



Inter Library Loan and Document Delivery Services

Alyson Petrie, May 2021

QG GEN004 [<https://www.abdn.ac.uk/library/documents/guides/qggen004.pdf>]

The **Inter Library Loans (ILL) service** helps staff and students obtain material that is not held by the University of Aberdeen. Through the national Inter Library Loan network we are able to borrow items and obtain copies from other libraries in the United Kingdom and abroad.

Charges

Payment is required in advance for every request made. Vouchers, currently with a value of **£7.00**, can be purchased by Academic Units for distribution to staff or students. There are also a number of Vouchers allocated to the departments by the Library. These vouchers cannot be used for overseas or Copyright Cleared requests. Please enquire with your department about eligibility for these vouchers. Vouchers can also be purchased by individuals from library sites.

Copy	1 Voucher
Loan	1 Voucher
Overseas Copy	Number of Vouchers subject to the cost charged by the supplying institution
Overseas Loan	Number of Vouchers subject to the cost charged by the supplying institution
Urgent Action Service	5 Vouchers
External Library Members	£8.00 per Voucher
Renewal – personal charge	£3.00

Internal orders for ILL vouchers

Inter Library Loan vouchers can be ordered on the **OneSource** system, minimum of 10 vouchers. The University Library is listed as a supplier. ILL vouchers are the only item listed for purchase. For any queries regarding internal orders of ILL vouchers, please contact:

Catriona Quinn

Email: c.quinn@abdn.ac.uk

Types of material

Requests can be made for books, reports, theses, copies of patents or standards, orchestral scores, issues of periodicals or articles.

How to make a request

Please make sure that you have checked the [Library Catalogue - Primo](#) before you submit a request. Please give full details of the item required and give your source of reference where possible. **Many requests received are for items already in the University of Aberdeen's collections.**

Online through the Library Catalogue

Select **ILL Request**. You will be required to sign in using your username and password.

- **Book** for book or thesis requests.
- **Article** for a copy of an article or loan of journal part.

Voucher numbers should be included with each request. When you have completed the request details, agree to the **Copyright Statement** and click on **GO**. A message telling you that the request has been successfully registered will appear on the screen. Requests submitted without a valid voucher number cannot be processed.

On paper by completing an Inter Library Loan request form

Complete a blue form for a periodical article or issue. Complete a white form for a loan or copy from a book, report or thesis. A voucher number should be provided with these requests.

Copyright

When submitting a request online you must agree to the copyright terms to complete the request. A signed form is no longer required, clicking on the agreement is a digital signature for the request.

- In accordance with copyright legislation you may request only **one article per single issue of a journal**. If you require two or more articles from a single issue, please request a loan of the complete issue.
- Please note that the standard ILL service provides copies for non-commercial research purposes only. If your request is for a copy required for commercial research purposes a copyright fee will be payable.
- If you require a scanned extract for use in MyAberdeen, you must request a copyright fee-paid copy when submitting your ILL request.

UK research theses requests

British Library Theses Service has changed. The system of providing microfilm copies has ceased and UK theses are now provided through [Electronic Theses Online System](#) (EThOS) as digitised copies. The new system is available through the British Library website. For theses not available in electronic format, borrowing may be possible from the library of the awarding institution.

Progress of your requests

Check your library record via the [Library Catalogue - Primo](#).

Sign in and click on your name in the top right-hand corner, click on requests to view your requests and check on their progress. We will also notify you by e-mail or letter. If there is a problem obtaining the item then we will contact you as soon as possible.

Please note: most requests are satisfied within 8-10 days although **we cannot guarantee this**. Copies from mainstream journals can arrive within 3-4 days. Older, more obscure material can take much longer, as do items that are ordered from abroad. Articles from electronic resources may be delivered more quickly where available.

Collecting your requests

You will be notified by email or post when loan items are available for collection from the library where you made your request. Occasionally items are loaned on the condition that they are consulted only within the library and are not for home use. Under no circumstances can we break this rule.

Copies from the British Library will where possible be delivered electronically as encrypted PDF files by **DRM lite**. You must register with BL before you can access BL documents.

[British Library On Demand](#).

Other suppliers may send a PDF or a photocopy depending on their licence conditions.

Loan periods and renewals

Items from the British Library are sent on loan for between 3 and 5 weeks. The standard loan period is usually 5 weeks. Other libraries may set their own borrowing period but most will usually give a minimum of a month. All items are subject to recall by the lending library.

It **may** be possible to renew a loan. The current charge for this is **£3.00**. Whilst there is no guarantee that our request for renewal will be approved, in most cases it will. If you do find that you will need more time, **please contact us at least 3 days in advance of the return date**. As happens with University of Aberdeen library material, when several renewals have been requested library staff may ask to see the ILL material that is to be renewed.

Please return all items that you receive on loan promptly. This is particularly important because we rely on the goodwill of other libraries to lend us material. **Please contact us immediately if you are unable to return borrowed material on time**. If you fail to return an item on time you will be charged £3.00.

Further information

Please follow the link for full details about the [Inter Library Loans and Document Delivery Service](#).

Inter Library Loans staff can be contacted between 9.00am and 5.00pm, Monday - Friday.

Address:

Inter Library Loans
The Sir Duncan Rice Library
Bedford Road
Aberdeen
AB24 3AA

Telephone: (01224) 272581

Email: inter-library-loans@abdn.ac.uk