



University of KwaZulu-Natal Libraries, Howard College

INTER-LIBRARY LOANS

Library guide

<http://library.ukzn.ac.za>

What are inter-library loans?

An interlibrary loans (ILL) service is offered to registered students and staff for items not held by the UKZN Libraries. This service obtains books and articles from other local and overseas libraries.

Before using this service check the Library iLink catalogue to see whether the item you need is available in any of the Howard College Libraries. Also check the iLink catalogue, electronic databases and library website to determine whether the Library has a specific journal title in electronic format.

Where is the inter-library loans Dept?

This department is located on the ground floor of the EGM library next to the Reference collection. At the Howard College branch libraries enquire at the issue desk.

How do I request an interlibrary loan?

Either fill in a request form at the ILL department in the EG Malherbe Library or submit your request electronically via the ReQuest system on SACAT. In order to do this, you will need to set up a user profile with the ILL department and be issued with a userid and password.

Please contact interlibrary-loan@ukzn.ac.za, Seema Maharaj (tel. 2602297) or Jace Naicker (tel. 2602056) to do this. Your user profile will include your name, address, email address and other details.

How do I place an electronic request?

Inter-library loan requests for books and journal articles that are not in the Howard College Libraries can be submitted electronically using ReQuest on SABINET Online. Contact ILL staff to register with ReQuest and they will assign you a ReQuest user ID and password.

How do I use SABINET ReQuest for books?

SABINET Online is available at <http://www.sabinet.co.za/login.html>

On-campus users should click on Online Reference search under the heading IP Authentication

Off-campus users must enter the User ID and password (obtainable from a Subject Librarian).

Use the drop down menu to select SACat.

ReQuest only works in the SACat database which is the catalogue of books and journals in Southern African libraries.

Type the title or keywords from the title of the book or thesis in the Search for box. Scroll down to the heading Holdings. If the code 5450 appears, it means that the book or periodical is in the UKZN Library in Durban and you do not need to request it. When requesting a book, scroll to the bottom of the page and click on Submit request.

Can I request journals?

You may request journal articles. These are either photocopied or scanned by the lending library. Follow the procedure as for a Book request but search for the journal title (NOT the article title). Then click on Request, enter your user ID/pin and click GO. On the information form will appears on the screen, check that the details of the journal are correct and enter the following information on the specific article you require:

- author of article
- title of article
- volume, issue
- year
- pagination

Complete the online request form with relevant information in the NEED BY DATE and MONOGRAPH / SERIAL and LOAN/COPY fields. These compulsory fields display in red.

Click on SUBMIT. This will send your request to the ILL department and your request will be allocated a request number.

How do I request an item which is not in the SACAT database?

You will need to complete request forms at the ILL Department for items not in the SACAT database or which are available overseas.

How do I know the status of my requests?

You will be notified by email / telephone / postcard when the item you requested arrives.

You can check the status of your requests online by accessing REQUEST from the drop down menu on the right-hand corner of the Sabinet screen. You may cancel requests or renew books on loan by selecting the option next to the relevant request. The following notes may appear next to your request on the left side of the screen:

- Submitted - your request was submitted successfully to the ILL dept.
- Cancelled - your request has been cancelled
- Shipped - the lending library has dispatched the requested item
- Received by Library - the requested item has arrived in the Library
- Pending - your request is being processed

Can I renew an inter-library loan?

Yes, some books can be renewed. Renewals must be done by the ILL department.

What must I do if my book is overdue?

Ask the ILL dept to renew the book for you. Please be aware that heavy fines are charged on overdue items.

What must I do if I lose or damage a book?

Please report Items that have been borrowed and lost or damaged as soon as possible. You will be invoiced for the replacement cost of the item, administration fee and fine.

Is a cost involved in using the inter-library loan service?

Borrowing items from another SA University library is covered by an inter-library loan reciprocal agreement and incurs no costs. But the following services costs apply to other services (all prices are subject to change):

Books

University libraries – no charge

Non-university libraries – R35.00

Electronic articles

University libraries – no charge

Faxes

University and non-university libraries – R52.50 for 1-15 pages; R17.50 for every additional 15 pages or part thereof.

Photocopies

University libraries – 60c per page

Non-university libraries – R 35.00 for 1-15 pages; R17.50 for every additional 15 pages or part thereof

International libraries - \$20 per article