

EASTERN UNIVERSITY

WARNER MEMORIAL LIBRARY POLICIES AND PROCEDURES

DIVISION: Academic Affairs/Warner Memorial library	
SUBJECT: Interlibrary Loan (ILL) Policy	Page 1 of 3
Policy Number:	Supersedes:
Effective Date: December 2021	Previously Issued: N/A

The Interlibrary Loan (ILL) Department provides eligible users access to materials *unavailable* in the Eastern University Library's collections. This service is free to qualified users.

CONTACT INFORMATION: ill@eastern.edu

Interlibrary Loan (ILL) services can be used by:

- Eastern University students
- Eastern University faculty
- Eastern University staff
- Eastern University administrators
- Retired/Emeriti Eastern University faculty

Outside community members and alumni are *not* permitted to use ILL. There is no charge for this service. However, should the user accrue fines for overdue or lost materials, they will be expected to pay them or they will lose their privileges to ILL services (see Fines and Fees section below).

Items available for ILL

Books and **Journal Articles** can be requested from other libraries through ILL and, in most cases¹, can be borrowed.

The following items may *not* be requested through ILL:

- E-books
- Dissertations and master's theses
- Videos and Films
- Archival materials, Manuscripts, or early imprints (titles published prior to 1900)

The library reserves the right to not process Interlibrary Loan requests for sexually inappropriate materials. Sexually sensitive material may be requested for students when approved by faculty as part of recognized, course specific, academic research.

¹ Any request may be denied based on the following limitations: 1) Best seller, 2) Too new to lend, 3) Multiple copies of the same title, 4) Course textbooks or reserve items, 5) More than 5 articles from 5 different journals published within the past 5 years, or 6) More than 2 articles from the same issue of the same journal title.

Where and How to submit ILL requests

To submit requests, visit the library's [Interlibrary Loan page](#).

There are three types of services: one for books, one for journal articles, and one for books, chapters, and journal articles.

1. EZ Borrow – Used for Book requests only
 - a. Encompasses more than 70 academic libraries in Pennsylvania, West Virginia, New Jersey and New York.
 - b. Users search and make requests themselves.
 - c. When the book arrives, the user is notified via email.
 - d. The item is placed on hold at the Circulation Desk for pickup of shipping.
 - e. Response time is generally one week.
2. Rapid ILL – Used for Journal article requests only
 - a. Requests are sent across the United States.
 - b. When the article arrives, the user is emailed a PDF attachment.
 - c. Response time is generally up to 48 hours.
3. Worldshare
 - a. If a request cannot be fulfilled, it is resubmitted using Worldshare.
 - b. Worldshare can also be used to request a specific chapter from a book.
 - c. Users can make requests themselves by filling out a form online.
 - d. Librarians then submit the request in Worldshare itself.
 - e. When the item arrives, the user is notified via email.
 - f. For books, the item is placed on hold at the Circulation Desk for pickup or shipping.
 - g. For journal articles and book chapters, the item is emailed as link to the user's email.
 - h. Response time is generally one to two weeks.

ILL Circulation Policy

Books are available for 28 days after arrival and allowed one renewal. This applies to all eligible users, including faculty and administrators. Journal articles and book chapters are always available and do not need to be returned. ILL books should be returned well before the due date.

There are no limits to how many ILL requests can be made; however, ILL department workload may make timely response difficult at certain times of the academic year. Please submit requests well in advance of project due dates, and make note of requests that are of greatest priority to your project.

Patron Responsibilities

- Honor due dates and return materials on time to avoid fines.
- Request a renewal (if needed) well in advance of the due date by sending an email to ill@eastern.edu.
- Return materials as requested if recalled by the library.
- Pay costs and processing fees for lost materials.

Fines and Fees

ILL books accrue overdue fees at \$2.00 per day, including weekends and holidays. A maximum fine of \$80.00 is reached after 40 days have past. At 60 days late, the book is considered "lost" and the patron will accrue an additional fee of \$125.00 for each missing book.

Patrons will receive overdue notices for their missing materials. After the third notice, the patron is blocked from further library privileges until:

- Fine is paid in full and the item has been returned, or
- Replacement costs and overdue fees are paid (if the item is lost/damaged)

ILL privileges will also be suspended until the end of the semester if the patron abuses the system and if more than one book is billed for replacement. Eastern University Library reserves the right to refuse service to any patron who does not follow the Interlibrary Loan policy.