

Frequently Asked Questions

- **What is Interlibrary Loan?**
Research materials which are not in our combined University System catalog (catalog USMAI) or cannot be accessed in our full-text online databases are obtained from other libraries through the Interlibrary Loan (ILL) process. Research materials include books, copies of periodical articles, dissertations and theses, government documents, etc.
- **What is ILLiad?**
ILLiad (InterLibrary Loan internet accessible database) is the electronic service used to request an item through interlibrary loan.
- **Who may use ILL?**
Faculty, current students, and staff of Coppin State University are eligible for free ILL service. Users must be registered borrowers of the Moore Library. ILLiad is accessed using a valid library ID number.
- **What may be requested?**
Research materials are requested through ILL. Every effort should be made to use the resources of this library and other University System of Maryland libraries first. BOOKS not available through requests in Catalog USMAI are usually borrowed in returnable hard copy. DISSERTATIONS and THESES are provided in hard copy when available (for faculty, staff, and graduate students only.) NEWSPAPER and PERIODICAL requests are received as PDF whenever possible and accessed online through your ILLiad account. Materials not available for loan include: rare or fragile items; manuscripts, reference books, and videos.
- **How long does it take?**
Articles can take from two days to two weeks, depending on the supplier. Expect to wait at least two to three weeks for out-of-state books to arrive. If material is available from a Maryland library, it may arrive sooner.
- **Can I borrow directly?**
The online Catalog USMAI accesses holdings for the entire System. Use the yellow Request button to order books. Please check Catalog USMAI first before using ILL services for a book loan.
- **How do I make a request?**
First check Catalog USMAI for our holdings, and the online databases for full-text articles. If a book in our catalog is unavailable or the desired book is located at another institution, click on the REQUEST button to order the book through Catalog USMAI. If you cannot find the book in Catalog USMAI, or need an article, you can place your request through ILLiad. With your first ILL request made through the Find It button in the Research Port databases, you will be prompted to login and register with ILLiad. You can also access ILLiad directly at: (<http://usmai.illiad.oclc.org/illiad/MDP/logon.html>)

Enter all requested information on the form. Ten requests a week per patron will be processed; more as time permits.

- How do I receive requested material?
Patrons will be notified by e-mail when the material arrives. Most articles will be accessible online through your ILLiad account. All returnables should be picked up at the Reference Desk. Please return all borrowed items to the Reference Desk, not the Circulation Desk.
- What is the loan period?
Usually three weeks, but the lending library determines the time period and any restrictions. You must renew one week before the due date. You are responsible for the prompt and safe return of borrowed material.
- What about overdue and lost book fines?
Users are responsible for all overdue fines and lost book fees. All charges will be attached to the student account record and handled through the Bursar's Office. There is no fee for borrowing books that are returned on time.