

PURPOSE

The interlibrary loan service provides the Troy University System faculty, students, and staff with access to library materials not owned or available at the Troy University Library. Local residents are advised to contact their local public library for ILL service.

BORROWING POLICIES

Eligibility

Interlibrary loan service is offered to the Troy University System faculty, staff, graduate students, and students in support of research and course related work.

Materials That Can Be Obtained

1. Books or articles located at any Troy campus library
2. Books not owned by Troy University.
3. Books owned by Troy University, but declared missing or lost.
4. Articles from journals and newspapers not owned by Troy University or included in any online full text database owned by Troy University.
5. Thesis, dissertations, and audio visuals, when available.
6. Government documents and conference proceedings.
7. If the requested material is available online, as an ebook or an ejournal, then the online version must be used. We, the library, will not request the item through InterLibrary Loan.

How to Request an Interlibrary Loan Item

1. Check the online card catalog and online databases to make sure the item is not available at Troy University.
2. Fill out the appropriate interlibrary loan form. **A link is provided on the Troy University Library home page.**
3. Make note on the request form if the item is owned by Troy University but is missing or has torn or mangled pages.
4. Undergraduate students are allowed to have a total of ten items requested or received from ILL at any given time. Faculty/Staff and graduate students are allowed to have a total of twenty-five items requested or received from ILL at any given time. This number includes items requested and not yet filled as well as those books in the undergraduate faculty/staff or graduate student or a book is returned to the library, those items are removed from their total number of ILL items.

Turnaround and Loan Period

The Library transmits most requests via the OCLC ILL System. The normal time for requests to be processed is about 10-14 days. The turnaround time for delivery of materials depends on several factors-- the work load of the lending library and the availability of materials. The loan period for most libraries is between **21 and 28** days.

1. The **student, faculty or staff member** will be notified by phone or Email when the material arrives. If request was made online, you may check the status of your request there. The Troy University ID is required to pick up the material. This material will be held at the Circulation Desk for 2 weeks.
2. Within each book is a slip to be signed and dated when picked up, the **student, faculty or staff member** keeps a duplicate copy, if available, which indicates date when the book is due.
3. It is the responsibility of the **student, faculty or staff member** to return the borrowed material to the Circulation Desk or ILL office on your local campus by the due date.

Renewals, Overdues and Recalls

1. Requests for renewals must be initiated prior to the return due date. *These are extended at the discretion of the lending library.* The lending library determines renewal availability.
2. ILL materials are subject to recall by the lending library at any time.
3. Overdue materials will be fined at \$.25 per day per item for books and \$1.00 for audiovisuals. **Students, faculty or staff members** will be charged for any lost or **damaged** materials. The amount of the fine or replacement cost will be determined by the lending library.
4. Non-payment will result in suspension of ILL services and blocking of registration.
5. The first overdue notice will be sent the day after the item is late. The second notice will be sent seven days after the due date. The final notice will be sent 14 days after the due date. On the 15th day the item is late; the library guest will be blocked in SIRSI and blocked from InterLibrary Loan services.

Charges

The Troy University Interlibrary Loan Department will make every effort to obtain materials at no charge or at a reasonable cost. As funds permit, the library will absorb the first \$5.00 of any cost incurred, with the remainder to be paid by the **student**. Faculty/staff members will cover all costs incurred. Faculty and staff members will be notified before an ILL request is made if additional charges apply to an item.

LENDING POLICIES

The Troy University ILL Department accepts request via OCLC, fax, and mail. Hand-carried ILL's are accepted if the patron has an ALA ILL form signed from the requesting library. We will loan materials to all libraries within the United States and Canada. We give priority to the following groups in descending order.

- Troy University Campuses
- Network of Alabama Academic Libraries
- LyraSis Member Libraries
- OCLC Member Libraries
- Other Universities
- Other Public Libraries
- School Libraries

Materials That Can Be Loaned

1. Books held in the general circulating stacks.
2. Government documents.
3. Photocopies of articles from journals and newspapers.
4. Photocopies from Reference material.
5. **DVDs, cassettes and videos (at discretion of ILL supervisor).**
6. **Textbooks and children's books.**
7. Non-circulating items to other Troy University campuses in Alabama (for faculty and staff only with in-house usage)

We will not loan Reference material, periodicals, browsing books, **children's big book collection**, reserve material or materials from Special Collections.

Turnaround Time and Method of Delivery

1. The normal time to process requests from other libraries is two consecutive working days.
2. All photocopy requests from will be sent by the most efficient method unless the photocopy is too poor to be transmitted, in which case, the U.S. Postal Service is used.
3. Courier services will be used for any other items going to NAAL members.
4. All other requests will be shipped via U.S. Postal Service.

Length of Loan

1. All materials are loaned for 56 days to other lending institutions.
2. Renewals requested prior to due date will be extended for two weeks.
3. The Troy University Library reserves the right to recall items from borrowing libraries at any time for any reason.

Charges

1. No NAAL member or S06 class member of Lyris charges handling fees, photocopy charges, or postage to other NAAL or S06 class member.
2. Those institutions where reciprocal agreements have been made will also send requests free of charge.
3. Book requests will be sent at no charge to all libraries.
4. Article requests to all other institutions will cost \$5.00 plus \$.10 for each page.
5. The borrowing library is responsible for all damages and replacement costs of library materials on loan to them from the Troy University Library.

ILL Late Items and Charges

- Charges for students only
 - Circulating books, Government Documents and Lease Books
25 cents per day per item, accruing to a maximum of \$20.00
 - Audio Visual
\$1.00 per day per item, accruing to a maximum of \$20.00
 - Recalls
50 cents per day per item after the recall due date
- Charges for every user
 - Replacement costs (the below replacement cost plus \$15)
 - Hardcover books \$50.00
 - Paperback & Juvenile books \$25.00
 - K-12 Textbooks \$50.00
 - Audio CDs, Cassettes & LP Records \$25.00 (per item & for each item in set)
 - DVDs & CD-ROMS & Videos \$125.00
 - Kits, Tests & Oversized Books \$150.00
 - Replacement costs (for items belonging to other institutions)
 - Replacement cost as charged by the other institution
 - \$15 processing fee will be added to each replacement item

When the item is returned and the librarian at the desk notices that the item is late, please indicate that the above fees will be charged for the item (s). If the librarian is told that it was renewed, please inform borrower that this will have to be checked with the ILL office and that if it is not late, then no fees would occur; however, if it is late, then a fee will be added to their account.

Global Campus, eTroy and Phenix City Requests

1. Requests are placed by the student, faculty or staff member.
2. Book requests for undergraduate students are filled from the Troy University Libraries only and shipped UPS to their home address if within the continental U.S., excluding APO addresses (we do not loan to APO addresses). Students will need to use their own local libraries to request books not available from the Troy University Libraries. Articles from journals and newspapers are filled through the Troy University Libraries and other worldwide library collections. These will be delivered by email or U.S mail.
3. Graduate students, faculty and staff book and article requests will be filled either by the main campus collection or another library within the continental U.S. Books will be shipped by UPS to their home location. Articles will be delivered by the most efficient method.
4. Undergraduate students are allowed to have a total of ten items requested or received from ILL at any given time. Faculty/Staff and graduate students are allowed to have a total of twenty-five items requested or received from ILL at any given time. This number includes items requested and not yet filled as well as those books in the undergraduate faculty/staff or graduate students' possession. When an article or a book is returned to the library, those items are removed from their total number of ILL items.
5. Books will have a 3 week due date, including shipping time. They may be returned by the student, faculty or staff member at their expense, or dropped off at any Troy University site. Phenix City returns dropped off in Phenix City should go to mail room for the university. It is the responsibility of the student, faculty or staff member to make sure the items are received by the Troy University Library ILL Department on time. Overdue charges will apply if not received on time. Student, faculty and staff members will be billed for items not returned and ILL services will be suspended and registration blocked. Repeated offenses will result in suspension of ILL service.
6. E-Books requested will be identified and ordered for the Troy University Library collection if available.
7. Items from the Test collection can be requested by Phenix City grad students only with a loan period of 7-days.
8. The Troy University Interlibrary Loan Department will make every effort to obtain materials at no charge or at a reasonable cost. As funds permit, the library will absorb the first \$5.00 of any cost incurred, with the remainder to be paid by the **student**. Faculty/staff members will cover all costs incurred. Faculty and staff members will be notified before an ILL request is made if additional charges apply to an item
9. Requests for renewals must be initiated prior to the return due date. Items from a Troy campus library will be renewed for two weeks. The lending library determines renewal availability for items received from non-Troy campus libraries.