

<p style="text-align: center;"><b>University of Richmond</b> <b>Boatwright Memorial Library</b> <b>Resource Sharing Department</b> <b>Policy Manual</b></p>
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**General:**

InterLibrary Loan (ILL) is a process through which books, copies of journal articles, or other items are sent from one library to another library by request.

Careful and conscientious use of this service is encouraged. Patrons are encouraged to pay careful attention to policies and procedures designed to make the process efficient for all of those that use it.

**Purpose:**

The Boatwright Memorial Library (BML) Resource Sharing Department supports the instructional, informational and research needs of the current and retired faculty, current staff, and current students by providing access to materials that are not owned by BML. These requests are reserved for research pursuits.

**Borrowing for UR (excluding Law School patrons)**

UR faculty, staff and students can submit ILL borrowing requests by establishing an ILLiad (InterLibrary Loan internet accessible database) account and entering requests through ILLiad. All users must have their own individual ILLiad account. . More information on ILLiad and establishing an account can be found on the Library website.

1. Patrons should always check the BML online "**LIBRARY CATALOG**" and "**JOURNAL LOCATOR**" to make sure the item is not held locally before submitting their ILL request. This will save a delay in obtaining some material.
2. UR books that are in use or deemed missing may be requested via ILL. Please signal this status in the notes field of ILLiad.
3. There are no restrictions on the number of ILL requests for faculty that can be submitted.
4. Students can have ten (10) ILL items checked out at any given time.
5. Students are encouraged to work with their liaison librarian (subject specialist) to see that all locally held resources are exhausted before large numbers of ILL requests are pursued.
6. Patrons are notified only at their **UR email address** about the status of their requests and the availability of materials.
7. Patrons receive scan requests directly through ILLiad. Patrons can also monitor the status changes and due dates for requested physical items directly on their ILLiad account.
8. ILL will not accept requests for:
  - a. Recreational reading, books/novels for personal use, text-books or other related course books.
  - b. Recreational media.
  - c. Items available at UR library including non-circulating reference or reserve items.

- d. Journal articles that are owned by the UR library unless it is at the bindery, damaged, lost, or missing.
9. Some materials may be restricted to **"LIBRARY USE ONLY"**. i.e. they are not to leave the library and need to be returned to the Information and Assistance Desk after each use.
- 10. Renewals are not offered on ILL materials.**
11. Borrowed materials are subject to recall by the lending library. ILL staff will contact the UR borrower directly to request return of the item.
12. BML complies with U.S. Copyright Law and regulations. In cases where requests from an individual violate the copyright law, ILL staff will inform the borrower.
13. Users must **not** alter the material while the book is on loan. This includes removing the ILL book wraparound, leaving Post-its, paperclips, etc. **Users in violation will be charged a minimum fee of \$5.**
- 14. Users are responsible for fees charged by the lending library for damaged/lost materials.**
15. Inaccurate citations or forms missing information will be returned to the patron for more information.
16. If multiple years are being requested, each year should be entered as a separate request in ILLiad. It is **not** acceptable to note "please order all years available" on one ILL request.
17. ILL does not support proxy account usage. Each patron is responsible for entering their citation information in ILLiad.

#### **Creating An ILL Request:**

Log in to ILLiad. ILLiad accepts the same University of Richmond login used for other University services. If it is your first time signing in, you will be asked to enter your contact information. Select the type of request that you would like to make on the left-hand menu. Enter the information about the item. Click "Submit Request." Please provide a complete, accurate citation. Provide an ISBN or OCLC number whenever possible. Please fill out a separate request form for each item that you want.

Order materials directly from University of Richmond's [WorldCat](#) accessible through the Library website by using the "Request through Interlibrary Loan" button. This database will bring you to our site where citation information will already be filled in for you. Click the "Submit Request" button to complete your request.

#### **Document Delivery (UR-Owned Books & ILL Books):**

1. Document Delivery is available to faculty and staff with the exception of those who are employed by Boatwright Library.
2. The service includes delivery of books (processed by User Services), as well as electronic fulfillment of scans of articles and book chapters held within the UR Library print collection (processed by Resource Sharing).
3. Directions for placing Document Delivery requests can be found on the [Boatwright website](#).
4. Materials may only be requested for work related purposes.
5. The service cannot accommodate requests for personal or recreational purposes.

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6. Recreational Reading books, DVDs, Videos, Audio Books and Music CDs are not included in the delivery program.
7. Effective March 14, 2016, Library staff will use Campus Mail Services to deliver requested UR-owned and ILL books. Campus Mail Services will deliver to the mailroom located in each building.
8. Patrons are responsible for materials from the time they are checked out and put into Campus Mail until the time the material is checked in at Boatwright.
9. We encourage patrons to return materials in person.
10. Delivery of books and scans may take one to three (1-3) business days.
11. Only five (5) items per day per patron will be pulled and/or scanned.
12. Only five (5) items total (UR and ILL) will be processed for delivery per day.
13. The combination of UR and ILL books requested over the limit will be processed on consecutive days until the order is filled.
14. This service may be suspended during breaks, holidays, or when staffing is unavailable.

**Law Library Book Requests by Arts and Sciences Faculty and Staff:**

1. UR faculty and staff can contact Law Library staff members for Law library books:

Andrew Frank, Access Services Librarian; 287-6555; afrank@richmond.edu

**ILL Borrowing for Law School Students:**

1. Law students must place orders through the Law Library [ILL department](#).

**UR Patron Fees and Fines:**

1. Currently there is no charge for InterLibrary Loan services.
2. Borrowers are responsible for lost or damaged materials. The lending library assesses the charges for lost or damaged items. **Borrowers are responsible for payment of charges levied by the lending library.**
3. Borrowers who keep InterLibrary Loan material past the due date imposed by the lending library are responsible for payment of any charges levied by the lending library. Excessive or consistent overdue items and demonstrated abuse of the service may result in suspension of ILL privileges.
4. Requests may be denied because an item is overly costly. To be able to serve as many patrons as possible the cost of obtaining an item must be considered.

**Lending to Libraries:**

InterLibrary Loan Lending supplies other libraries with materials needed by their users. Boatwright Memorial Library has an obligation to supply materials to other libraries as part of the reciprocal nature of InterLibrary Loan.

1. Fees may apply to certain libraries. See OCLC Policy Directory for VRU.

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2. UR Libraries reserve the right to restrict the loan period of or refuse to lend, any circulating material that is fragile, in demand, or that may otherwise need special restriction.
3. Requests will be filled for the following material:
  - a. Books in the Boatwright and Music libraries' circulating collections.
  - b. Articles, if the item to be duplicated is within acceptable copyright ranges.
  - c. Up to five (5) reels of microfilm may be loaned at one time for a single request.
4. Requests will not be filled for the following materials (except on a case by case basis):
  - a. Newspapers, except ones on microfilm.
  - b. Non-circulating items, including those in reference collections, special collections and the Curriculum Materials Center (CMC).
5. Requests for media are processed with the below policies:
  - a. DVDs
    - i. Lent to in-state institutions only.
    - ii. 2-week lending period.
    - iii. Cannot lend DVDs designated as Video3
  - b. Audiobooks
    - i. Treat requests as a normal request for a book (60 day lending period; can lend out-of-state)
  - c. Music Library CDs
    - i. Lent to in-state institutions only
    - ii. Lend for 60 days
6. UR will lend materials for a 60 day period for books and 30 days for bound periodicals and microfilm, but has the right to recall the materials if requested by UR patrons.
7. Returnable requests are transported via UPS. Non-returnable requests are transmitted via Odyssey and Article Exchange.
8. UR does not ship materials internationally, but we do fill non-returnable requests from international institutions.

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