

Frequently Asked Questions:

Does placing an ILL request cost money?

- Most ILL materials are borrowed for free thanks to reciprocal agreements with lending libraries. Should an item not be available for free, we will contact you before submitting the request to inquire if you are willing to pay.

How soon will I receive my ILL item?

- Generally, items arrive within six weeks. However, some requests take longer. You will be notified by telephone or email when your materials are ready for pick up.

What types of items may I request through ILL?

- A wide variety of materials are obtainable through ILL in any of the formats currently owned and circulated by the St. Charles City-County Library District. For example, we own audiobooks on CD, so these may be requested. But, at this time, we do not own Playaways so these should not be requested. Additionally, although we own and circulate e-books, because of licensing restrictions, these are not available for ILL.
- Some materials may be difficult to obtain but may be requested. These include, but are not limited to the following:
 - Original or rare items
 - *In some instances, these items may be available in e-book format. If so, we will offer you the option of borrowing the Library's Kindle with the title preloaded onto it. The Library Kindle may not be requested, but if offered, is available with the same checkout and renewal terms as a print book.*
 - Entire issues of newspapers, journals and magazines (copies of specific articles are generally obtainable)
 - DVDs, CDs, Audiobooks, Videocassettes, Video Games, and microfilm.
- Holiday items may not be requested beginning six weeks prior to the holiday and ending 2 weeks after. Holiday items may be requested the rest of the year.

Can I request a Blu-ray when St. Charles City-County Library owns a DVD version of the title? Because DVDs will play in Blu-ray players, we will not fill requests for titles the Library District owns in the DVD format.

How many items may I request through ILL?

- You may have three active requests for an ILL at any one time. An active request is defined as either a request submitted but not yet received or a request received and/or currently checked out.
- We understand that there are circumstances that may necessitate the need for more than three active requests. In such a case as this, please speak to a reference librarian to see if you may qualify for a waiver of this limitation.

Do you provide Rush Service for requests?

- While requests are processed in the most timely manner possible, we are unable to provide rush service. Please discuss your needs with one of our reference librarians. They may be able to help you locate alternate resources in a timely manner.

What happens if I lose my ILL item?

- We realize our customers generally handle borrowed materials with great care. Unfortunately, if an ILL item is lost or damaged, SCCCLD will be billed for the damage and this cost must be passed on to the customer. Charges are set by the lending library and can be considerable. Additionally, processing fees may also be charged. Lenders will not accept substitute or replacement copies of titles.

How long may I keep my ILL?

- Lending periods generally range from just one week to a month or more and are set by the lending library. In an effort to remain in good standing with our lenders, overdue ILL materials are subject to a higher late fee of **\$1.00 per day** per item. ***ILL materials may be returned to any SCCCLD branch library.*** There will be a cap on overdue fines of \$60. ***If an item is not returned within two months, replacement cost plus a \$25 processing fee will be charged to the customer's account***

What if an ILL request is no longer needed?

- Please contact SCCCLD staff to cancel an ILL request. Reserves for materials requested through ILL removed through Your Account will not cancel the WorldCat request.
- **Due to postage costs and various other expenses incurred by SCCCLD when obtaining ILL items, failure to pick up 3 requests in any three year period will result in a suspension of ILL privileges.**

Why do some interlibrary loan requests go unfilled?

- In most cases, a lender cannot be found because the item requested is either on loan to another person, missing, non-circulating, or is on reserve. In the event a request goes unfilled, a notice will be sent directly to the customer.

How do I contact ILL?

- Requests should be placed at a library branch. However, for general questions, please feel free to call the ILL desk at 636-441-2300, extension 1562, 9:00 am – 4:30 pm Monday through Friday or email us anytime at ILLDesk@stchlibrary.org.