

Interlibrary Loan (ILL) is a service provided to any registered patron of the Colorado Northwestern Library for the purpose of obtaining materials (primarily books and articles, sometimes videos or other materials) unavailable in our library. For more information on how ILL can work for you, see the "Frequently Asked Questions (FAQ's)" below.

## **FAQ's ~ Frequently asked (and unasked) questions about Interlibrary Loan (ILL).**

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### **How do I submit an ILL request?**

Please make sure that Colorado Northwestern does not have the material you need; this really helps keep costs down.

If you are unable to obtain what you need from the Colorado Northwestern Community College Library, search the global database in E-Cat. Once you find an item you want to order, click the print icon . In the upper right hand corner of the printout, write your name, telephone number, or email address. Submit your completed form at the circulation desk.

If you are unable to locate what you need in the global database, ask the library staff for assistance, or complete the ILL request form found in the wire basket on the west side of the circulation desk.

### **How long will it take, where do I get it, and what will it cost?**

With few exceptions, requests are processed within 24 hours (except weekends). Please allow seven to ten working days for your material to arrive. We have no control over when your request is filled; we try to order from libraries we know are quick and reliable. If there is a date beyond which you cannot use the material, please fill in the "Last useable date." If you don't need the item for a month or more, just leave it blank.

When your material arrives, you will be notified by either e-mail or telephone, your choice.

There is no fee to order items through ILL. All overdue ILL items will be assessed in a manner similar to items owned by the Colorado Northwestern Library. The loan period is usually three weeks from the date the item is received in the library, so pick up items as soon possible after their arrival. It's very important to maintain good relations with the libraries who loan to us and keeping their books for months past the due date is "bad manners."

### **What if I need something "fast" or I need it longer than the loan period?**

If you can't wait seven to ten working days, just type/write the last day you can use the item and "Rush if possible" on your request form. **Occasionally**, we are able to respond to such a request.

However, we have no control over what the lending libraries do or when they do it. Ordering any ILL materials early will help ensure that your items are available for use when they are needed. If you have an urgent or unusual situation, ask to see the ILL assistant or call 675-3334.

You may request **renewals** by calling at least one week prior to the items due date. We will notify you of the new due date if your request is approved. Many libraries have a "No renewal" policy and this will be stated on the paper in the item. If you need the item again fill out another request and it will be ordered from another library as soon as possible.

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## **INTERLIBRARY LOAN REQUEST FORMS:**

**Books**                      **Periodicals (Magazines)**

For more information, e-mail Leana Cox at: [leana.cox@cnc.edu](mailto:leana.cox@cnc.edu) Questions can also be answered by calling #675-3334, or stopping by the Circulation Desk in the library.