

ILL Policies & Procedures

Interlibrary loan (ILL) requests for materials not owned by the UTEP Library may be made through the ILLiad system. **UTEP Faculty, Staff and Students may use the service at no cost.** Community users with a valid community user's card pay \$5.00 per request at time of pick up. Community User request form is found in the Interlibrary Loan Web Page: <http://libraryweb.utep.edu/about/departments/ill/index.php> Additional fees assessed by lending institution may be issued to both Community Users and UTEP patrons.

The average time required to obtain material through ILL is from **7 to 11 business days**. Requests sent internationally usually take considerably longer. Materials ordered online can be picked up at the Interlibrary Loan Department Monday to Friday from **8:00am to 6:00pm**. Material may also be picked up after ILL business hours at the Circulation desk.

When materials arrive, a notification is sent via e-mail. Electronic materials need not be returned. Please note that some libraries require that the materials they lend be used within the borrowing library only and some do not allow photocopying.

The loan period for materials borrowed from other libraries is set by the lending library and is indicated on a band placed on borrowed items. In the interest of maintaining good working relationships with lending libraries, **due dates must be honored**. All borrowed items should be returned to the Interlibrary Loan Department or to Circulation if ILL is closed.

You will be responsible for any overdue fines or late fees charged by the lending library. In the event that an item is lost or damaged, you are responsible for replacement and/or repair costs, including any associated processing fees and surcharges assessed by the lending library. Users of ILL services are expected to promptly pay any fines and/or replacement costs arising from their requests. Should you lose or damage an ILL item, contact ILL at (915) 747-5678 or libraryill@utep.edu immediately.

You may submit a renewal request through your ILLiad account. Log in to your ILLiad account and select the "**View → Checked out Items**" menu option. Select the individual item that you want to renew. If renewals are not possible, you will be blocked from renewing the material online. Otherwise, you may contact our office within two to three days, before the due date, to confirm a renewal. **Please have the Transaction number on record and ready for any renewal requests or status information.** Renewals are requested only at a **1 time basis**. Be advised that a renewal request may be rejected by the lending institution. If rejected, or the material is not renewable, you may resubmit a new request.

Interlibrary Loan protects "each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted" as written by the American Library Association's Code of Ethics.