

Interlibrary Loan Services (ILL) For Panitza Library Patrons

Purpose of Interlibrary Loan (ILL) – *We can borrow it for you!*

Panitza Library supports your research needs by offering a wide range of additional resources via interlibrary loan services. We work with not only local Bulgarian libraries, but also with many international ones through WorldCat, AMICALcat, British Library Document Supply Center and Subito Document Delivery Service.

ILL acquires books, conference papers, copies of journal articles, not owned by us.

Eligible Users

Interlibrary Loan is available only to current faculty members and senior students, working on research projects or thesis.

Cost

This service is free of charge only for limited users – faculty and senior students.

Faculty member: up to 5 documents per academic year

Senior students: up to 3 materials per academic year

The requester himself should pay for requests exceeding this limit.

Fill out the form completely

- Give an accurate bibliographic citation and the source of each reference.
- Provide your library card number, name, and email address. All students should obtain a signature or a confirmation email from their professor to support the need of an interlibrary loan.
- Fill out a separate form for each item you want.
- Forms that are illegible, incomplete, or have inaccurate citations delay the process.
- Turn in the completed form(s) at the Circulation desk, the ILL office or via email.
You will pick up and return your materials at the Circulation desk.

The ILL librarian will locate the material you want and will request it from another library. We will contact you when the materials are ready for pickup.

Restrictions: The following materials cannot be requested through interlibrary loan:

- entire issues/volumes of a periodical
- most genealogical material
- some current-year materials
- audiovisual material
- reference and archival documents
- pictures
- rare, valuable and fragile materials

Before you request an item

Please be sure you really need the item. Check the Library's catalogue, databases, e-books, etc. to make sure that the item you want is not available in Panitza Library.

If you only need to check a reference, e.g. to find an author's name, the information may be available in the Library - just ask if you simply want to verify a reference.

An abstract of the item may be available in one of the databases and other electronic resources to which Panitza Library subscribes. This may help you to evaluate the reference and may make an interlibrary loan unnecessary. Please ask if you need help tracing an abstract.

If you need to refer to the item on a long-term basis, or if it is likely to be of continuing use to others, it may be more appropriate for us to purchase a copy for the Library. Please contact our Acquisition librarian in such cases at mariam@aubg.bg.

Waiting for your request

Please plan ahead. Most requests are filled within 7-10 days. However, delays are common and it may take longer if the item you request is out of the ordinary, or in great demand or if the details you supply are incomplete or inaccurate. Please, keep in mind that there is no guarantee that a request can be filled.

Lending libraries may take up to 28 days to respond to a loan request. Materials may be unavailable at the lending library, or the first owning library contacted may choose not to loan the material. In such cases, a second, and sometimes and third, library must be contacted. A sudden influx of ILL requests may also slow the process. You can contact the ILL librarian to check the progress of your requests.

Please let us know as soon as possible if you no longer require an item. The request can then be cancelled and the cost recovered.

Reinitiating Request

A patron may ask that an unfilled request be reinitiated. However, the Interlibrary Loan librarian must first determine if there is sufficient reason to expect a second request to be filled. The patron may be asked to provide additional information or to agree to some reset condition established by the lending library (for example, in-library use only or an increased lending fee).

Notification

When the material arrives, the patron is notified by email. Materials received through ILL should be picked up at the Circulation desk. Materials not picked up within 7 days after notification of arrival, will be returned to the lending library.

When your request arrives

- Photocopies of articles are held at the Circulation desk, ready for collection. You do not have to return them back.
- Electronic copies of articles are sent to your email address.
- Books and other document types are kept at the Circulation desk, ready for collection.
- Some loaned items may only be used in the Library. In such cases, an email notice will be sent to inform you that the item is available for consultation.

Secure Electronic Delivery (SED)

SED is a service from the Subito Document Delivery Service or The British Library, which supplies some of our ILL electronic copies. Instead of the lender printing a copy of an article and posting it, they put a copy on their web server for you to read or print out. You will get an email to tell you when it is ready, as well as instructions about necessary software requirements.

Loan Periods and Due Dates

The loan period for books is determined by the lending library. Normally is 21 days. The due date is indicated on the yellow card, given to you on check out. Please keep and return this card together with the book. All materials should be returned by the due date to the Circulation desk of the library where it was picked up. Borrowers who disregard due dates jeopardized their Interlibrary Loan borrowing privileges.

Patrons will be charged one dollar (\$1.00) per day for each day that an Interlibrary Loan book is overdue.

Remember - Return all items to the Panitza Library staff; never return items direct to the lending library!

Loan Recalls

The lending library retains the right to request the immediate return of any material it has loaned to Panitza Library at any time before the original due date given. In these rare instances, the Interlibrary Loan librarian will contact the patron and inform them of the new due date. The patron will owe an overdue fine for any materials returned after this newly established due date.

Renewal Request

A patron may ask that the loan period of a borrowed item be extended. Any request for renewals must be made before the due date. The lending library determines the length of time, if any, the loan period may be extended.

Many items borrowed through ILL are clearly marked "NO RENEWAL." No attempt will be made to extend the loan period of these items.

Lost/Damaged Materials

The lending library will determine the replacement cost of any lost or damaged material.

For more information regarding Interlibrary Loans, please contact:

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