

Interlibrary Loan Policies and Procedures

What is ILL?

Interlibrary Loan (ILL) is a system by which patrons can gain access to materials unavailable at the Cornette Library.

If you have any questions or concerns, please feel free to contact ILL Coordinator via email at ill@wtamu.edu.

Who can use ILL?

Current Students, Faculty, and Staff

ILL is available to all current WTAMU students (in-person or online), faculty, and staff in good standing with the library. "In good standing" is defined as:

- An active, unexpired library account, free of unpaid fines or fees, and free of overdue/lost items.

All who are eligible for an Interlibrary Loan account may sign up for an account with your WT email.

Friends of the Library

Friends of the Cornette Library members who are at the Supporting Friends (\$50/year) level or higher may also use ILL. Please contact the ILL Coordinator to set up your account.

Proxy Requests/Authorized Users

Cornette Library does not allow proxy requests. Patrons may, however, designate authorized users to pick up their items for them. You can set up authorized users at account creation and change them at any time in the "Change User Information" section.

Requesting Items

What items will ILL borrow?

- **Physical Items-** Books, DVDs, musical scores, dissertations/theses, reports, and government documents
- **Journal Articles-** copyright rules apply
- **Book Chapter-** One Chapter of a book or 50 pages, whichever comes first

Limited/Hard to Get Items

- **Textbooks-** often difficult to find/obtain with short loan periods.

- **Rare/fragile items-** likely to be in-library use only
- **Bulky items-** difficult to ship/can be damaged in transit
- **New/High-demand items-** most libraries will not loan new//high-demand items because they need them available for their own patrons.
- **Entire Journal Issues/Volumes-** can request physical copies, but libraries are unlikely to send. Any microfilm sent by other libraries is restricted to in-library use only.

Restrictions/Will Not Order

- **Entire eBooks-** copyright/vendor agreements do not allow most libraries to send whole eBooks for loan. We are more than happy to try to obtain a physical copy of the book, or to obtain a chapter.
- **Digital Audio Files-** there is no way to send us these files, nor any way for us to receive them.

Delivery/Pickup

Document Delivery

Document Delivery services allow us to scan and send journal articles available in the Cornette Library to WTAMU faculty, Amarillo Center students, online/distance students, and RELLIS students. Please note your status (Amarillo Center/online/RELLIS) in your request.

Services by Location

1. If you are located/take classes on the **Main Campus-** you must pick up your items at the Research and Access Desk within 10 days of item availability. If you are enrolled in at least **one** on-campus class, you are required to pick up your items at the Cornette Library.
2. If you are an **Online-Only** student, we will mail your ILL items to the address listed on your account. At least one week of extra shipping time should be factor into this option.
3. If you only take courses at the **Amarillo Center**, we can send your items through the courier service. However, items are only brought once a week, so pick up your items at the **Main Campus** for faster service.
4. If you are a **RELLIS** student or faculty member, we will send your items to the RELLIS library via TExpress courier.

Patron Responsibilities

In-Library Use Only

Sometimes libraries send an item with the condition “In-Library Use Only.” If you receive an item with this condition attached, you may come to the Research and Access Desk to pick up the item and use it anywhere in the Cornette Library for the duration of the loan period. We will return the item for you on the due date. The item cannot leave the building at **any** time, for **any** reason.

Returns

You may return items to the Research and Access Desk during library hours or in the East Book Drop after hours.

At the Amarillo Center ILL items may be dropped off for the courier to bring back to the Cornette Library. Due dates may be adjusted to account for the time it takes for the courier.

If you are an Online-Only student, please save your box and use the included prepaid label to mail your ILL back to the Cornette Library before the due date. Due dates will be adjusted to account for shipping time.

If you are on the RELLIS Campus, please return your item to the RELLIS library and they will send it back to us. Due dates will be adjusted to account for shipping time.

Item Limits

Faculty, graduate students, and staff may borrow up to 30 hardcopy items at a time. Undergraduates may borrow up to 10 hardcopy items at a time.

Article and book chapter requests are unlimited for all patron groups. Copyright restrictions apply.

ILL Costs

While we try our best to obtain items from free libraries, some items may only be available from libraries that charge fees. If an item you want is only available from charge libraries, we will contact you for price limits before we send your request.

If you accept charges, they must be paid when you pick up your ILL item. If you fail to pick up a charge item, you will still be required to pay the fee and will be blocked from ILL and the Cornette Library until you do so.

Due Dates

All due dates are set by the lending library. Loan periods are anywhere from two to sixteen weeks. The due date is the day you must return the item to the Cornette Library.

Please keep in mind an item can be recalled by the lending library at any time. If an item is recalled, you must return the item to the Cornette Library ASAP so we can return it to the lending library.

Renewals

Renewals are at the discretion of the lending library. Please let us know at least **three days** before the due date so we may request a renewal from the lending library. We will not ask for a renewal on or past the due date except under extreme circumstances.

Email us to request a renewal at ill@wtamu.edu

Overdue Items

Keeping items past the due date jeopardizes the Cornette Library's good standing and can cause libraries to refuse requests in the future. Please return your items on time so we can maintain cordial relationships with other libraries.

Lost Items

If you lose an ILL item, or keep it so long past the due date the item is assumed lost, we will ask the lending library for an invoice and charge you for the replacement cost. Your ILL and Cornette Library account will be suspended until you return the item or pay off all fees.

Damaged Items

The ILL department notes the condition of every item before we allow the patron to check out. If you return an item damaged, we will contact the lending library and they will decide what needs to be done. Some libraries will charge a replacement cost, which you are responsible for paying. Your ILL and Cornette Library accounts will be blocked until you pay all fees. For students this will result in a hold on your academic account as well.

Failure to Pick Up ILL Items

While ILL is free of cost to patrons, it is not a free service. The library must still pay for materials and postage to send and receive items. Frequent failure to pick up ILL items within the semester (defined as failure to pick up items 5 times) will result in the library assessing a postage fee of \$4.35 per item ordered that you do not pick up.

Academic Holds

Student failure to return ILL items will result in a hold placed on your academic account. You will not be able to obtain transcripts, register for classes, or receive grades until the item is returned or all fees are paid.

Faculty

Frequent failure to return ILL items on time will result in all items being restricted to "In-Library Use Only" for the following semester. Continued offenses will result in all items

being restricted to “In-Library Use Only” for an entire calendar year. Repeat offenses after the yearlong restriction will result in complete suspension of your ILL privileges, which can only be reinstated at the discretion of the Director of Cornette Library.

Appeals Process

If you believe a consequence has been levied against your privileges in error, you may appeal to the Cornette Library ILL department either in-person or via email. We will investigate the matter and correct any errors on our part.

Copyright

In accordance with copyright law, all ILL items are only for individual use. Please do not order ILL items with the intention of using them in your class or uploading/distributing copies to others.