Interlibrary Loan (ILL) is a resource sharing/document delivery service that supplies library materials which are not owned by the Thomas G. Carpenter Library. Reciprocally, this service supplies books and photocopies to other libraries for the use of their patrons.

We use the WorldCat database as the basis of our ILL operation and it offers 125 million+ records for materials and 1.3 billion holdings. Most academic libraries use WorldCat to create the online catalogs for their library users. You can access the WorldCat database via the library home page and search it in the same manner that ILL staff do.

ILL accepts orders for a variety of materials such as books, articles, maps, government documents, etc. Normally, whole volumes of periodicals (print or microform), reference books, computer programs, pre-1800 imprints, rare books, popular videos, newspapers, manuscripts, and genealogical materials are not lent. Many libraries also have lending restrictions on videotapes, media materials, compact discs, dissertations/theses and other rare, expensive, fragile, or unique items.

Primary Resources: If you need primary sources to support your research, recognize that many items which were published before 1890 or may be held in the Special Collections or Archives of other research institutions will not be readily available to you, especially if you try to request an entire volume or an entire set of volumes (print or microform).

Libraries are more willing to supply photocopies of an article or a chapter/section out of rare, out-of-print, or archival materials if a specific citation can be provided. This might require that you consult secondary resources which would then provide citation access to the materials found in the primary resource. Of course if the item is too fragile for photocopying, it is also unlikely to be loaned in any manner.

If you must submit an order for a primary resource, you should expect the following results:

1) There will be a much lower probability that your request will be filled. Because some libraries have policies which do not allow certain primary resources to circulate, some loan requests will not be approved and will end up being cancelled, especially if the material is owned by a small number of libraries.

2) There will be a longer wait time. Even if multiple libraries own an item, we may have to contact multiple institutions just to find one which is willing to lend. Each library in the ILL system is contacted one at a time (5 lenders maximum per
request). Each site has 4 days to respond. If we have to contact 10 or more libraries, it can take a month (or longer) to receive a single positive response. Then, there will be additional time required for shipping once a request is approved. We also send requests to the Library of Congress (LOC) if needed. LOC is to be used only as the “lender of last resort,” and the LOC may require up to an entire month to respond.

3) **There may be restrictions on use—such as In-Library Use Only.** This means the materials may not leave UNF Library.

4) **Most items, pre-1880 or otherwise rare, fragile, out-of-print, etc. will often be lent only on microfilm or microfiche.** The number of film reels or fiche sheets loaned per shipment is sometimes restricted.

**Cancelled ILL Requests** An ILL cancellation is not the end of the road, but it does mean you may need to contact our ILL Coordinator, Alisa Craddock, to offer her further information or assistance. Sometimes requesters are not concerned about receiving a particular item, but others care a great deal. Requests are cancelled most often because we could not “verify the citation” (i.e. prove that it exists in WorldCat); or we exhausted all available suppliers for an item and did not receive a positive response to our request to lend. Generally, our fill rate is over 80% for loaned materials.

**More Help** The Library does not currently have language or subject specialists but one of our Reference librarians is a liaison to the History Department. Her name is Barbara Tuck (btuck@unf.edu) and her phone number is 620-1532. She is willing and very able to assist you in verifying a citation. If you receive a cancellation message and still wish to pursue the order, please seek her out. This will help to ensure that your order has the best chance of being filled.

If you have other ILL questions or concerns, contact the ILL Coordinator, Alisa Craddock. She is helpful and interested in getting your materials to you. Her e-mail is illunf@unf.edu and phone number is 620-1445.

Thank you!