

Frequently Asked Questions

Q: *How long does it take to get something through Interlibrary Loan (ILL)?*

A: Articles normally take 3-5 days. Books normally take 10 working days. UBorrow normally takes 4-6 working days.

Q: *How much does it cost?*

A: There is no charge for the ILL service.*

Q: *Can ILL items be renewed?*

A: Yes, normally ILL items can be renewed. Renewals can be requested through your ILLiad account or by contacting the ILL Office. UBorrow renewals can be requested, monitored and renewed through your library account.

Q: *Can I order textbooks through ILL?*

A: No, textbooks are not available via ILL. However links are available on the ILL website to low cost and used textbook websites.
<http://www.library.fau.edu/depts/ill/textbooks.htm>

Q: *Can I get rush service?*

A: Rush service is available for a fee. Fees can range from \$10-\$50 per item depending on the location and cost of shipping.

Q: *Can ILL get materials in foreign languages?*

A: Yes, materials can be obtained in languages other than English.

*Special services may incur charges



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www.library.fau.edu/depts/ill/illdept.htm

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UNIVERSITY LIBRARIES
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INTERLIBRARY LOAN

Supporting the research and education needs of the University community, Interlibrary Loan obtains materials not owned by the FAU Libraries and makes them available for use.



FLORIDA ATLANTIC UNIVERSITY LIBRARIES
BOCA RATON CAMPUS

Borrowing

Users must be affiliated with Florida Atlantic University to use the Interlibrary Loan (ILL) Service. Requests are accepted from University community information seekers for materials that cannot be obtained from within the University library 's physical or electronic collections.

Information seekers who would like to submit a request for service must initially create an ILLiad (Interlibrary Loan Internet Accessible Database) account. Links to ILLiad can be found on the Library home page or the ILL page at www.library.fau.edu/depts/ill/illdept.htm.

Copies and other non-returnable materials are normally made available via the web with email notifications. ILL materials are delivered to all FAU locations:

- Boca Raton
- Broward
- Davie
- Fort Lauderdale
- Harbor Branch
- Jupiter
- Distance Education Locations

Document Delivery

Materials owned by the FAU libraries may be delivered to information seekers in certain circumstances. Document delivery is how the university libraries transfer material between branches and support distance education programs and students at a distance. Requests for document delivery service are submitted through ILLiad. Books and other hard copy materials will be mailed to students, faculty and staff who cannot access branch library locations.

UBorrow

Is a service by the University and College libraries to share materials. Requests can be placed from the FAU library [<http://fau.catalog.fcla.edu/fa.jsp>] or the FLVC shared library catalog [<http://union.catalog.fcla.edu/ux.jsp>]. Normal turnaround time is 4-6 working days. Books can be kept for 60 days and can be renewed one time.



Lending

The lending philosophy is that if organizations do not lend, borrowing cannot occur. A wide variety of materials are loaned to organizations all over the world. FAU Libraries collaborates with local, national and international organizations including:

- CRL – Center for Research Libraries
- DOCLINE – National Library of Medicine's automated interlibrary loan request routing and referral system
- LVIS – Libraries Very Interested In Sharing
- OCLC – WorldCat Resource Sharing
- RAPIDILL – Colorado Library System's resource sharing program
- SEFLIN – Southeastern Florida Library Information Network
- UBorrow – Florida Virtual Campus

Note: Books or other materials with a due date will be subject to sanctions and fees if materials are not returned when due.