

# Community Patrons Using Clarion InterLibrary Loan Procedure

A community patron may use InterLibrary Loan (ILL) services - *for one year* - by completing the following procedure.

## Community member will:

1. Apply for a community patron account at the Circulation Desk
  - a. See "Community Patron Library Card Procedure"
2. Remit \$100 service fee (check preferred)
  - a. Payee: "Clarion University of Pennsylvania"
  - b. Memo Line: "ILL"
3. The community member may apply for (an optional) computer user account
  - a. See "Community Patron Computer Account Procedure"

## Library Staff member will:

1. Complete a receipt for the \$100 received
  - a. Receipt copy #1 (white) is given to community member
  - b. Receipt copy #2 (yellow) is processed with check
  - c. Receipt copy #3 (pink) remains in receipt book
2. Photocopy community member's check and receipt
  - a. Originals are delivered to the Dean's Secretary
    - i. For deposit to general operating account
  - b. Photocopy is delivered to InterLibrary Loan Staff member
    - i. Copy is filed for future reference
3. Refer community member to InterLibrary Loan Staff member

### InterLibrary Loan Staff member will:

1. Add the community member to the ILLiad system
  - a. Assign the community member a unique username
    - i. First initial, middle initial, and last name i.e., gmmcgiffin
  - b. Social Security Number/ID Number field is completed using the patron's library card barcode
  - c. Add the user's personal information
    - i. Address, phone, e-mail, etc.
  - d. Expiration date – one year from date of creation – is added
    - i. "ILLiad Authentication" box **must** be checked in order for expiration date to take effect
  - e. Add a note is added stating:
    - i. User has paid the \$100 fee
    - ii. User's check number
    - iii. Date of check
2. Explain the InterLibrary Loan Policy to the community user
3. Supply the community user with a printed copy of the Community Patron InterLibrary Loan Policy
4. Direct the community user to the Library's homepage for more information on...
  - a. Using ILLiad
  - b. Policies
  - c. Tutorials
5. Emphasize the following points:
  - a. Community user will be assessed – and pay – additional fees when the Library is charged for requested materials
  - b. The community user is held financially responsible for any lost, damaged, or overdue material(s)
  - c. The community user must honor the limit of ten (10) requests per month
  - d. InterLibrary Loan privileges can be suspended at any time the Library determines that rules or privileges have been misused or abused
  - e. The \$100 service fee is non-refundable

Dear Community Patron,

Welcome to the world of Interlibrary Loan (ILL)! Clarion University Libraries is happy to offer this service to the community members who support and patronize the Libraries. Your yearly service fee allows you to place requests for items that the Libraries do not own in their collections. We will remind you when your year's worth of ILL service is about to expire. If you wish to maintain your ILL status, simply visit the Library and pay the community user service fee and ILL services will be reinstated.

The Clarion University Libraries use a program called ILLiad which can be found on the Library's home page ([www.clarion.edu/library](http://www.clarion.edu/library)). This user-friendly program requires that you sign in with the username and password we assign to you.

Through ILLiad, you can order books, articles, chapters, and media materials. When requested items arrive at the library, the ILL Department will notify you via e-mail or telephone. To retrieve the requested materials, you must show (1) proper photo ID or (2) your library card at the Circulation Desk.

Most ILL materials are charged out for thirty (30) days; however, lending library loan periods may vary. If you need the material longer, contact the ILL department by phone, stop by the Libraries' Circulation Desk, or go online *before the due date*. All loans must be returned to the Clarion University Libraries.

*Electronic* materials (such as journal articles) are delivered straight to your online ILLiad account in PDF format. (Adobe Acrobat Reader, which is freely available on the Internet, is required.) You have ninety (90) days to view, print, or save the material. At the end of 90 days, the item is automatically deleted from your account.

The Interlibrary Loan Department asks that each user (a) return material by the due date and (b) honor the limit of ten ILL requests per month. Your cooperation helps us to maintain our good reputation within the library community so that we can continue to offer our services to folks like you.

If you have any questions or concerns – or if you need assistance -- please do not hesitate to contact the ILL Department.

Sincerely,

*Ginger McGiffin  
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Clarion, PA 16214  
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