• **What is Interlibrary Loan?**
  Interlibrary Loan is a service that allows you to request items from libraries outside of BSU. As a distance education student, you can also request items be delivered to you from the BSU Libraries.

• **Who can I contact with questions?**
  Contact Interlibrary Loan by email at interlib@bsu.edu or by phone at (765) 285-1323.

• **How long does it take to get materials from Interlibrary Loan?**
  Generally, it takes between 2-10 business days to get materials to Distance Education students.

• **How do I begin using Interlibrary Loan?**
  You may go to the BSU Libraries homepage and select “Interlibrary Loan” to log in and register. Be sure to select “Distance Ed Grad” in the Status field.

• **Is there a charge for using Interlibrary Loan?**
  Most of the time, you will not face additional charges. You can avoid all charges if you select “Free Only” from the drop-down menu for “How much are you willing to pay for this item?” when you submit your request.

• **How do I create requests?**
  When you find a library resource you would like, you may click on the Interlibrary Loan link in the item record. If you have previously registered with Interlibrary Loan, your request will be automatically filled in with information about the item. You may also manually add requests.

• **Can I cancel a request?**
  You will be unable to cancel a request once the status reads “request sent.”

• **How do I check on the status of my request or renew an item?**
  The “View” section in the left hand menu allows you to view electronically delivered materials, check on the status of your requests, cancel outstanding requests when possible, or renew materials that are checked out to you.

• **How do I update my contact information?**
  Choose “Change User Information” under the Tools section at the bottom of the left hand menu.
What is Interlibrary Loan?

Interlibrary Loan is a service that obtains materials not owned by the University Libraries from other institutions statewide, nationally, and internationally.

As a Distance Education student, you can also receive Ball State-owned materials through Interlibrary Loan.

Questions? Contact Interlibrary Loan Services:

Email: interlib@bsu.edu

Phone: (765) 285-1323

Best hours:
Monday-Friday 8:00am-5:00pm and
Saturday 8:30am-5:30pm

Interlibrary Loan for Books

If University Libraries owns a book that you need, Interlibrary Loan will retrieve the book, check it out to you, and send it to your local address at our expense. Interlibrary loan will send you an email when they mail the book to you. Please note that you are responsible for returning the book to University Libraries. You can either mail the book back to University Libraries at your expense (“media mail” is one inexpensive option through the post office) or personally return the item to University Libraries. After hours drop boxes are located at the north and south entrances of Bracken Library, in case you arrive when the building is closed.

Interlibrary Loan cannot mail items from other academic institutions to your address. If you would like to request material not owned by BSU through the University Libraries Interlibrary Loan service, you will have to come to Bracken Library to pick up and return your items. Alternative options include using the Academic Libraries of Indiana’s Reciprocal Borrowing Program or using Interlibrary Loan services through your local public library.

Important: When registering for Interlibrary Loan on the University Libraries’ website, be sure to select “Distance Ed Grad” as your status at the bottom of the page.

Interlibrary Loan for Articles

In addition to books, you may also request articles through Interlibrary Loan. Articles that are not available in full text through the Ball State University Libraries’ databases may be ordered from other institutions or found in Bracken Library print collections. Articles will most often be delivered to you electronically, with access information delivered to you in an email.

How long does it take to get materials from Interlibrary Loan?

Generally, it takes between two to ten business days to get materials to Distance Education students. There are a number of factors that influence these times, such as whether the materials are in University Libraries or must be requested from other academic institutions, and school or national holidays. It is a good idea to submit requests as soon as possible.
For Online and Distance Education Students: 
**Interlibrary Loan**

How do I begin using Interlibrary Loan?

Before you can use Interlibrary Loan, you need to register. First time users will create an ILLiad account using the link to Interlibrary Loan in the left hand navigation menu on the Libraries’ home page (http://www.bsu.edu/library). Use your BSU username and password to enter the ILLiad system. The first time you log in, you must fill out a registration form.

Before you click that “Submit” button, be sure to change the drop down Status menu at the bottom of the page to “Distance Ed Grad.” (Even if you are a distance education undergraduate, you should still select this option.) Selecting this option puts your request at the top of the queue.

*Status*  
**Distance Ed Grad**

If you don’t identify yourself as a Distance Education student, your requests for materials that are in University Libraries may be denied or delayed.

Is there a charge for using Interlibrary Loan?

You can avoid all charges if you select “Free Only” from the drop down menu for “How much are you willing to pay for this item?” when you submit your request. If there is a charge associated with your request, you will be notified by Interlibrary Loan via email, and you have the option of accepting or declining the charge. If declined, the request for an item will be canceled. If you accept the charge, it will be billed to your Bursar account with Ball State University.

Most of the time, you will not face additional charges. The common exception is copyright fees for journal articles. By law, copyright fees must be paid if University Libraries orders more than five articles published in the last five years from the same journal title during a calendar year (January 1 through December 31). Copyright fees vary from $25 to $90 per article. University Libraries will pay $100 worth of copyright fees per student, per calendar year. After the $100 limit is met, you will have the opportunity to decide if you will pay the copyright fee.

More questions? Contact Interlibrary Loan Services  
Email: interlib@bsu.edu  
Phone: (765) 285-1323 (Monday-Friday 8am-5pm; Saturday 8:30am-5:30pm)  
(During other library open hours, your call will be forwarded to the Circulation Desk for assistance.)
How do I create requests?

When using library resources, whether it be a database of academic journal articles, CardCat, or WorldCat, you may choose to click on the Interlibrary Loan link in the item record to request the item (if it is not available in full text). When you find an item and select the Interlibrary Loan option, you will be taken to the Interlibrary Loan login page. If you have already filled out your registration form for Interlibrary Loan, your request will be automatically filled out with the information about the item that you just found.

However, you may also submit your request manually. Click on the Interlibrary Loan link from the University Libraries’ homepage. Log in with your Ball State credentials. If you have already filled out the registration form, you will be taken to the main ILLiad page. There are three important tools in the left hand navigation area of the page: “New Request,” “View,” and “Tools.”

There are various types of requests: book, journal article, music score, newspaper, etc. Be sure to use the correct Interlibrary Loan submission form; this will speed up the processing of your request.

You will notice required fields that must be completed. If any required fields are left blank, the form will not submit to the ILLiad system, and the request will not be filled. If you are not sure what to put into a required field, put “N/A” which will allow the form to be submitted; Interlibrary Loan may contact you with questions about the request.

Look for a message at the top of the page that says the request was received. On the other hand, if the form was not fully completed, you will see a message that lists the fields that must be completed before submission.

Can I cancel a request?

You will be unable to cancel a request once the status reads “request sent.” You can monitor the progress of your request by clicking on “Outstanding Requests” under “View.” If you have any questions or concerns about your requests, please contact the Interlibrary Loan Service by email at interlib@bsu.edu or by phone at (765) 285-1323.

More questions? Contact Interlibrary Loan Services
Email: interlib@bsu.edu
Phone: (765) 285-1323 (Monday-Friday 8am-5pm; Saturday 8:30am-5:30pm)
(During other library open hours, your call will be forwarded to the Circulation Desk for assistance.)
How do I check on the status of my request or renew an item?

The “View” section in the left hand menu allows you to view electronically delivered materials, check on the status of your requests, cancel outstanding requests when possible, or renew materials that are checked out to you. The most commonly-used features:

• Outstanding Requests - This will tell you the status of the request as it proceeds through the Interlibrary Loan system.

  If you see a due date for an item, that means the material has shipped.

  Request sent means that your request has been received by the Interlibrary Loan Department and we are trying to obtain the material for you.

• Electronically Received Articles - An item copied by University Libraries or received electronically from another academic institution will appear in this area. You will receive an email from Interlibrary Loan telling you that it is ready for you to collect. Please note: If you have spam filters with your email program, add the Interlibrary Loan email address (interlib@bsu.edu) to your Address Book to avoid missing your notifications.

How do I update my contact information?

The only option under the Tools section at the bottom of the menu is “Change User Information.” If you move, change your email address, or get a new phone number, please update your profile in ILLiad. Incomplete or inaccurate personal information can lead to your Interlibrary Loan request being delayed or canceled.

More questions? Contact Interlibrary Loan Services
Email: interlib@bsu.edu
Phone: (765) 285-1323 (Monday-Friday 8am-5pm; Saturday 8:30am-5:30pm)
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