

Interlibrary Loan Policies

Submit an Interlibrary Loan Request

- What is Interlibrary Loan?
- Who may use Interlibrary Loan?
- Do I have to pay for ILL services?
- How do I make a request?
- What can I request?
- What Can't I request?
- How do I find out if books or journal articles are available at Drew?
- How long does it take?
- How can I get my materials faster?
- What happens when my materials arrive at the Library?
- What if I no longer need an item after it has arrived?
- Is there a limit on ILL requests?
- How long can I keep ILL materials?
- Where do I return the materials when I'm finished with them?
- How do I renew an item?
- I am not a Drew student, faculty or staff member, but I need something from Drew's collection. How do I request it?
- What happens if an ILL becomes overdue?
- What happens if I do not pick up an ILL item that I have requested?
- What do I need to know about Copyright?
- Tipasa: Drew ILL System Frequently Asked Questions
 - What is Tipasa
 - How is Tipasa better than traditional ILL systems
 - What username and password do I use to access Tipasa
 - What if I want to change my address or phone number
 - Can I cancel a request after I've submitted it
 - What Web browser should I use
 - Is security a problem if I use a public workstation
 - Why don't I get an email confirmation of the requests I submitted
 - What is electronic delivery
 - Why does my browser say that you're sending a cookie? What's in it
 - How do I renew my books
 - Whom do I contact if I have problems with or questions about Tipasa
- Electronic Delivery
 - How do I know if my computer can receive electronic articles
 - How do I get Adobe Acrobat Reader
 - How do I get my articles when they arrive
 - Should I save or print the PDF
 - How do I know which requests will be electronically delivered and which ones will not
 - What if I do not want electronic delivery
 - What if I have questions about electronic delivery
- Renewing items through Tipasa
- Remote Users Library Request Program - Document Delivery
- ALA Forms
- Fee policies to borrowing libraries
- Other Services
- Questions

What is Interlibrary Loan?

The Interlibrary Loan (ILL) Department provides students, faculty and staff with materials not owned by the Drew Library, but available from other Libraries.

Who may use Interlibrary Loan?

Currently enrolled students, faculty and staff of Drew University may use Interlibrary Loan.

Do I have to pay for ILL services?

No. However, if a lending library charges a fee for an item, the requester is responsible for the charge, if he or she has authorized it. We will email you to authorize the charge before requesting the item. You will save time by indicating "max cost" on the request form, which is the maximum you are willing to pay for the item if we cannot obtain it for free (typical fees are \$10-\$20 for a loan or photocopy) . **YOU ARE RESPONSIBLE FOR ALL FEES, REGARDLESS OF WHEN AN ITEM ARRIVES.**

Fees will be charged to your library account if items are not picked up or fees not paid.

How do I make a request?

Requests may be submitted in 2 ways:

- Online through **Drew's Interlibrary Loan System**.
 - From the main screen, choose "create request" and then "article/book chapter," "book," or "other."
 - Fill in the form with the requested information. Fields with * are required. Click **Submit request**.
 - You will be brought back to the main menu, where your request will be listed as an outstanding request.
 - You will receive an email when your item arrives
- Directly through **WorldCat** or other electronic databases ("Interlibrary Loan" link on the item record). This will pre-populate the form.

(Please check the Drew Library catalog to ensure that Drew does not own the item before submitting your request.) Be sure to fill out the form completely with as much information about the requested material as possible.

What can I request?

- Journal and newspaper articles
- Books
- Book Chapters (the lending library may send the entire book)

The following items may be requested, but are more difficult to obtain and may incur a fee:

- Dissertations and theses
- Microfilm
- Non-print materials, such as videos, sound recordings and computer files
- Entire issues of Journals
- Reference Books
- Best Sellers
- Newly-published books
- Special Collections items or rare books

What Can't I request?

- Electronic books from other libraries.
 - Due to licensing restrictions, we may not borrow e-books from other libraries. However, we may borrow ONE chapter of an e-book.
- Books or journal articles available at the Drew Library** (**Please check the Drew Library catalog AND journal list before submitting your request**). You may place ILL requests for Drew items that are checked out or missing. (You may also recall a checked-out item; see [Guide to online recalls and holds](#))

WE CANNOT BORROW A HARD COPY OF A BOOK THAT WE OWN AS AN E-BOOK AT DREW.

** See [Remote Users Library Request form](#), below, to determine if you are eligible to request photocopies of items owned by the Drew Library.

How do I find out if books or journal articles are available at Drew?

Does Drew Library have the book or journal article that I need? Here's how to find out:

Book: There are three ways to search for a book:

1. Search in the **catalog**: walter.drew.edu.
Enter the:

- Title of the book with "titles" in the "Search for" drop down, OR
- Author, last name first with "Author" in the "search for" drop down
- REMEMBER TO OMIT "THE, A OR AND" AT BEGINNING OF TITLE

2. Use **Drew ScholarSearch** <http://libguides.drew.edu/DrewScholarSearch>

- Enter the title or author of the book in the search box, OR
- Enter the title AND author in the search box, OR
- Enter the title AND author in the search box, OR
- Click on "Advanced search" and enter your search and limits in the available fields
- REMEMBER TO OMIT "THE", "A", or "AND" AT BEGINNING OF TITLE

3. Use **Worldcat**: <http://libguides.drew.edu/WorldCat>

- Use basic or advanced search and enter title and/or author.

- REMEMBER TO OMIT "THE", "A", OR "AND" AT BEGINNING OF TITLE
- If Drew has the book, and you are signed in to the Drew network, "Drew University Library" will be highlighted. Click on "Search the catalog at Drew University Library" to see where it is in the Library. If you don't get a result, try using the exact search feature to search for it.
- If Drew does not have it, Click on "Interlibrary Loan" to submit an ILL request

Journal or article:

See these instructions: [Finding Periodicals](#)

OR, follow the instructions below:

1. Search for journal:

If you find an article that you need, find out if Drew owns the journal which contains the article. We may have it either online, in print (in the stacks) or on microfilm. To do this:

Go to:

"Find journals" on the Research Resources page <http://libguides.drew.edu/journal-list>

- Enter the title of the journal. If we have it, the link to the online journal and available dates will appear. Click on the "article" or "journal" link to search for the article. Look for the "PDF" link to download the article
- It may also say 'Drew Print Serials'. This means we have it as a book in the stacks, or on microfilm. If you click on the link, it will take you to the catalog for the location. Look for the journal in the stacks or on microfilm and find the article in it..

2. Search for Article

When you are in a database and find an article that you need, you will see links to the Full Text, to the PDF, or this link:



If you click on



, it will tell you whether or not Drew has access to the journal containing the article.

You will either be directed to the article in one or more databases, to the journal online, and/or to a link to a location in the Drew library stacks.

If you determine that Drew has the journal containing the article online, click link and search for the article as indicated in the database. REMEMBER TO CLICK ON THE PDF LINK TO DOWNLOAD THE ARTICLE.

REMEMBER: NOT ALL JOURNALS ARE ONLINE. DREW MAY HAVE THE ARTICLE YOU NEED, BUT NOT ELECTRONICALLY. ALWAYS CHECK THE CATALOG TO SEE IF WE HAVE THE JOURNAL IN PRINT OR ON MICROFILM.

If Drew does not have access to it, follow the link to "Request an Interlibrary Loan".

OR

Try Google Scholar

<http://scholar.google.com>

Click on advanced search (down arrow), then enter the title of the article in the second "exact" box. If Drew has online access, "Full text and Drew" will appear and you may click on it to access the article.

Even if Drew doesn't have it, sometimes the PDF will be freely available with a link.

IF YOU ARE STILL UNSURE HOW TO LOCATE A PARTICULAR ITEM, A REFERENCE LIBRARIAN CAN ASSIST YOU. TO CONTACT A REFERENCE LIBRARIAN, [SEE THIS PAGE](#).

How long does it take?

It takes anywhere from several days to 4 weeks, depending on type of item ordered, location and availability. The average turnaround time (2017) for articles is **1.81 days**, and for books **8.11 days**. Some articles may arrive sooner.

Note: If you are in a rush, ask the ILL staff or a reference librarian if the material is available for on-site use at another library in the area, or to request an "ALA" form to borrow the item in person from another library.

How can I get my materials faster?

There are several things you can do to speed the delivery time for your request:

1. Check the [Drew University Library Catalog](#) or the [Journal List](#) to be sure the Library does not own the material you are seeking. If you need assistance in searching the catalog or journal list, please contact the Reference desk at 973-408-3588, or see the "Ask a librarian" page.
2. Make your citation as clear and complete as possible:
 - a. Do not use abbreviations for journal titles or conference proceedings unless already abbreviated. For example, *JPsy* may not be enough information for us to fill a request.
 - b. Include an ISSN or ISBN number whenever possible.
 - c. Include as much information as possible by filling in the entire request form.
3. **Monitor your Drew email for communication regarding your request.**
4. Indicate a "Not needed after" date on the request form. This will help us prioritize your request.
5. Indicate an amount in the "Max Cost" field on the request form if you are willing to pay for the item. If we cannot find the item at a free library, we will know immediately if you are willing to pay for it, without having to contact you first.

What happens when my materials arrive at the Library?

You will be notified by email when the item has been received. You may pick it up at the ILL office. Articles are usually sent to your ILL account. Some articles may be emailed to you, with a PDF attachment. **If the office is closed, request assistance at the Circulation desk.** Please pick up items promptly.

Fines and suspensions will be incurred for non-pickup of items.

What if I no longer need an item after it has arrived?

Please notify the ILL staff via email to ill@drew.edu as soon as possible.

Is there a limit on ILL requests?

No.

How long can I keep ILL materials?

The lending Library sets the due date, but material is generally loaned for 4 weeks. **Due date is indicated on the green bookstrap.** *You will receive a reminder email on or before the due date.* Please make every effort to return books on or before the due date. Some material may be restricted to "library use only".

Renewals: Please request renewals *at least 2 days* before the due date. Renewals are subject to approval by the Lending Library. You may keep the materials until you receive a response to your renewal request. **Fines and suspensions** will be incurred for late return of books or non-pickup of items.

Photocopies are yours to keep.

Where do I return the materials when I'm finished with them?

Please return ILL books with the green strap attached to the book return slot outside the ILL office.

How do I renew an item?

You may request renewals of your items through your ILL account.

I am not a Drew student, faculty or staff member, but I need something from Drew's collection. How do I request it?

Ask at your home library, which is any local, public, corporate or academic library where you have borrowing privileges.

What happens if an ILL becomes overdue?

Every effort should be made to return ILL materials on time. Overdue items jeopardize Drew's ability to borrow items from other libraries. The following ILL Overdue policies apply to faculty, staff and students:

1. Overdue fines of **\$1.00 per day per item** start on the **4th day** past the due date listed on the book strap. **(There is a 4 day grace period).** If you request a renewal before the 4th day, no fines will be placed. If a renewal is not granted, fines will accrue starting the day after email notification of the denial.

2. If the item is not returned by **14 days** after the due date, ILL borrowing privileges are blocked.
3. If the item is not returned by **30 days** after the due date, a replacement fine is sent to the business office (student) or controller's office (faculty/staff) and accrued overdue fines are placed on the patron's Library account. (Overdue fines stop accruing once the replacement fine is charged). ILL borrowing privileges remain blocked.
4. When the item is returned and/or the replacement fine is paid, ILL borrowing is reinstated; however, ILL borrowing is restricted to one book at a time for an additional 6 months. (No restriction on articles.)
5. If the item is not returned or the replacement fine paid by **3 months** after the due date, ILL *and* Circulation borrowing is suspended*. * If the item is returned, or with proof that the replacement fine has been paid during the suspension period, all borrowing is reinstated; however, ILL borrowing is restricted to one book at a time for an additional 6 months. (No restriction on articles.)
6. After the 6 month restriction, if borrower remains in good standing, additional ILL materials may be borrowed.
7. Suspension remains in place indefinitely if book is not returned and/or fine not paid.

What happens if I do not pick up an ILL item that I have requested?

1. If the item is not picked up within **14 days**, or if we are not notified that you no longer need the item, fines of \$1.00 per day, per item, up to a maximum of \$5.00 per item, will begin accruing. Fines begin the 14th day after item arrival.
2. On the **30th** day after arrival or when the item's due date is reached, the item will be returned to the lending library, or if a photocopy, discarded. Fines are placed on patron's Library account.
3. After the third occurrence, ILL borrowing is suspended for 6 months.

Interlibrary Loan and Circulation services will be revoked permanently if 2 suspensions have been in effect for the patron.

If your Library Account is suspended in Circulation, it is also suspended for Interlibrary Loan Borrowing, and vice-versa.

If the account is clear, the patron may appeal the suspension, but all ILL items will be allowed on a "Library-use only" basis.

What do I need to know about Copyright?

Borrowing (Drew patrons requesting books, chapters and articles from other libraries' collections):

- To obtain the user's affirmation of his or her awareness of the copyright law and intention to comply with it, the "[Warning Concerning Copyright Restrictions](#)"* is printed within a box located prominently on the ILL borrowing request form.
- Rule of Two: ILL may obtain only ONE article from **a single** issue of a journal per patron. For second and subsequent articles, copyright permission must be requested and possible royalties paid. *The Library retains the right to cancel ILL requests if copyright charges are prohibitive.*
- Suggestion of Five: ILL may obtain up to FIVE articles from the same journal, or chapters or small portions of a non-periodical in a calendar year, for publication dates five years or less from today's date. For the sixth and subsequent copies, copyright permission must be requested and possible royalties paid. *The Library retains the right to cancel ILL requests if copyright charges are prohibitive*
- Books borrowed from other libraries may not be placed on reserve.
- Articles and book chapters obtained from other libraries may not be placed on reserve or posted on Moodle *without copyright permission*

Lending (other libraries borrowing from Drew):

- The borrowing library is responsible for following copyright guidelines when requesting material from Drew.
- CONTU (publications less than 5 years old) and CCG (publications greater than 5 years old) compliance statements must be present on all requests received by the lending library.
- All articles, book chapters and books sent to other libraries include a copyright notice.

***Warning concerning copyright restrictions**

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of Copyright Law.

Tipasa: Drew ILL System Frequently Asked Questions

Answers to Frequently Asked Questions about Tipasa

What is Tipasa

Tipasa is the electronic web-based system you use to request an item through Interlibrary Loan.

How is Tipasa better than traditional ILL systems

1. You will find it easier to submit your interlibrary loan requests.
2. Your request will be handled more rapidly and accurately as problems relating to misinterpretation of hand-written requests are eliminated.
3. You can get many of your photocopies more quickly through Electronic Delivery.
4. You can get information about the status of your request through the Web at any time from any location without having to contact the ILL Department.
5. Library personnel are able to serve you better because all data about your request and its handling is stored in a searchable database. We are able to respond quickly to your inquiries about your request. We are also able to gather statistical information about the performance of the libraries that lend to us, enabling us to make better decisions when choosing a lender to supply an item.

What username and password do I use to access Tipasa

You will use your Drew ULogin (just your login name; do not include "@drew.edu") and password to access Tipasa, the same one you use to access your Drew email and the Drew Electronic resources.

What if I want to change my address or phone number

You may edit your personal information such as your phone number by clicking on "Communication Preferences" in the main menu of Tipasa.

Can I cancel a request after I've submitted it

You may request ONLY if the ILL office has not yet started to process the request.

1. Login to your account.
2. You will see your requests. If the request is "Submitted" you should be able to cancel it by clicking "cancel" to the right of the request.
3. If there is no option to cancel, it too late. Send an email to ill@drew.edu and we will try to edit or cancel it.

What Web browser should I use

You need a Web browser that can handle forms, tables, and preferably Cascading Style Sheets (CSS). We recommend the current versions of either Microsoft Internet Explorer, Mozilla Firefox or Google Chrome.

Is security a problem if I use a public workstation

Yes. Web browsers cache information and create a history file on the local workstation. This allows a subsequent user of the workstation to access the system under your name using the browser's Back button to recall a page from the cache, or by finding a page with your personal information in the browser's history file. If you are concerned about the security of your interlibrary loan requests, you can take the following steps:

- Access Tipasa only from your personal computer or an otherwise secure workstation.
- Access Tipasa from a public workstation in the library. These computers are supervised by the library staff.
- When using a public access workstation:
 1. Delete from the history file those pages that contain your personal information.
 2. Exit from the Web browser before you leave the workstation. This prevents the Back button from accessing the pages you were using.

Why don't I get an email confirmation of the requests I submitted

When you submit a request through Tipasa, you can confirm the submission and check the status of your request by logging into your account.

What is electronic delivery

Many libraries ship photocopies of articles to us in electronic format. Through Tipasa we are able to provide electronic delivery of these articles in PDF format (Adobe's Portable Document Format). You can read more about electronic delivery in the [Electronic Delivery Information](#) section.

Why does my browser say that you're sending a cookie? What's in it

The technology that we use sends a Session ID to be stored on your machine. You can refuse this cookie and still be able to use Tipasa without any problems.

How do I renew my books

You may renew your items through [Tipasa](#).

Whom do I contact if I have problems with or questions about Tipasa

Please contact the Interlibrary Loan office at 973-408-3474 or 3927 or by e-mail to

ill@drew.edu.

Electronic Delivery

Tipasa Electronic Delivery Information

Tipasa offers the convenient option of having articles delivered to you without ever going to the library or waiting for mail delivery.

How do I know if my computer can receive electronic articles

You will need Adobe Acrobat Reader installed and configured to work with your Web browser in order to view, download, and print these articles. If your computer tells you the file type is unknown and asks if you want to save the file to disk, then you need to install the Adobe Acrobat Reader software.

How do I get Adobe Acrobat Reader

Adobe Acrobat Reader is available without charge from [Adobe Systems, Inc.](#) Click the "Get Adobe Reader" button to go directly to the download page.

How do I get my articles when they arrive

1. An "Article Exchange" link and password will be emailed to you.
2. You can also view your articles from your ILL account.

Should I save or print the PDF

Yes, it is very important that you save the PDF to your own computer or print it if you will need to access it again. PDFs are removed from the server after **30 days or 5 views, whichever comes first**.

How do I know which requests will be electronically delivered and which ones will not

Tipasa sends you an e-mail notification for each item received. That e-mail will include information about accessing the article through your ILL account, or an alternative delivery method.

What if I do not want electronic delivery

Electronic delivery is the default. If this is a problem, please contact the ILL office.

What if I have questions about electronic delivery

You can e-mail questions to ill@drew.edu or call us at 973-408-3474 or 3927.

Renewing items through Tipasa

1. Login to your Tipasa account using your Drew Ulogin username and password.
2. Click on "**Renew**" option to the right of the request.

3. If there is not a "Renew" option, this item may not be eligible for renewal. Please contact the ILL office at ill@drew.edu or 973-408-3478 for further instructions.

You will eventually receive an email indicating whether or not the item has been renewed by the lending library. The message will also include the new due date.

Remote Users Library Request Program - Document Delivery

Drew graduate students , theological students and faculty:

- Who are not regularly on campus

AND

- Who are not currently teaching or taking courses on campus

AND

- Who live outside Morris County, or the counties that border it*

May request items owned by the Drew Library, but not available online. You may request:

- Journal articles
- One or Two chapters in books owned by Drew (no more than 50 pages).

How to place a request for a Drew-owned item:

- Request the item through your Drew ILL account.
- **Indicate "Remote User" in the note field of the request you submit.**
- Provide us with your **home address** (first request only).

*Counties bordering Morris County (that are excluded from this service) are:

- Somerset
- Hunterdon
- Union
- Essex
- Passaic
- Sussex
- Warren

ALA Forms

For local public libraries who utilize ALA forms to allow patrons to borrow books in person from the Drew University Library, the following policies apply:

- Patrons are allowed to borrow **4 books** at a time. A separate ALA form is required for **each book**. Please do not issue additional ALA forms for the same patron unless they have returned the books they have already borrowed.
- We will no longer request faxes or emails of additional forms if the patron does not have a sufficient number of forms with them.
- ALA forms must have an **authorized signature** from the borrowing library.
- Please **fill out the form** as completely as possible with patron and book information, including call number. Keep the bottom (gold) copy for your records. After the patron has come in to borrow the books, we will send you the other 2 copies for your records via Velocity.
- **Renewals:** Patrons should request renewals from the borrowing library. They should **not** call us for renewals. Only one renewal will be granted.
- Patrons should return the books to **the borrowing library, not to Drew**. The borrowing library can then return them to us via LibraryLinkNJ Delivery Service.
- Books are due **30 days** from the date borrowed. **Please follow up** with your patrons when the books are due. The borrowing library will be billed for the replacement costs if the books are more than **60 days** overdue.

Fee policies to borrowing libraries

(What Drew library charges libraries who borrow our materials)

Group	Copy Charge	Loan Charge
NJ Libraries	\$0	\$0

Oberlin Group	\$0	\$0
ATLA <i>reciprocal</i> libraries	\$0	\$0
Libraries that do not charge for loans or copies* *and policies are clearly stated in OCLC policies directory	\$0	\$0
Libraries that charge for loans and/or copies	\$10.00	\$10.00
Special Collections		
Copies over 75 sheets	For copies over 75 sheets (or 150 pages with 2 pages per sheet): Charging libraries: standard copy fee of \$10.00, plus additional \$.15 per page. Free/reciprocal libraries: First 75 sheets free; over 75 sheets (or 150 pages with 2 pages per sheet): \$10.00. Policy applies to all libraries, including NJ, ATLA and Oberlin.	

Other Services

Those pursuing more extensive research may want a letter of introduction to another library. Please see a Reference Librarian or the Theological Librarian to arrange this.

Faculty and Graduate Students may want to investigate [VALE reciprocal borrowing services](#), which allows Drew faculty and graduate students to visit and check out books at other libraries in the VALE consortium.

Questions

ILL office hours are 9:00-5:00, Monday through Friday. Please contact ILL staff with any questions regarding ILL:

- Madeline Nitti-Bontempo, 973-408-3927; mnittibo@drew.edu

Or:

ill@drew.edu