Interlibrary Loan Policies

Interlibrary loan (ILL) services are available to students, faculty, and staff of Jacksonville University (JU). Requests may be submitted via e-mail, phone, in person, or online through the Library's catalog. When a request arrives, users will receive an e-mail notification. Interlibrary loan requests may be picked up at the Library’s Circulation Desk or delivered electronically (depending on the format of the item).

Loan policies, renewals, and returns

A JU email address and 7-digit JU ID number is required to process ILL requests. Any correspondence with the ILL department or delivery of electronic materials will be sent to your JU email.

Item due dates are determined by the lending institution. Renewal requests should be made no later than a week before the due date. Renewals can be requested in-person, by phone, or by email. Some items are not renewable, and loans are subject to recall by the lending institution. If recalled, items must be returned as soon as possible.

ILL items should be returned to the library's Circulation Desk. Please note that the user accepts responsibility for materials from the point of pick up until its physical return to library staff. This includes any late fines, processing fees, or replacement costs that may result from lost or late items. Interlibrary loan items that are returned late will incur at $1-per-day-late fine. Failure to pay charges or return materials on time may result in suspension of interlibrary loan privileges.

Processing Time and Fees

Requests for physical items (books, music scores, etc.) take a minimum of two weeks to fulfill. Requests for electronic articles and journals take a minimum of seven working days. Delivery times will depend on shipping method and distance. Items may arrive earlier or later than this time frame, and no delivery date can be guaranteed.

During the traditional academic year, ILL requests are processed Tuesday through Saturday during normal business hours. ILL requests are not processed during University breaks or holidays.

Interlibrary loan services are free to JU students, faculty, and staff.

Borrowing Limitations

Requests cannot be submitted for circulating items that Swisher Library owns (including the print version of owned eBooks), or textbooks for current classes.

Certain types of materials - such as dissertations, archive materials, fragile or antique books, case studies, recent publications, and audio/visual media including eBooks – are not circulated by many lending institutions, and are less likely to be fulfilled. Every effort will be made to provide access to materials, but no ILL request is guaranteed to be fulfilled.

To request or renew ILL materials, contact:

**Cassandra Konz**
Library Assistant II
Interlibrary Loan Department
(904) 256-7275
ill@ju.edu

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