



Interlibrary Loan: Frequently Asked Questions

What is Interlibrary/ Intralibrary Loan?

Intralibrary Loan (ILL) is a service for University of Pittsburgh students, faculty, and staff to obtain materials not owned by Owen Library but owned by a library in the University Library System. *Interlibrary* Loan is a service for obtaining books from other libraries throughout the United States and Canada.

Who can use ILL?

University of Pittsburgh students, faculty, and staff who possess a valid Pitt ID card may use the ILL service.

What kinds of materials can I borrow?

- Books, dissertations, etc.
- Photocopies of articles, chapters, etc.

Are there any materials *not* available through ILL?

We will order any material you request for your research; however most libraries won't lend entire issues or volumes of magazines or journals, video and audio tapes, reserve items, and reference materials.

If a book I need is checked out, lost, or on Reserve can I borrow it through ILL?

Yes, you can request a book that is listed as checked out or lost.

How do I place an ILL request?

You can submit ILL requests online at the Owen website at:

<http://www.library.pitt.edu/john/owen.html>

Then clicking on

- << Departments and Services >>,
- << Interlibrary Loan >>,
- and then <<Request an Item from another campus or institution, or check the status of your requested item. >>

How long does it take until the request comes in?

It usually takes 5 to 10 business days. **Start your research early for best results.**

How much does it cost?

Most items are obtained free of charge, however, if there is a cost involved you will be notified before the library requests the item.

How will I be notified when my request comes in?

You will be notified through your PITT e-mail when the material arrives. If you haven't been contacted within 10 business days, you can call extension 7292 or (412) 648-7762 to inquire about your request.

Where can I pick up my requested material when it arrives?

You can pick up the requested material when it arrives at the Owen Library Circulation Desk.

Will I be notified if the library is unable to get my request?

Yes, we will notify you by email if we are unable to get a requested item.

Whom do I contact if I need assistance with ILL?

You may speak with ILL staff by making a request at the Circulation Desk or calling 269-7292. The ILL Office is staffed from 8:00-4:00 Monday through Friday.

How long can I keep ILL materials?

Each lending library determines its own loan periods, but most often you may keep a requested book for 28 days.

How much are fines if a book is returned late?

Each lending library determines its own fines, and may be high (\$1.00 a day).

Can I renew ILL materials?

Unless otherwise noted, most items can be renewed. You may renew books borrowed from other Pitt libraries. Just bring the item to the Owen Library Circulation Desk, or if a book is not already overdue you may log into "My Account" at <http://pittcat.pitt.edu> to renew.

Do I have to return photocopies of articles?

No, they are yours to keep.

Where do I return ILL materials?

They must be returned to the Circulation Desk or placed in one of the Owen Library book drops on or before the date due.