



University of KwaZulu-Natal Library, Pietermaritzburg

INTER-LIBRARY LOAN

Library guide

The University of KwaZulu-Natal provides an Inter-Library Loan (ILL) service to registered students and staff, in order to obtain material not owned by this Library. Library subscribers may also use the service at a cost of R30.00 per request.

Please check the Pietermaritzburg Library catalogue for an item before requesting an ILL. Journal articles may also be found in some of the full text electronic journal databases subscribed to by the Library: see <http://library.ukzn.ac.za/Homepage.aspx>

1. Requesting an Inter-library loan in person

1. Complete an Inter-Library Loan request card. Cards are available at the ILL desk at Cecil Renaud (Main) Library, or at the Issue Desk at Life Sciences and Law Libraries.
2. Fill in the card in ink, using clear printing.
3. Pink cards are used for books and green cards for journal articles.
4. If an item that should be in the Pietermaritzburg Library appears to be lost, please state this on the card.
5. Although request cards are preferred, it is possible to submit a request by email to timmsj@ukzn.ac.za or illpmb@ukzn.ac.za.
6. If submitting a request by email, the borrower's student/staff number must be included and the references clearly indicated in terms of title, author, year/edition, ISBN and publisher.

Requests are sent off within 24 hours

A maximum of five requests per user per day will be processed.

- Items requested from UKZN Libraries should arrive within 3 days.
- Items requested from Durban should arrive within a week.
- Items requested from our Theological Cluster branch libraries (St Josephs, ESSA, Lutheran Dominican) are delivered on Wednesdays, so requests should be placed before 16h30 on Mondays.
- Items requested from other South African libraries will take 10 days or longer.
- It is possible to e-mail journal articles directly to users. Please speak to ILL staff about this option.

2. Requesting an Inter-library loan electronically

Inter-library loan requests for books and journal articles that are not in this Library can be submitted electronically using ReQuest on SABINET Online. Contact ILL staff on 033-260 6272, to register with ReQuest. Staff will assign a ReQuest user ID and password.

Using SABINET ReQuest:

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

On-campus users can 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).

At **Jump to database**, 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.

The search screen defaults to a **Basic search**. For an **Advanced search**, click on **Advanced search** under **Search options** on the left hand side of the screen.

Type the title or keywords from the **title** of the book, thesis or journal (NB: NOT journal article) in the **Search for** box.

Use the drop-down menu on the same line to specify the field to search. Complete the appropriate remaining boxes to make the search more specific.

Click on **Search**.

The results will be displayed in Brief format. Click on the record's blue interactive link to display a record in Full format.

Scroll down to the heading **Holdings**. If the code 5800 appears, it means that the book or periodical is in the UKZN Library in Pietermaritzburg. **Do not request an Inter-Library loan for this item.**

When requesting a journal article, please check that the volume number and year required is reflected in the **Holdings** of at least one of the libraries listed.

Then at the top of the record, next to the heading **Inter-Library Loan** click on **Request**, or click on the **(R) request** button at the bottom or top right corners, of the record.

Enter the ReQuest user ID and password assigned to you and click **GO**. A patron information form will appear on the next screen. Check that the details are correct.

When requesting a book, scroll to the bottom of the page and click on **Submit request**.

When requesting a journal article, complete the following fields: author of article, title of article, volume, issue, year and pagination. Click on **Submit request**.

Please check that the ILL service and item type are correct for the item required (book and journal)

After clicking on **Submit request**, you will be informed that the request has been submitted and a Request ID will be generated. Quote this number when enquiring about this request.

Contact Inter-Library Loan staff at Cecil Renaud (Main) Library for further assistance. Tel: 033-260 6272

3. Collecting ILL items

Books and theses

These items are held and issued directly from the ILL Desk, except in the case of all Life Sciences borrowers and Law staff.

Books are issued and returns accepted **only** during office hours: Mondays to Fridays 08h00-16h30. Borrowers are notified by email sent to their **University address**, except in the case of subscribers.

Journal articles

Journal articles are emailed to the borrower's **University address**, except in the case of subscribers.

4. Costs

Costs depend on the nature of the item and the library from which it is borrowed.

Books and theses

- South African university and technikon libraries do not charge for a book or thesis loan.
- Other South African libraries charge R40.00 for a book or thesis loan.
- Book loans from OCLC – contact ILL staff for details and costs.

Journal articles

- Other South African libraries charge a minimum of R40.00 per item excluding VAT.
- For details of fax charges, courier services and requests from the National Library of South Africa, contact the ILL staff.
- British Lending Library (BLL) charges vary – contact ILL staff for details and costs.

5. Renewing ILL books

Renewals must be requested **before** the date that the book is due back. Only ILL staff, who are available Mondays to Fridays 08h00-16h30, can submit renewal requests on behalf of borrowers. The Lending Library makes the final decision concerning the renewal of a book. Should they decline the renewal request, the borrower will be contacted.

The Lending Library can recall the book at any time. This seldom happens, but it is advisable to prioritize all work involving material borrowed on ILL.

6. Fines

Overdue ILL books will cost R5.00 per day per book.

7. Lost items

Should a borrower not return a book after the due date has lapsed, or after having been notified that the book has been recalled, the book will be regarded as lost. The user will then be billed for the Lending Library's cost of replacing the book.

In the event that the borrower presents the book after having been billed, any refunds will be administered at the discretion of the Lending Library and, as such, are not guaranteed.