

## **Mary Kintz Bevevino Library Interlibrary Loan Service Policy**

To meet the informational needs of the Misericordia University community, students, faculty, and staff may request materials through the interlibrary loan system. Requests are submitted online via the library's web site. Patrons will use their Misericordia user name and password to request books through EZBorrow and to request articles, books, book chapters, and DVDs through Tipasa. A valid Misericordia University email address is required for using both of these systems. All EZBorrow requests are patron-generated and do not allow for staff intervention.

The interlibrary loan staff processes Tipasa requests in compliance with library best practices and copyright law. Requests, when applicable, must include volume and issue numbers for timely processing. All faculty requests must be processed using the faculty member's own account. If Tipasa requests are to be submitted for faculty by student work assistants, a faculty member must create a special account for this purpose. All patrons are asked to check Journal Finder before submitting an article request.

### **Obtaining a Request**

Patrons are notified via their Misericordia University email account when requests are filled. Journal articles are delivered via email to a patron's Misericordia email address and can be accessed using the link and password that is provided in the email. Articles are available for patrons to view, print, or download for thirty days. Items are occasionally delivered as a PDF. In this case, articles may be sent to a patron via their Misericordia University email account. Books and DVDs must be picked up at the Circulation Desk.

### **Request Charges**

Every effort is made to fill requests through reciprocal lending libraries; however, if the requested item is not available from a free supplier, an interlibrary loan staff member will contact the patron to verify whether or not they are willing to pay any costs that may be incurred. Patrons who have been contacted for payment verification may choose to cancel the request at this time. Staff intervention significantly delays processing of requests. For this reason, a line to accept or reject charges before processing is included on the request.

### **Payment for Charges**

Payment is due upon delivery of an article to a patron's account or upon its arrival at the library. Interlibrary loan charges range from \$11.00 to \$25.00 and sometimes more. Payments may be made by cash or a check payable to Mary Kintz Bevevino Library. Arrangements must be made in advance by faculty if departments are to be billed for interlibrary loan charges.

## **Overdue Charges**

There is a charge of \$.25 per day for overdue interlibrary loans. Those items eligible for renewal will not incur the charge if renewed by the due date. All patrons are responsible for paying these charges. Privileges may be limited if fines are not paid.

## **Interlibrary Loan Period**

Tipasa libraries lend items for 3-4 weeks; some offer the option to renew for an additional 3-4 weeks. EZBorrow libraries lend items for a 12-week loan period. Occasionally, a lending library may offer a renewal period when requested. It is the right of the lending library to deny renewals or recall materials, at which time patrons will need to return the materials in question.

## **Questions**

Interlibrary loan questions should be directed to the Interlibrary Loan Desk at (570) 674-3037 or [loan@misericordia.edu](mailto:loan@misericordia.edu).