



ROBERTS
WESLEYAN COLLEGE



NORTHEASTERN
SEMINARY

Golisano Library

Interlibrary Loan Borrower Policy

Eligible Borrowers

- Current Roberts Wesleyan College and Northeastern Seminary Students, Faculty, and Staff
- Roberts Wesleyan College and Northeastern Seminary Emeriti

Borrower Confidentiality

New York State Civil Practice Law & Rules 4508, Chapter 112, Laws of 1988

Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state, including but not limited to records relating to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio-visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of the library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

Materials Available

- Books
- Book Chapters (delivered electronically)
- Journal Articles (delivered electronically)
- Dissertations and Theses
- CDs/DVDs
- Musical Scores

Materials Not Available

- Textbooks/class materials (Interlibrary Loan items cannot be borrowed for the duration of an entire semester.)
- Ebooks and most Reference books (You may, however, request one chapter or entry from an ebook or Reference book.)
- Hard copies of journals or magazines
- Multiple copies of the same book

ILLiad Accounts & Email Notifications

- Patrons submit and manage their ILL requests through their ILLiad accounts. Electronic requests can be viewed and downloaded. Hard copy requests can be renewed or reordered.
- ILL requests cannot be made outside of ILLiad and must be initiated by the patron through his/her own ILLiad account.
- Patrons will receive the following email notifications after a request is placed in ILLiad:
 - Electronic requests:
 - A notice that the requested item is available to view and download in ILLiad or has been cancelled
 - Hard copy requests:
 - A notice that the requested item is available for pick-up, has been shipped to them, or has been cancelled
 - A notice of any renewal requests being allowed or denied
 - A notice if the lending library has recalled the item
 - A courtesy notice 5 days before the due date
 - A series of three overdue notices

Borrowing Fees

- There is no charge to create an ILLiad account, and most requests are available at no cost to the patron.
- Some requests are only available for a charge from the lending library. If you submit a request that cannot be obtained for free, it will be cancelled, and you will receive an email notification that explains how to resubmit the request and note how much you would be willing to pay for the item. Charges typically range from \$10.00 - \$50.00, and payment will be due at the time of pick up/delivery. Fees can be [paid online](#) with a credit card or at the Resource Desk by check or cash.

Hard Copy Item Delivery Options

- Hard copy items are available at the Golisano Library Resource Desk for pickup.
- Faculty/Staff and Distance Education students may elect to have hard copy items delivered to their home address or through campus mail. Please contact ILL@roberts.edu to request this service.

Loan Periods & Renewals

- Requests delivered electronically have no due date and do not need to be renewed. They are available for 30 days after the delivery date on the patron's ILLiad account and can be downloaded and saved for continued access.
- Loan periods for hard copy items are determined by the lending library and, therefore, vary in length from several weeks to several months.
- Patrons can check their ILLiad accounts to determine whether renewals are allowed for a hard copy item. If yes, patrons can request a renewal through ILLiad within a week of the due date. If no, patrons can reorder the request to borrow another copy of the item from a different library.
- Renewals are granted at the discretion of the lending library, and the patron will be notified via email whether the request is allowed or denied.
- Items for which renewals are denied must be returned by the original due date.

Overdue, Damaged, and Lost Items

- If an ILL item becomes 28 days overdue, the patron's ILLiad, Golisano Library, and student accounts will be blocked until the item is returned or a replacement fee is paid.
- Fees for lost or damaged items are set by the lending library and are charged to the patron.
- The patron will submit payment to the Golisano Library. The Golisano Library will pay the lending library.
- Payments for lost ILL materials are non-refundable.
- To submit a fine/fee appeal, please use the [form on the Library website](#).

Patrons' Responsibilities

- Patrons must submit ILL requests through their ILLiad accounts.
- Patrons must present their student/staff ID card or Golisano Library card when checking out ILL materials.
- Patrons are responsible for returning or renewing their library materials on time.
- Patrons are responsible for payment of all fines and fees.
- Patrons are responsible for maintaining their email accounts to ensure the receipt of delivery, courtesy, and overdue notices.
- Patrons are responsible for returning their materials in good condition and will pay for the repair or replacement of lost/damaged materials.

Contact Us

- If you have a question about using your ILLiad account, contact the Golisano Library Resource Desk at 585-594-6949 or ResourceDesk@roberts.edu.
- If you have a concern or issue with your ILLiad account, contact the Golisano Library Interlibrary Loan Department at 585-594-6017 or ILL@roberts.edu.