

## Interlibrary Loan (ILL) Policy

### **BORROWING:**

Interlibrary Loan (ILL) is the cooperative exchange of items among institutions for the purpose of fulfilling the informational needs of their patrons. The Interlibrary Loan Office is responsible for borrowing Books and journal articles that are not owned by the Library but are requested by Canisius College faculty, staff and students. It also lends items to other institutions that make requests. These materials are ordered from other libraries across the country. Books take about two weeks, on average. Journal articles can be filled in two ways. We will attempt to fill them through Rapid ILL and in most cases these materials are received within 48 hours. Sometimes, we must request journal articles manually and they may take a week to acquire.

This service is available only to students, faculty, and staff with valid borrowing privileges. Please be sure you have checked our collections carefully before submitting a request to determine if we own the material you need. The library lends materials, supplies photocopies, and transmits documents electronically only to members of the Canisius College community and to other libraries. General document delivery service is not provided to individuals, companies or institutions.

FOR BOOKS: Check both the [Library Catalog](#) and [ConnectNY](#)

FOR JOURNALS: Check both the [Library Catalog](#) and [The E-Journal Portal](#)

Requests are usually processed within 48 hours of receipt. The Canisius College Library strives to satisfy each patron's requests, however, some items may not be available due to the item's scarcity. Every effort will be made to locate requested materials at libraries that do not charge for services, but if the requested material is available only at libraries that charge, the Interlibrary Loan Office will inform the patron of all charges before requesting the material. Patrons are responsible for such charges.

Patrons will be notified by email when the item(s) have been received by the library. All articles will be available as PDF files electronically.

### Loan Periods:

Loan periods are determined by the lending library. Most allow a month long loan on books, but restricted periodicals, reference books, and microforms to one week. All interlibrary loans are subject to recall at any time by the lending library. Interlibrary loan materials must be returned to the Canisius College Library. Failure to return the items in a timely manner will result in late fees or replacement costs. Patrons will be held responsible for these costs.

The copyright law of the United States ([Title 17, United States Code](#)) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specific conditions is that the photocopy or reproduction is not to be "used for any

purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of fair use, that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a photocopying order if, in its judgment, fulfillment of the order would violate copyright law. (This information is posted in compliance with [U.S. Code of Federal Regulations, Title 37, sec.#201.14\(b\) \(1995\)](#)).

The library complies with US copyright law and the [CONTU Guidelines on Photocopying under Interlibrary Loan Arrangements](#). To insure compliance, users who submit an online interlibrary loan form must acknowledge that they are aware of copyright restrictions affecting their use of the requested material. In cases where requests from a user violate copyright law, the library will inform the user and attempt to provide alternative access to the information.

### **Who can request items via ILL?**

Current Canisius College students, faculty, and staff are encouraged to use this service. Unfortunately, we are unable to extend this service to Alumni or visitors. Users not affiliated with Canisius College should seek assistance from the library at their home institution or from their local public library.

### **I need a book/journal article tomorrow. Can I get it through ILL?**

Book requests generally take from one to several weeks to be filled. Most requests are placed via the OCLC interlibrary loan subsystem which requires that we identify up to five potential lenders and then allow each one up to four days to accept or reject our request. Journals are usually filled within 48 hours via Rapid and are then posted to email for electronic access.

### **My request was denied. How come?**

On rare occasions, we are unable to fill requests. This generally occurs when the item is held by only one or two domestic libraries and they are unable to comply with our request. There are a number of reasons why materials are not loaned: they may be checked out, missing, or lost, they may be on reserve, or they may fall into a non-circulating category. You will be notified via email if your request cannot be filled.

### **I got an email that said the item was purchased. What does that mean?**

Sometimes, the library buys items for our collection rather than ordering them from ILL. These items are ordered with expedited delivery and are usually available within 3-5 business days. You will be notified via your Canisius College email account when the item is ready for pickup at the single service desk.

### **I got an email that said the item was filled through Connect NY. What does that mean?**

Sometimes, books requested through ILL are available through a delivery service called ConnectNY. These items are ordered from schools in New York State and are usually available

within 3-5 business days. You will be notified via your Canisius College email account when the item is ready for pickup at the single service desk.

**I don't use my Canisius email. Can you notify me via my personal email account?**

When a request has been filled and the item has arrived at the library's interlibrary loan office, we will notify you via your Canisius e-mail account. We are unable to use any other email.

**I got an email that the book I requested is in. Where do I get it?**

Your items can be picked up at the Single Service desk on the first floor of the library. Please notify the staff person of your name and that you are picking up an ILL. We will hold a borrowed item for two weeks. After that time it will be returned to the lending library.

**I got an email that the journal article I requested is in. Where do I get it?**

The article is available to you electronically at <https://illiad.canisius.edu/>. Simply login to see your article. Sometimes the article will be sent to you as a PDF attached directly to the email.

**How long can I keep my ILL?**

Borrowing periods range from one to four weeks, depending upon the policy of the lending library. The due date will be clearly indicated on the interlibrary loan book band which is placed around the front cover of each borrowed item. It is possible to request renewals, although they are granted at the discretion of the lending library. Some libraries do not permit renewals for materials borrowed through interlibrary loan. Please direct renewal requests to Jessie Blum, reference librarian, [blumj@canisius.edu](mailto:blumj@canisius.edu) or 716-888-8404. We will contact you to let you know the status of your renewal request.

**I lost/damaged the book I borrowed via ILL. Now what?**

You are responsible for materials which you have taken from the library. Charges for damaged or lost materials are assessed by the lending library and are the responsibility of the borrowing patron. Loss, damage or failure to return borrowed materials promptly also may result in the forfeiture of all library privileges and holds placed on your account. Materials lost in transit to the law library from the lending library or after they have been returned to the library by the user will be the responsibility of the library.

**LENDING**

The library will lend items or supply copies of articles or documents in its collections to other libraries via interlibrary loan. OCLC member libraries should place requests via the OCLC interlibrary loan subsystem.

The library supplies materials free of charge to libraries that are members of LVIS, the Association of Jesuit Colleges and Universities ([AJCU](http://www.ajcu.org/)), and libraries who lend for free. There is

a limit of 35 pages per request. For all other institutions, there will be a \$15.00 service charge per request.

For questions about interlibrary lending services and policies, contact Jessie Blum, reference librarian, [blumj@canisius.edu](mailto:blumj@canisius.edu) or 716-888-8404