Library Services

Information on Interlibrary Loan

What is Interlibrary Loan?
Interlibrary Loan (ILL) is a service through which materials not owned by the Holy Family University Libraries may be requested and obtained from other libraries. ILL is based on a reciprocal system of lending and borrowing material from other libraries all over the country.

Who may use Interlibrary Loan?
Holy Family University (HF) students, faculty, and staff are eligible to use this service. Alumni and courtesy borrowers are not eligible to use this service here at HF; they should contact the ILL service of their home institution or their local public library.

What kind of materials can ILL provide?
- **BOOKS** – Borrowed items are usually lent for 2 to 6 weeks, depending on the policy of the lending library. Materials may be designated for use in the library only and may be recalled by the lending library at any time.
- **ARTICLES** – Copies of articles that are not available from the HF library collection are provided through ILL.
- **DISSERTATIONS / THESES** – We will attempt to request these materials, however they tend to have limited availability and many libraries do not lend them. Be sure to check the ProQuest Dissertations & Thesis database for any full text access.
- **DVDs / CDs / VIDEOS (media)** – Again, we will attempt to request these materials. However, the policies of some libraries still do not allow the lending of media, so it may take longer to receive.

What material should NOT be requested on ILL?
- Materials in our Library collection: We cannot accept requests for materials that are owned by the HF library. This is in compliance with the National Interlibrary Loan Code and includes books which are on reserve, charged out to other users, or in non-circulating collections. Books which are lost may be requested on ILL.
- Classroom textbooks: We cannot accept requests for materials to be used as classroom textbooks. These materials are often difficult to obtain for various reasons and the borrowing period will not cover usage for the whole semester.

How long does it take?
ILL book/media loans usually take 5-7 business days to arrive. Articles copies usually arrive within 2-3 business days. Since receipt times can vary, ILL requests should be placed well in advance of the due date of a major paper or assignment.

What is the fee for this service?
There is a $1.00 service charge for each ILL book/media loan request. There is no charge for article copies. Overdue ILL book/media loans will incur a $.10 per day fine.

How will I know when the material I have requested is received?
You will be notified by telephone or email when your ILL material is received. Book/media loans are to be picked up at the library Circulation Desk. Article copies are usually sent in electronic format via email. Your official HF email is preferred. You can check on the status of a pending ILL request by contacting the Interlibrary Loan Desk (see below).

How do I request ILL materials?
- The staff will gladly provide assistance with the ILL service. Please contact us if you have questions.
  - Written requests – Paper request forms are available at the ILL Desk and may be submitted in person or in the ILL inbox tray.
  - Online requests – You may submit an online request form by accessing the following web page: [http://tinyurl.com/gtcwfg9](http://tinyurl.com/gtcwfg9).
  - In WorldCat Discovery, our online Library Catalog, if a “Request Item” button is displayed, you may click on the button to access an ILL request form. Complete the form and click “submit”.

*Please note that you are responsible for verifying the citation of each item requested by using a research database, a standard bibliography, a catalog, or an index. You may also include a copy of the citation with your ILL request.*

The Interlibrary Loan Desk is located on the main floor of the Philadelphia Campus Library.
(Telephone: 267-341-3584 / email: interlibraryloan@holyfamily.edu)