

Interlibrary loans FAQs

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Who can use interlibrary loans?

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

- Undergraduates of the University of Sunderland can have up to 25 books/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 books.

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

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

- 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 loans out to borrowers.

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 BL, we will try other libraries for you, but this will take longer.

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 out on loan, please put in a reservation for it. It will not be available through interlibrary loan.)

You can ask us to supply:

- Books
- Journal articles
- Conference papers
- Reports
- Patents
- Theses

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

Books are sent to the library for you to collect. 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 request an interlibrary loan?

Go to the interlibrary loan request form, either starting at our web page and finding the 'Request an Interlibrary loan' link under 'Useful links' at the bottom of the web pages, or by clicking <http://library.sunderland.ac.uk/ill-form> Log in using your university user ID and password.

Enter the details of the book or journal you need. The system will then check these details against the catalogue to see if we already have a copy.

Please note: the check does not include article titles – you should always check Discover yourself before you request a journal article.

We are not able to process requests for items we already have in stock or e access to.

PLEASE MAKE SURE YOU ENTER AS MUCH INFORMATION AS POSSIBLE:

- For a book:
 - the author or authors,
 - the book title,
 - the year published,
 - the edition if you have one.

- For an article:
 - the author or authors,
 - the **journal title**,
 - the **article title**.
 - the volume, issue, year and page numbers.

If we do not have enough information to process the request, we may email you to ask you to give us more information.

At the end of the form, please click in to **Collection details** and choose the library you use, and **Delivery method**. You may find you cannot click in the Terms and Conditions box if you have not selected these.

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 Loans' 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.

Book requests

- Pending – your request has been added to the library system and is waiting to be approved, or has been sent on to other BL libraries if BL cannot supply it.
- 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.
- On loan – you have borrowed the item. You can see the date the item is due back.
- Discharged – you have returned the book and it is being sent back to supplier.
- Completed – the item has been sent back and the loan is complete.

Articles/book chapters/papers

- Pending - your request has been added to the library system and is waiting to be approved, or has been sent on to other BL libraries if BL cannot supply it.
- Requested - your request has been sent off, but the item has not yet arrived.
- Completed – the item has been emailed to you either from The British Library or by the ILL dept, or you will have had an email to say a print copy is ready for you.

Can I cancel or change my requests?

If you no longer need something you have requested, or you want to change it or give us extra information, please contact the ILL team ill@sunderland.ac.uk . We will check whether it is possible to cancel it (unfortunately, depending on how far the request has progressed, this may not be possible) or will use the extra information to help us get the item.

How will I know when my ILL books have arrived?

When your book has arrived we will email your university email account to tell you which library to pick it up 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 with you when you come to collect the book.

Some books are provided for **REFERENCE ONLY** use. These books can't be borrowed – you have to use them in the library. We will tell you when we email you to say the item has arrived if it is a Reference Only book.

Can I renew an Interlibrary loan?

If you still need to use an interlibrary loan after the return date, it may be possible to renew it, a maximum of 3 two-week renewals. Wherever possible this will happen automatically and you will be emailed to tell you the new due date.

In some cases we have to ask permission of the lending library for renewals, and they can either refuse to renew it, or can recall it at any time. If this happens we will email you and you will have to return the book. (This usually happens only if the book is needed by another reader at the lending library.)

What if I lose or damage an interlibrary loan?

Interlibrary loans are not our books, and need to be treated with care and returned on time. Please let us know as soon as possible if you know that an ILL book has been lost or damaged. The British Library charge for lost or badly damaged items is £156.60 and other libraries have their own scale of charges.