

# Interlibrary loans FAQs

## Who can use Interlibrary loans?

The following borrowers can ask for book loans and articles/book chapters:

- Undergraduate students of the University of Sunderland can have up to 25 books or articles in each academic year.
- Students at Local Partner Colleges can have up to 25 books or articles in each academic year. (Items which are borrowed must be collected from and returned to University Library Services in Sunderland).
- On-campus staff, researchers and post-graduate students of the University of Sunderland can have up to 65 books or articles in each academic year.

The following borrowers can ask for copies of journal articles and book chapters, but unfortunately cannot borrow ILL items:

- students at UK Partner Colleges (other than Local Partner Colleges) and all Overseas students.

The following readers are **not** eligible to use our ILL Service:

- [Guest](#) borrowers e.g. those from other HE institutions who have joined the library through one of our reciprocal schemes
- visiting scholars
- Partner College staff.

**We do not post interlibrary loan items out to borrowers.**

## What kind of resources can I get?

We can only accept requests for items which we do not have, either in print or online, in the University libraries. (If we have a book in the library but it is on loan, please put in a reservation for it. It will not be available through ILL.)

You can ask us for:

- books
- issues of journals
- journal articles
- conference papers
- reports
- patents
- theses

We may not be able to get copies of some items. We will tell you by emailing your university email account if this happens.

Most books are sent to the library for you to borrow. All book loans must be collected from the library. **We do not post ILL books out.**

Some books will be for use in the library only. We will tell you this when we email you to say the loan has arrived.

Journal articles individual book chapters will be obtained via The British Library's On Demand DRM service where possible, and emailed to your University email account.

## How do I check or change my requests?

You can see a list of the items you have requested by logging into the My Account area of the Library Catalogue with your campus card number. Under the 'Inter Library Loan' heading you will see a list of any 'active' Interlibrary loans. Under the 'status' column you will be able to see the progress of your request.

### Books requests:

- Pending - your request has been added to the library system and is waiting to be approved.
- Requested - your request has been sent off, but the item has not yet arrived.
- Received - we have received your item and informed you by email to your **University email account** that it is ready to collect but you have not yet collected it yet.
- On loan - you have borrowed the item.
- Reapply - sometimes if an item is not yet published or available we will be asked to reapply for it after the publication date.

### Copies of articles, book chapters and papers

- Pending - your request has been added to the library system and is waiting to be approved.
- Requested- your request has been sent to our supplier.
- Reapply - sometimes if an item is not yet published or available we will be asked to reapply for it after the publication date.

### Books you have on loan

- If you have borrowed an ILL item you can look at the details and the return date in the 'Loans' area of the My Account page.

## Can I cancel or change my request?

If you no longer need something you have requested, or you want to change it or give us extra information, the information please [contact the ILL Team](#) . We will check whether it is possible to cancel it.

Unfortunately, depending on the progress of the request this may not always be possible.

If you still have a query regarding your ILL requests please [contact our ILL Team](#).

### **Collecting ILL book loans**

Please allow at least 14 days for items to arrive. This is the length of time it may take if the item is available from The British Library. If it is not available from The British Library, we will try other libraries for you, but this will take longer.

### **How will I know when my ILLs have arrived?**

When your book has arrived we will email your University email account. The email will tell you which library to collect it from, and how long it will be kept for you before it is sent back.

Please collect the book from the Library Help Desk. You can only do this during staffed opening hours.

Please bring your campus card when you come to collect the book.

Some books are **Reference Only** books. These books can't be borrowed - they have to be used in the library. We will tell you when we email you if your book is a Reference Only book.

### **How will I receive ILL online articles and chapters?**

Articles, conference papers and individual book chapters will be supplied via The British Library's On Demand DRM service where possible, and emailed to your University email account.

The most important things to remember about The British Library On Demand DRM articles are:

- Once you receive the email you have 30 days in which to download your document.
- You must make sure you have registered for British Library On Demand account (this is free and you can do it before the document email arrives).
- When you have registered with the British Library, you can use your username and password to claim and open any British Library documents which you have requested.
- When you have downloaded the document, you can view it for 3 years.  
**Note: You can only print the document once.**

However, please read all of the following information carefully before submitting a request and [get in touch with us](#) if you have any further questions.

## How do I open a document using Adobe LiveCycle DRM?

- A link to the document is delivered by email; the link will take you to the download page. Note: you must be online.
- If you are registered for BLDSS/On Demand and the system recognises your email address, you will be prompted to “Click to download your document”.
- If you are registered for BLDSS/On Demand and the system does not recognise your email address, you will be prompted to enter your Username or BLDSS/On Demand registered email address before you “Click to download your document”.
- If you are not registered for BLDSS/On Demand, you can register by clicking [‘Register for On Demand’](#) on the download page. Follow the instructions which include activating your account. Return to the download page and enter your Username or On Demand registered email address before you “Click to download your document”. Note: It can take up to 5 minutes for our records to be updated with a new On Demand registration so please retry if your initial download attempt fails.
- Once you “Click to download your document” you will be presented with the following prompt. Note: some mobile devices may require you to go to the ‘downloads’ notification before you can access this prompt
- Enter your Username and Password and you will gain access to the document.
- You will need to enter these details each time you access the document, unless you check the ‘Remember me on this computer’ box. Note: Please DO NOT check this box if you are accessing the document on a shared computer.

## How many times can I print the item?

- You may print only one paper copy, from which you may not make any further copies. You may not make further electronic copies or convert the file into any other format. You may not cut and paste or otherwise alter the text.

## Can I forward the document to someone else?

- Once the document has been downloaded, only that BLDSS/On Demand user may access it. However, prior to that, download links may be forwarded to another email address if the document is not already associated with a BLDSS/On Demand user.

## Why won't my document download or open? Why am I seeing blank pages?

- Are you online? Online access to the Internet is needed every time you open the document.
- Are you using Adobe Reader as your PDF viewer? If your browser's default PDF viewer is not Adobe Reader, it will need disabling before documents can be read. Google Chrome's viewer is disabled by typing `chrome://plugins` in the address bar, then scrolling down and clicking ‘disable’ next to ‘Chrome PDF

viewer'. Chrome users may avoid this step by using a different browser such as IE or Firefox.

- Are you using a compatible version of Adobe Reader? Adobe Reader 10 or above is required on any device you use to view documents, including mobile devices.
- Has a previous user locked you out by clicking 'Remember me on this computer'? If so, go to 'Edit' > 'Preferences' > 'Security' and click and confirm the 'Clear remembered account information' button, then retry the download link
- Has the download link expired? The download link will remain live for 30 days from the date of the original email. If the download link has expired, the item will need reordering.

## Can I renew an interlibrary loan?

If your interlibrary loan book can be renewed, it will be done automatically for you. You can't renew your interlibrary loans yourself.

You can check the return date of your interlibrary loan by logging in to your library account. It is also written on the Issue slip which is in the book when you borrow it.

If you do not return your interlibrary loan by the return date, and it has not been recalled by the lending library, it will automatically be renewed for 2 weeks.

We will send you an email to tell you this has happened, and the new date will also be on your library account. If the book is not returned or recalled, this will happen up to three times. At the end of the third renewal period, if the book is still not returned, fines will be charged at a rate of 10p per item per day.

For some items, renewals are not allowed by the lending library, or are only available on request. We will tell you by email you if this happens.

Please note that **interlibrary loan items can be recalled at any time** by the lending library, and we will then ask you to bring them back straight away

- Unfortunately, LCDRM works only with Adobe Reader 10 or above, and documents will not open with any other PDF viewer.

## For how long can I access the document?

- The article is not automatically saved and you must click 'File>Save As' and name it to a drive or memory stick to save it. If you 'save' the document, you should have access to it for three years from the date of supply. If files are not saved, access from the download link will cease after 30 days and the item will need reordering. Upon expiry, you will be locked out of the article permanently.

## What do I do if I have forgotten my BLDSS/On Demand username or password, or if my password changes?

- If you have forgotten your BLDSS/On Demand Username or Password, there are links to have reminders sent from the BLDSS/On Demand [home page](#).
- If your Password changes, you may continue to access saved documents using your latest Password. However, you may need to clear the remembered account information in Adobe Reader.

## How can I continue to access documents previously downloaded with FileOpen or Adobe Digital Editions?

- To ensure access for up to the three year expiry time, you will need to maintain FileOpen or Adobe Digital Editions on the machine the document was originally downloaded on.

## What if I damage or do not return an interlibrary loan?

Interlibrary Loan books belong to other libraries and we can only borrow them because we have agreed that we will abide by the regulations of the UK Inter-Library Loan network.

If an ILL item is damaged you may have to pay for it to be replaced.

If we cannot get an acceptable replacement you will be charged The British Library Lost Item Charge and administration charge which is currently £156.60. If you have damaged an ILL item please let us know as quickly as possible.

If you do not return an item on time we will contact you by letter or via an email to your University email account to remind you. If the item is still not returned you will be responsible for paying The British Library Lost Item Charge and administration charge which is currently £156.60.

Failure to pay these costs will result in the withdrawal of library services and could result in your failure to graduate and to receive your degree award. This in compliance with [University Regulations, Policies and Procedures](#)