

InterLibrary Loan

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1 Policies

1.1 General Purpose

Effective Date: January 1, 1990

Review Date: July 8, 2015

The primary purpose of the interlibrary loan service is to provide Clayton State students, faculty and staff access to materials that are not available from the Clayton State University Library. Interlibrary loan also makes materials in the Clayton State Library collection available to other eligible libraries to support their users' needs.

1.1.1 Copyright Compliance

All interlibrary loan functions shall be directed by and in compliance with the Copyright Law and its guidelines.

1.2 Borrowing Policies

Effective Date: January 1, 1990

Review Date: July 8, 2015

To request an interlibrary loan, the library user must fill out the proper forms recording all information necessary for locating the material to be borrowed or photocopied. Online forms are available at the Clayton State University Library Homepage. Submitting the form indicates that the library user is aware of copyright laws that may be related to the request and any charges that may be incurred.

1.2.1 Interlibrary Loan Users

The interlibrary loan service is offered only to current Clayton State University students, faculty, and staff. Patrons not currently affiliated with Clayton State are not eligible.

1.2.2 Time

The time needed to obtain an interlibrary loan is dependent upon the difficulty of the request, proximity of the lending library, and the availability of sufficient staff time to meet existing demands. It usually takes 3-4 days to obtain a photocopy and up to two weeks to obtain a book.

1.2.3 Charges

Interlibrary loan is considered a service for students, faculty, and staff of Clayton State University and therefore no charge is assessed for locating and requesting materials. However, borrowers are responsible for any fees, such as photocopy charges, out-of-state book fees, or postage reimbursement imposed by the lending institution even if material is no longer needed upon arrival. Any charges due must be paid upon receipt of the material.

1.2.4 Notification

The borrower will be notified when material arrives. If the material is not picked up within three weeks, it will either be sent back or discarded. All photocopies are now electronically sent to the user's email account. A copy is stored on the C drive of the ILL computer for one month and then discarded.

1.2.5 Delivery

When possible, journal articles will be e-mailed in response to ILL requests. Books requested through ILL must be picked up at the Clayton State Library Circulation Desk and will not be mailed to students. Students who are unable to come to the Clayton State Library Circulation Desk to pick up materials should make an interlibrary loan request for books through their local public library.

1.2.6 Loan Period

The lending library determines the length of the loan and restrictions concerning the use of the material. Renewals may or may not be granted depending upon the policy of the lending library.

1.2.7 Overdue Material

Materials, other than photocopies, must be returned to the library on or before the due date. If the lending library imposes a fine for the overdue item, payment of that fine is the responsibility of the borrower.

1.2.8 Lost Materials

If materials become lost, the borrower is responsible for all charges. The lending library determines the charge for the lost material.

1.2.9 Materials Not Requested

The following items are not allowed to be requested via interlibrary loan:

1. Textbooks
2. Audiovisual materials

3. Reference Books
4. e-Books
5. Periodicals (photocopies are provided instead)
6. Microforms (photocopies are provided instead)
7. Reserve Materials

1.3 Lending Policies

Effective Date: January 1, 1990

Review Date: July 8, 2015

Clayton State University Library will honor requests received through OCLC or ALA form if the borrowing library is not an OCLC participant.

1.3.1 Materials not loaned

The following items are not loaned via interlibrary loan:

1. Reference Books
2. e-Books
3. Periodicals (photocopies are provided instead)
4. Microforms (photocopies are provided instead)
5. Audiovisual materials by special arrangement only
6. Reserve Materials

1.3.2 Charges

We lend books and photocopies of journal and newspaper articles at no charge.

1.3.3 Loan Period

Materials, except photocopies, are loaned for one month. Renewals are granted for another month if the item is not in demand.

1.3.4 Overdue Materials

When an item is overdue, a notice will be sent requesting the status of the material. If the material is either reported lost or not returned within one month, a bill will be sent to the borrowing library requesting payment. Payment will be determined according to the library policy on lost materials.

2 Procedures

Effective Date: January 1, 1990

Review Date: July 8, 2015

2.1 Lending Procedures

2.1.1 Request Manager

Log into OCLC WorldShare using user name / password at <https://claytonstateuniversity.share.worldcat.org/wms/cmd/nd/>. This will bring you to the Request Manager. You will need to print all pending requests. To print pending requests, click on the print queue button at the bottom and click print all. The following page will come up. Select New-Copies / New-Loans and click next.

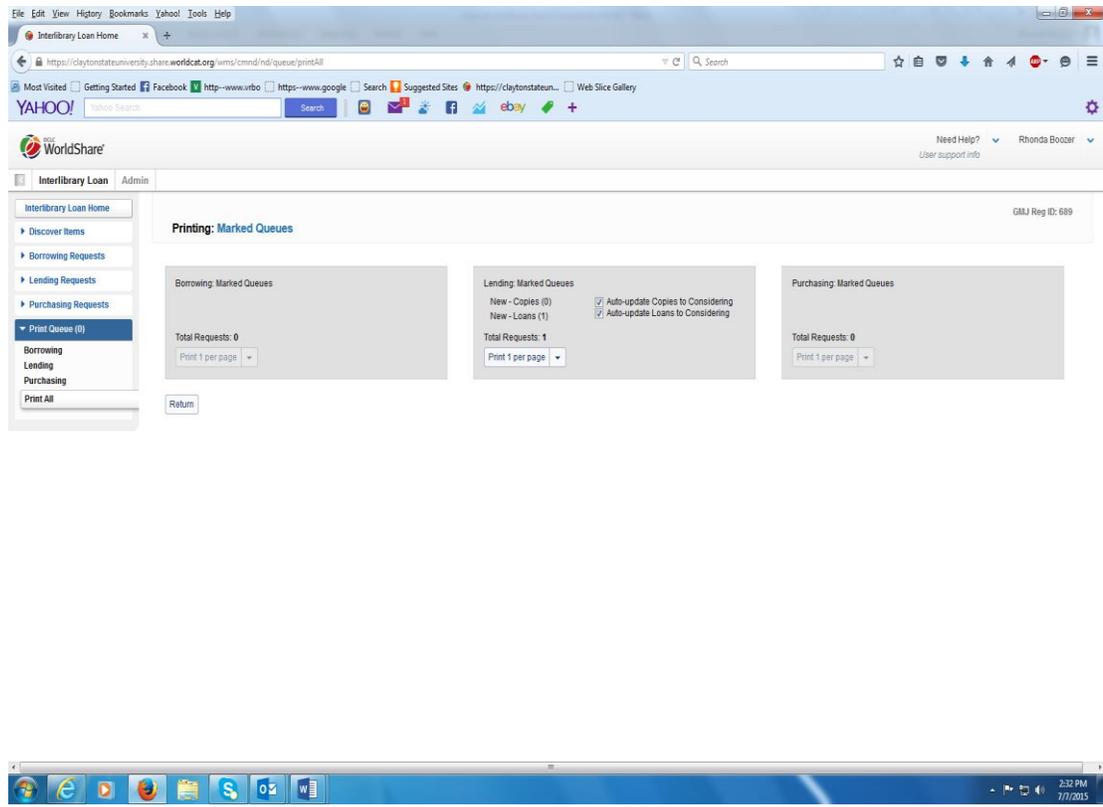
The screenshot shows the Interlibrary Loan Request Manager interface. The browser address bar displays the URL: <https://claytonstateuniversity.share.worldcat.org/wms/cmd/nd/queue/printAll>. The page title is "Printing: Request Queues".

The interface is divided into three main sections: Borrowing, Lending, and Purchasing. Each section has a list of request categories with checkboxes for selection.

Borrowing	Lending	Purchasing
New For Review	Can You Supply?	Purchase
Not Reviewed (0) <input type="checkbox"/>	New - Copies (0) <input type="checkbox"/>	Review for Purchase (0) <input type="checkbox"/>
Reviewed (0) <input type="checkbox"/>	New - Loans (1) <input type="checkbox"/>	On Order (0) <input type="checkbox"/>
Produced	Considering - Copies (0) <input type="checkbox"/>	Received? (0) <input type="checkbox"/>
Awaiting Response (3) <input type="checkbox"/>	Considering - Loans (0) <input type="checkbox"/>	
Direct Produced (0) <input type="checkbox"/>	Conditions Accepted (0) <input type="checkbox"/>	
Conditional (0) <input type="checkbox"/>	Supplied	
In Transit (5) <input type="checkbox"/>	ShippedIn Transit (15) <input type="checkbox"/>	
Not Received (0) <input type="checkbox"/>	Not Received (0) <input type="checkbox"/>	
Unfilled (0) <input type="checkbox"/>	Recalled (0) <input type="checkbox"/>	
Received? (0) <input type="checkbox"/>	Overdue (0) <input type="checkbox"/>	
Expired (0) <input type="checkbox"/>	Renewal Requested (0) <input type="checkbox"/>	
Received	ReceivedIn Use (29) <input type="checkbox"/>	
ReceivedIn Use (44) <input type="checkbox"/>	Received but Missing (0) <input type="checkbox"/>	
Renewal Requested (0) <input type="checkbox"/>	Returned	
Renewal Approved (14) <input type="checkbox"/>	ReturnedIn Transit (4) <input type="checkbox"/>	
Renewal Denied (2) <input type="checkbox"/>	Returned/Complete? (0) <input type="checkbox"/>	
Overdue (0) <input type="checkbox"/>	Returned but Missing (0) <input type="checkbox"/>	
Recalled (0) <input type="checkbox"/>		
Received but Missing (0) <input type="checkbox"/>		
Returned		
Returned (3) <input type="checkbox"/>		
Returned but Missing (0) <input type="checkbox"/>		

At the bottom of the page, there is a red box with the text: "Note: Maximum of 500 requests/batch". Below this, there are "Next" and "Clear" buttons.

Under Lending, click on Print 1 per page. Your requests will then print out. Go to the shelf and pull all the books and journals that were requested.



2.1.2 Update Record

Log into OCLC WorldShare using user name / password at <https://claytonstateuniversity.share.worldcat.org/wms/cmnd/nd/>.

- For Books: Enter the ILL number and the record will come up. If it is a book that you can lend, check the buttons for Print Shipping Labels and Print Book Straps and click on the yes button. At the top of the page you will see: Request [151126834](#): Status updated to Shipped. You need to click on the ILL number and the request will come up. Click on print now to print out the request. You will need to print two copies: one for our paperwork and one to go in the book.
- For copies: Once you have scanned and saved the article to the desktop, open the ILL request. Go down to AE Alert and click on OCLC Article Exchange. Click on desktop and find the article and click open. Click on drop file. Once the file is dropped you will see it updated above the yes button. Click yes to finish the request and the article has been sent and the record updated. Put the copy of the request in the statistics folder.
- If the book or copy cannot be filled, click on the arrow next to the No button and choose the reason from the drop down menu. Put no on the top of the request and put it in the statistics folder.

2.1.3 Book Checkout

You will find three different cards for interlibrary loan check-out. We have a University Center, a University System, and an Other Library card. Look at the list below to identify which group the borrower of the book belongs to. When you have a library that belongs to both the University Center and the University System, please check out the book to the University Center Card. Scan the Card in at the Circulation Terminal and check the book out.

University Center	
Agnes Scott	Georgia State (Main – Pullen)
ARCHE Office	ITC
Atlanta Fulton Public	Law
Atlanta University Center	Georgia Tech
Columbia Theological	Kennesaw
Emory University (Main)	Mercer Atlanta
Health Sciences	Morehouse Medical
Law	Oglethorpe
Theology	SCAD Atlanta
Georgia Gwinnett College	Southern Polytechnic
Georgia Perimeter College	UGA Gwinnett
	University of Georgia

University System	
Abraham Baldwin Agricultural College	Georgia Institute of Technology
Albany State University	Georgia Perimeter College
Armstrong Atlantic State University	Georgia Southern University
Atlanta Metropolitan College	Georgia Southwestern State University
Augusta State University	Georgia State University
Bainbridge College	Gordon College
College of Coastal Georgia	Kennesaw State University
Columbus State University	Macon State College
Dalton State College	Middle Georgia College
Darton College	North Georgia College and State University
East Georgia College	Savannah State University
Fort Valley State University	South Georgia College
Gainesville State College	Southern Polytechnic State University
Georgia College & State University	University of Georgia
Georgia Gwinnett College	University of West Georgia
Georgia Health Sciences University	Valdosta State University
Georgia Highlands College	Waycross College

2.1.4 Process Book(s)

Log into OCLC WorldShare using user name / password at

<https://claytonstateuniversity.share.worldcat.org/wms/cmnd/nd/>.

Put our book-band label on the front of the book. You will need to go to the

bottom of the screen where it says print queue. Choose shipping labels or book straps/stickers. Once in the print queue, check the boxes beside the book(s) you need. For shipping labels, format should be six. Pull labels from the supplies. The starting position depends on how many labels are left on the sheet. Load labels in the printer and click print. For Straps, format is two and then just click print. Put a copy of ILL Request in the front of the book. Please remember to keep the second copy and file it for our records.

2.1.5 Shipping

2.1.5.1 Books

There are three ways to ship a book: STAT, Truck Mail, or U.S. Mail. The way you ship a book is in accordance with the group that the borrower belongs to. If it is a University Center school, you would ship it by Truck Mail. If it is a University System school, you would ship it by STAT. All other schools materials are sent through U.S. Mail.

Truck Mail

Pull the University Center ILL Truck Mail Label.

Highlight the school that you are sending the book to.

Rubber band the label to the book and put it in the box for University Center pick up at the Circulation Desk.

STAT

Go to ILL_STAT_Labels on the desktop or Z drive

Scroll down to the school you need

Once you have the right school, get the blue paper, load it and print (make sure the box for current page only is checked)

Pull a blue STAT bag and put in blue box at the Circulation Desk for shipment.

U.S. Mail

Put the book in the appropriate size jiffy bag.

Put Shipping Label on Package

Seal and send the package off. (Remember to always put book tape over the address label to make sure that it does not fall off in shipment.)

2.1.5.2 Photocopies

Article Exchange

This document-sharing site provides a single, secure location where lending libraries can place—and library users can retrieve—articles, book chapters and other electronic-format materials obtained via interlibrary loan. Article Exchange adds convenience, security and enhanced copyright compliance to online ILL sharing.

Click on Odyssey. Once in Odyssey, click New Document. Under Document,

click on Scan. This will open up a scan box. Lay the book in the scanner and press scan. (Remember: You will have to hit scan after each page) When you have finished scanning all the pages in, click on the Export button. You will need to change to save as a PDF and enter the name of the document (I use the ILL number)

Once you have scanned and saved the article to the desktop, open the ILL request. Go down to AE Alert and click on OCLC Article Exchange. Click on desktop and find the article and click open. Click on drop file. Once the file is dropped you will see it updated above the yes button. Click yes to finish the request and the article has been sent and the record updated.

2.1.6 Completed Transaction

This process occurs when books are returned to CSU from the lending library. When the lent book is returned to CSU, you need to pull the request from the Books Lent Folder.

From the request manger retrieve the ILL number.

Click on checked-in / complete and put it in the statistics folder.

Discharge the book in the circulation system and remove all paperwork from the book.

2.2 Borrowing Procedures

2.2.1 Requesting Books and Photocopies

Check Catalog and periodicals holding list to make sure that the items requested are not in the Library's holdings.

Log into OCLC WorldShare using user name / password at <https://claytonstateuniversity.share.worldcat.org/wms/cmnd/nd/>.

- Click on Discover items
- Click on the advanced search
- Enter the title of either the book or the journal.
 - If it is a book, I enter the author name on the second line also to limit it.
- After entering the title information go down to formats and choose either Book or Journal /Magazine
- Click Search and your title should come up
 - Hints:
 - If it is a book, make sure the author, edition, and date match and that it is not an e-book

- If it is a periodical, only choose the title that is correct and says periodical not an e-periodical
- After you find the right record, you need to request the article / book
 - For articles - Under custom holdings path, you will see a box that says select. Choose articles and enter the year and click go. It should come up with a number of schools. You can now choose 15. If there is not enough, go to Filter by Section. You need to choose Profiled Group for Box #1 and type in LVIS for box number 2 and make sure the year is still entered and select go. You will then need to choose the schools that have the year you are looking for. You choose them by clicking on the highlighted yes under supplier category.
 - For Books - follow the above instructions but instead of choosing article under custom path choose book and you do not need the year.
- Click on Create Request once you have the schools selected.
- If it a periodical, you need to scroll down and enter the article title, volume, issue number, date and page number. Then, you need to scroll down to the bottom and enter the patron's name only. For books you only have to enter the patron's name.
- Go back to the top of the page and click on send request.
- You will then notice above the send request that it will say - Request [129258614](#) Sent – Click on the number and click on print now and print out the request.

Print out the request and put in the ILL / Copies Requested Folder.

2.2.2 Receiving Books

When the requested book is received, you need to pull the request from the Books / Copies Requested Folder.

Put our book-band label on the front of the book, if there is not one already on it. The patron's name, due date and ILL number should be included on the book band.

Put the date received, the due date, the school from which the book was received and the call number on the request form.

From the request manger retrieve the ILL number.

Click on received and put it in the statistics folder.

Email the patron via their CSU email account to let them know that the material they requested has arrived.

If the material is not picked up within three weeks, it will be sent back.

The lending library determines the length of the loan and restrictions concerning the use of the material. Renewals may or may not be granted depending upon the policy of the lending library. Materials, other than photocopies, must be returned to the library on or before the due date. If the lending library imposes a fine for the overdue item, payment of that fine is the responsibility of the borrower. If materials become lost, the borrower is responsible for all charges. The lending library determines the charge for the lost material.

2.2.3 Receiving Photocopies

When the requested copy is received, you need to pull the request from the Books / Copies Requested Folder.

Check to verify that the document is complete and that all pages are readable.

If received by:

- Article Exchange: These articles can be found in the Request Manager. They will say AE alert. Click on the AE alert. Click the request and then click on Preview. The article will come up. If complete, save it to your desktop and then forward it to the student via their CSU email account.
- Email: Simply forward these to the student via their CSU email account.
- Mail: Put on ILL Cart at the circulation desk for patron to pick up. Email the patron via their CSU email account to let them know that the material they requested has arrived.

From the request manger retrieve the ILL number.

Click on received and put it in the statistics folder.

All photocopies are now electronically sent to the user's email account. A copy is

stored on the C drive of the ILL computer for one month and then discarded.

2.2.4 Returning Books

When the borrowed book is returned, you need to pull the request from the Books Borrowed Folder.

From the request manger retrieve the ILL number.

Click on returned and put it in the statistics folder.

Return the book via the shipping procedures outlined in Section 2.1.5.1