

## REQUESTING IS

### AS EASY AS 1-2-3

1. Fill out an Interlibrary Loan Request Form at the library.
2. Our staff will electronically process it for you. It can take anywhere from 1-3 weeks to obtain the item.
3. We notify you when the item arrives at the library. Most items will check out for 4 weeks.

DON'T FORGET TO SIGN THE REQUEST FORM!



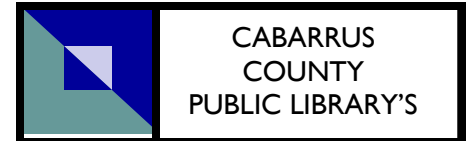
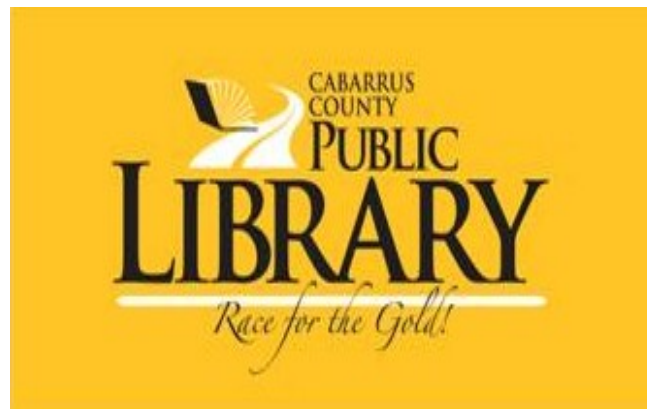
## INTERLIBRARY LOAN

Interlibrary Loan (often referred to as ILL) is a service Cabarrus County Public Library provides to locate and borrow items for its patrons.

The Library works in cooperation with other libraries across the nation to procure the requested material.

In the past, we have borrowed materials from libraries all over the country, including books from Virginia and DVDs from Arizona.

Interested? Ask about it at the Information Desk.



## INTERLIBRARY LOAN (ILL) SERVICE



@  
Your  
Public  
Library

CABARRUS COUNTY  
PUBLIC LIBRARY  
27 UNION STREET, NORTH  
CONCORD, NC 28025  
704-920-2050

## INTERLIBRARY LOANS FAQs



### Q: WHAT IS INTERLIBRARY LOAN (ILL) SERVICE?

A: When you are looking for specific material that is not available at your public library, we can request the item(s) from other libraries, nationwide.

### Q: WHO CAN USE THE ILL SERVICE?

A: Anyone with a current library card which is in good standing.

### Q: HOW DO I MAKE A REQUEST?

A: Fill out an ILL work-form at any of the branch libraries.

### Q: CAN I OBTAIN A VIDEO OR AUDIO ITEM?

A: Possibly. We can request material in any format (video, audio, print) but it is up to the lending library whether or not they will loan the item.

### Q: CAN I OBTAIN PHOTOCOPIES OF MAGAZINE ARTICLES?

A: Requests can be submitted for photocopies of articles not owned by our library. We need a citation (i.e. journal title, article title, author, date, volume, page number.).

### Q: WHAT HAPPENS TO MY REQUEST WHEN I TURN IT IN?

A: It is submitted electronically to a network of libraries. The first one to fill the request will send it to Cabarrus County Public Library. It will then be processed as soon as it arrives and you will be notified that this item is ready to be picked-up.

### Q: CAN I RENEW AN INTERLIBRARY LOAN?

A: As we do not own ILL materials, only the lending library, not the Cabarrus County Public Library, can determine this. We can certainly request renewals, which must be made a week in advance of the "Due Date."

### Q: ARE THERE ANY GUARANTEES?

A: ILL service cannot guarantee the procurement of requested items. However, we will certainly try to obtain it for you. Many libraries do not loan A-V materials or new publications. So if we are unable to obtain the request, we will notify you.

### Q: WHAT ARE YOUR RESPONSIBILITIES?

A: You must be in good standing to request something on the ILL service. To be in good standing means you cannot have any outstanding fines or fees totaling more than \$3.00.

When you initiate a request, you become responsible for all fees (i.e. postage, photocopies and lending fee, if applicable).

It is your responsibility to return all items in the same condition they were lent.

It is your responsibility to return the ILL item to the Cabarrus County Public Library branch from which you received it.

---

## COSTS

### Q: HOW MUCH DOES ILL SERVICE COST?

A: Fees for an ILL vary. This is because some libraries charge to lend their materials. We make every attempt to borrow from libraries that do not charge in order to keep your cost low. However, if we can only obtain your requested material from a library that charges, we will inform you of this cost before placing the request. You can then decide whether or not to proceed with having the materials shipped.

**Whether a lending fee is charged or not, you are required to pay the one-way postage if you order an item.**

### Q: WHAT HAPPENS IF I DO NOT RETURN THE ILL ITEM?

A: The lending library will eventually send the library an invoice for it. **THIS COST WILL BE PLACED ON YOUR RECORD.**

You will have to pay for this item in order to use the ILL system again.

