

The Carl B. Ylvisaker Library Interlibrary Loan (ILL) department requests materials from other libraries to supplement the resources available on campus.

To request materials via interlibrary loan, please follow the instructions on the Interlibrary Loan page. ILL will contact patrons via campus mail when an item has arrived. If Interlibrary Loan staff members are unable to fill a request, an email with a description of the problem will be sent to the patron.

Because of the many costs associated with providing interlibrary loan services, the following policies will be followed.

- Interlibrary loan is available to current students, staff and faculty, and emeriti faculty. Limited interlibrary loan services are available for patrons holding clergy borrowing cards.
- Patrons are limited to the number of active requests they may have one time. Students may have 20, faculty and staff may have 100, and clergy borrowers may have three.
- Interlibrary loan staff members request materials from the least expensive source. If charges are incurred, the library will pay the first \$20 for student requests and \$50 for faculty requests. If total charges exceed these limits, the patron will be contacted and asked to pay the remaining charges. Clergy borrowers will be asked to pay all fees associated with their requests. No charges will be accepted without prior patron approval.

Loan Period

Most items obtained through interlibrary loan may be checked out for 2-3 weeks with one renewal possible. Each lending library determines lending policies and may or may not allow renewals.

Electronic Delivery

When requesting articles through interlibrary loan, patrons may indicate a preference for electronic delivery. The lending library will determine the method of delivery.

If a request is filled electronically, the patron will receive an e-mail from medd@othello.minitex.umn.edu with the subject line Your Interlibrary Loan Request and the following message:

Your requested material is available for pickup at <http://medd.minitex.umn.edu>. Login with the following information: your e-mail address and PIN (a four digit number that will be given in the message). Your material will be available on the Web site for 5 viewings or 7 days after e-mail notification, which ever comes first.

As the e-mail notification states, the article may only be accessed 5 times. Click on the link only once and contact ILL if there is a problem with access.

This information is provided for interlibrary loan staff members from libraries wishing to request materials from Concordia College. Please contact us if your question is not answered below.

Submitting Requests

Concordia accepts requests submitted via OCLC and PALS. We also accept requests through U.S. mail, Ariel, e-mail, or fax. We do not accept requests from individual patrons. Contact your local library if you would like to borrow material from our collection.

Charges

- Standard: There is a \$15.00 charge for books and photocopies for libraries that do not belong to LVIS, MINITEX, or participate in other reciprocal agreements.
- Rush orders: We will fill rush orders for an additional fee of \$15.00. This charge applies to all rush orders, including loans to members of LVIS or libraries participating in reciprocal agreements.
- Lost item: If an item is lost, charges will be for replacement cost of the item plus a \$10.00 processing fee.

Loan Period

All returnable items are loaned for 28 days. One renewal will be granted for books from our general collection. No renewals will be granted for items from our curriculum collection or for AV materials. Exceptions may apply under special circumstances.

Non-Circulating Materials

The following items are not available for interlibrary loan.

- Periodicals
- Reference
- Reserves
- Microfilm
- Selected videos
- Selected Curriculum Professional materials
- Special collections
- Archives (exceptions may be made on an individual basis.)

Delivery

- Items loaned to Minnesota libraries will be sent through the MINITEX (MII) courier unless otherwise noted.
- Items loaned to libraries in other states will be sent via library mail. Please return videos, CDs and other AV items in a box rather than a jiffy bag.
- Copies will be sent via Ariel if an Ariel IP is provided. Other copies will be sent U.S. mail. Fax delivery is available upon request (additional charges may apply). If there are

problems with article transmission, please notify us as soon as possible. We keep articles on file for five days and will refill the original request within that time period. If more than five days have passed since the original fill, please place a new request.

Contact Us

Interlibrary Loan staff members are available from 7:45AM until 3:45PM, Monday through Friday.

OCLC symbol: CKK

Memberships: IFM, LVIS