REMEMBER!** if you have a fine or overdue ILL materials you will not be able to pick up any new requests that have come in for you until these items are returned.

### **ILL FAQs:**

---

- Who may use ILL services?
  - Any customer with a valid North Mankato Taylor Library card or TDS card.
- How do I request an Interlibrary loan?
  - You may ask for interlibrary loan help at the Circulation Desk, or email Sarah at: [skroning@nmlibrary.org](mailto:skroning@nmlibrary.org)
- What kinds of material can be borrowed through Interlibrary loan?
  - ILL requests are accepted for many items that are not in our library catalog, including (but not confined to) books, audio books, DVDs and CDs. Items that are difficult to get are genealogical materials and "hot" new movies and music. Requests for items published within the last three to six months are not generally available through ILL, but you can recommend the library purchase these items.
- What kinds of materials cannot be borrowed through Interlibrary loan?
  - Libraries generally don't lend materials published within the last three to six months, non-circulating and reference materials, genealogical materials, print copies of newspapers, whole issues of magazines, computer software or games, rare or valuable items, and items from special collections. We may be able to get sections of newspapers/magazines; however, copyright law limits the amount of materials that can be photocopied.

- What if the item is really new?
  - Items published within the past few months are more likely to be unavailable from other libraries. You may, however, recommend the library purchase these newer titles. If purchased, you can ask to be put on a waiting list. If the library does not purchase the item, you can submit your interlibrary loan request after the item has been available for three to six months.
- How long will it take to receive my Interlibrary loan request?
  - ILL items can take anywhere from 1 - 6 weeks to receive, depending on the location of the item, its availability at the lending library, and the lending library's response time. Materials that are rare, valuable, or in high demand may take considerably longer than average, or not be loaned out at all. Some items may never become available for borrowing.
- How will I know when my materials have arrived?
  - We will call or email you once your items have arrived and been processed in our system. You must specify which notice option you prefer, and provide us with a valid phone number/email address. If we do not have correct information, your materials may be sent back.
- What is the check-out period for Interlibrary loans?
  - Our library will check the item out to you for three weeks for books, and one week for audiovisual materials; however, all ILL items can be recalled by the lending library before the due date we provide to you. If this happens, we will contact you, and ask for the item's return.
- What if I am not finished with the item by its due date?
  - If a renewal is needed, please contact the library at 507-345-5120, or email the ILL librarian at [skroning@nmlibrary.org](mailto:skroning@nmlibrary.org), at least five days before the due date is reached. If this is not done, a renewal is not guaranteed and you may be asked to promptly return the item. We cannot, however, contact lending libraries, or renew ILL items, on Saturdays or Sundays, so please plan accordingly.
- What if I no longer need an item I have requested but not yet received?
  - Please call us at 507-345-5120, or contact Sarah at [skroning@nmlibrary.org](mailto:skroning@nmlibrary.org) as soon as you know the item is no longer needed. The library pays for this service, and letting us know when you no longer need items saves us money.
- Why can't you get what I have requested?
  - It is at each library's discretion whether they want to loan out their items or not. There are items that are not owned by any libraries from which we borrow, and are also not available to be purchased. Some libraries will not lend reference titles or other materials that cannot leave their library. Also, there are times when the lending library simply says "no" without stating a reason.

- How many ILLs can I make per day in total?
  - At this time, we have not instituted a limit on the number of requests you can make; however, if you frequently make multiple requests that push the limits of common courtesy, we may limit you to a more reasonable number. You may explain special circumstances to Sarah, the interlibrary loan librarian, (507-345-5120; skroning@nmlibrary.org) if you're concerned about making too many requests.
- Where do I pick the item(s) up?
  - You may pick up ILL items at the circulation desk.
- If I know what library has an item I want, will that speed up my request?
  - Unfortunately, that is not how ILL requests work. We search through a list of libraries for each particular item until we find one that is willing, and able, to loan to us.
- What if I lose my ILL material?
  - You are responsible for any fees associated with a lost or damaged item. The lending library determines the fees for such items, and sends the bill to the North Mankato Taylor Library, which will then be passed on to you. It may take a few weeks for us to receive the bill, and get the information to you.
- Should I leave the green/white slip in the material?
  - Yes. The slips included with the item are informational papers on the item, and allow us to identify the material(s) as interlibrary loans. They also enable us to clear your record once the item is returned.
- Where do I return my ILL materials?
  - All ILL items must be returned to the North Mankato Taylor Library. Your record will not be cleared of the items if they are not returned to us. If you happen to return the items to a different library, the materials cannot be removed from your card until the lending library has been contacted, and they have verified that the items are once again in their possession.