

# Inter-Library Loans Service

Learning and Information Service

## Who can use the Inter-Library Loans (ILL) service?

Final year undergraduates, postgraduates, research students and staff are all eligible to use the ILL service if the items you need are not available in the Library.

First and second year students may use the service in some circumstances. Talk to your information librarian first.



### Have you checked the catalogue?

Before you request books and journal articles **check the library catalogue**. The item you want may already be available through our e-collections.

**Each ILL costs us over £10** so please only submit requests if you are certain you need the item.

You can request books for loan and photocopies, although any articles or book chapters requested will be automatically supplied in digital format unless otherwise requested. Occasionally articles are supplied by libraries other than the British Library. These will usually be photocopies which will need to be collected from the ILL office.

## Where are the Inter Library Loan request forms?

From September 2014 you will need to submit all your ILL requests using our [online request form](#)

You will need to be logged in to the Portal to access this form as it will use your log-in as a digital signature and pre-fill your personal details.

## What information do you need?

Please give as much information as you can. If you request an article we will need the journal name and the title of the article, together with the author's name. We will also need the volume, issue and pages numbers for the article too. Without these details we may return the form to you.

If you cannot provide all these details please tell us where you found the reference and we may still be able to help you. The more information we have the better the chances of fulfilling your request.

If an item is available online only ahead of print, we may still be able to get a copy for you but we may ask you to contribute towards the cost as this is usually a more expensive option than standard article supply.

## How many requests can I have and how long will they take to arrive?

You can ask for 6 items at a time and as soon as they start to arrive, you can put in more requests. These usually take between 3 and 10 days. You will be notified by e-mail when your requests are ready for collection. If after 2 weeks you haven't heard anything, please contact us.

## Where do I collect books and how long can I keep them?

Collect any books we've borrowed on your behalf at the **Document Supply office (ML014)**. You will need to bring your campus card.

If you need to renew an item we've borrowed for you, please let us know three days before the due date. This material must be returned to the ILL office when you have finished with it - not on the self-service machines. If the ILL office is closed, please hand your books to staff at the Information Desk.

