

<http://www.library.illinois.edu/circ/policies/Borrowing.html>

Circulation policies vary slightly between our libraries

Policies take into account primary patrons (current faculty, students & staff at the local institution; current fac/stu/stf at consortium libraries, i.e., IShare)

Policies manifest in Voyager item types, which are established in Voyager System Admin

Some policies exclude or limit patrons, usually local circulation items, e.g.,

- UGL media items
- UGL loanable tech
- patron-driven acquisitions
- MPAL CDs
- Res Hall Library items

Most monographs (books) that circulate are item type 16/4 weeks

- 16 refers to Faculty, Staff, and grad students
- 4 refers to Undergrads, Support Staff, Retired Staff, and Courtesy Card patrons
- ISHARE patrons get 4 week loan periods for most items.
- RHL items circulate to U of I patrons only (books 4 weeks/ 1 renewal)

Renewals

- Most UIUC patrons can renew items 10 times;
 - Some Exceptions: UGL Media items & Loanable Tech, Res Hall items, MPAL Music CDs
- renewal period starts from the date renewed, not from the due date
 - Example and explanation
- ISHARE renewal
 - Faculty get six renewals
 - all other eligible borrowers get three renewals
 - renewals extend from the original checkout date
 - Example and explanation

i-cards are library cards

Valid IDs from participating ISHARE institutions are library cards

Valid UIUC Library courtesy cards are library cards at UIUC only

GA FAQs (from previous sessions)

Borrowing periods for UIUC, I-share, and ILL items

See cheat sheet

ILL (pink streamer) loan periods determined by lending institution-No renewals

Entire library can be blocked from borrowing from that institution if item overdue

Where to return UIUC, I-share, and ILL items (specifically ILL)

ILL (pink streamer) items **MUST** be returned to Main Stacks Circ Desk

UIUC and ISHARE items can be returned to any campus circ location, including other ISHARE libraries

Library items borrowed with an ICARD from UIUC CAN NOT be returned at CPL or

UFL

How to request an item from Oak Street

Like any other item. OPAC or call slip

If needed same day, staff must contact Oak St to expedite

Oak Street has circ desk, but Oak Street items won't be on hold at Oak Street until the following business day

How to obtain a courtesy card (community borrowing privileges)

In-person application

Card mailed to patron. Most cards are mailed to patrons, so there is a delay of several days between application and being able to check out items

Applicant **MUST** provide valid photo ID & proof of address (one of the following)

- current lease
- current credit card bill
- current utility bill
- current bank statement, or online bank statement

Some patrons are eligible for higher privilege card; please refer all inquiries to Central Access Services

Courtesy cards entitle patrons to use most of the UIUC collection, including the Main Stacks

But:

- No Stacks access
- No I-Share
- No UGL loanable tech
- No Res Hall items
- No remote access to online resources
- No ILL

Alumni privileges

Alumni may apply for Courtesy Cards, but do not receive additional privileges

How long can you check out a book (aka how to find the site with that information)?

See cheat sheet

Where do I go to pay a fine or return a "lost" book?

"Lost" books may be returned at any circulation point, including IShare libraries.

We recommend patrons request discharge receipts for their records.

"Lost" item replacement fees will be waived when items are returned

Processing fees are not waived.

Questions can be directed to the Library Billing Office in person at room 203 on the 2nd floor of the Main Library; by phone 217 333 8288; or by email LIBBILL@library.illinois.edu (preferred)

Who can access the Stacks / can I have a tour?

Anyone with an active i-card, including undergrads, can enter the Stacks

Tours for groups may be led by subject librarians

Impromptu tours are subject to staff availability

Current students and employees with an i-card are welcome to bring in guests for informal self-guided tours, but must observe prohibited items and activities

Can I request a book / put it on hold while it is checked out (e.g., recall it)?

Circulation staff can help patrons determine if additional copies of an item are available on campus or in IShare.

Items are recalled for patrons only when no other copies are available. Text books may not be requested through ILL

Who can check out bound journals and what are the circulation rules for print journals?

See cheat sheet for policies. Current or very recent issues do not circulate.

What can and cannot be requested through online library accounts?

Since all of the 80+ IShare institutions set their own policies, the answer varies by institution. Most do not circulate new popular literature off campus. UIUC is about the only library that circulates bound journals. What is confusing is that nonrequestable (reserve items, special collections) items may likely appear "available" in the online catalog. Most libraries will not circulate items they determine to be rare or valuable or special (e.g., YA or juvenile fiction). Reference items and course reserves can not be requested, although on occasion libraries realize this after they have received the request.

Which levels of users have access to I-Share and Interlibrary Loan?

Best to consider these separate scenarios

Anyone enrolled or employed at any IShare institution can check out items from any IShare library with a valid library account card.

ILL is available to enrolled students, currently employed staff (not retired staff), faculty, and emeriti. Courtesy card holders are advised to use ILL services at their public library.

What "in process" and other indicators in the catalog mean...and how to get a hold of "in process" items.

There are a number of item statuses that prevent patron requests

At bindery

In transit

Lost--

Missing

Withdrawn

Call slip request

On hold

In process

In process means something is happening to the book and it can not be requested.

One example: books boxed to be sent to Oak Street High Density Storage.

CAS (circlib@library.illinois.edu) can investigate these issues for you

Someone once had a question about how circ should request books for patrons at Oak Street instead of us with our refile account...

Requests can be placed like any request, but same day use may need staff mediation.

What can be done over the phone (renewing) versus has to be done in person or by the patron at a computer (requesting)

Renewals can be done by patrons in their online account, by phone, or in person. If an item has reached its renewal limit (10 renewals for most items), the physical item must be discharged by staff before it can be checked back out to the patron.

Because most of the libraries are open stacks, patrons can browse and check out items in person. Patrons can request items remotely via the OPAC if they have set up a VuFind account (takes 60 seconds)

Because the Main Stacks has controlled access, many undergrads don't realize they can browse the Stacks. Many however, prefer not to enter, for a multitude of reasons.

Who is responsible for doing tours of the Stacks for people who come in requesting that?

Subject librarians and GAs often lead tours of the Stacks. Faculty occasionally lead their classes on tours. We ask the tour leader to bring an ICARD, and . We appreciate advance notice.