

INTERLIBRARY LOAN FAQ

1. What is Interlibrary Loan

Interlibrary Loan (ILL) is a service that allows Jefferson County Public Library (JCPL) patrons to request from another library system materials or photocopies that are not currently owned by our library. If a JCPL patron cannot find needed materials in our [library's collection](#) or within [Prospector](#) an ILL request may be submitted that will start the process to find and borrow the item from another library system.

2. Who can request an ILL?

ILL services are available to anyone holding a valid JCPL card.

3. What material may not be requested through ILL?

At this time the only material that cannot be requested through ILL at JCPL are items that are currently in our collection and databases.

4. An item I am looking for is not available at Jefferson County Public Library (JCPL). Are there any other ways to get this item?

Yes, there are several ways to find the item you need. One service is called Interlibrary Loan (ILL). The other service is called [Prospector](#). All you need is a valid JCPL card to use these services.

5. Which service should I use?

JCPL recommends searching [Prospector](#) first before attempting an ILL. Items located in [Prospector](#) labeled "available" are usually delivered to JCPL within a week. [Prospector](#) is a partnership of 46 academic, public and special libraries in Colorado and Wyoming, offering free access to more than 21 million books, CDs, DVDs and other materials. Only if the item is not located in [Prospector](#) do we recommend using ILL. If you have a Prospector question please call 303.235.5275.

6. Does Interlibrary Loan mean getting materials to my library, for example Lakewood, from Columbine or any other library within Jefferson County?

No, Interlibrary Loan means getting an item that JCPL does not own from a different library system. For example we can borrow (or ILL) items from Dallas Public Library (TX) or Mid-Continent Public Library (MO) for your use.

7. If I am at one JCPL library and I want an item at another JCPL library, what do I do?

You use the request feature that is available within the JCPL system. By clicking on the "Request" link and entering your name and library card number, you can request that an item be sent to your home library.

8. How do I submit an ILL request?

Use the online [ILL forms](#) available via the Online Library at <http://jeffcolibrary.org>.

9. Is there a charge for this ILL service?

The majority of ILL requests are filled at no charge. There are a few libraries that charge us to borrow their materials, and JCPL passes on these charges to you. We always try to request items from libraries that do not charge fees and will only borrow an item for which there is a charge if you have authorized us to do so.

10. If I am willing to pay for my ILL request, what will it cost?

For genealogical materials \$5-\$20 is usually the range of charges. For academic materials we recommend authorizing \$10-\$25. Please note these are estimates. Costs can be higher or lower. Please remember the majority of the time there is no charge and charges are only incurred if the material is loaned to you.

11. How do I pay for my ILL if I approve a charge from another library system?

The JCPL ILL department will send you a notice if there is a fee and place the charge on your library record. This ILL lending fee is then payable at any JCPL library when you pick up your item. Cash, check or credit cards are all acceptable.

12. How long will it take to get the items I request through ILL?

ILL materials can take 3 to 5 weeks on average to arrive at JCPL.

13. How can I track the Interlibrary Loan requests I have submitted?

ILL requests appear on your online library record 24 to 72 hours after you have completed an [online ILL request form](#). These requests will be on your record until the items are received or until you are notified that your request cannot be filled. You can look at your record by going to <http://jeffcolibrary.org> and choosing ["My Library Account."](#)

14. Why do my ILL requests sometimes "disappear" from my record?

ILL requests are removed from your record when they cannot be filled, another non-ILL source has been found or the photocopy requested has been received and mailed or emailed to you. When your request cannot be filled, we will send you a notice by mail or email telling you what has occurred. The moment any message is sent, or photocopies are updated to received, our automated system deletes the request from your record.

15. What does the phrase "Awaiting Arrival" mean on my ILL request?

Awaiting Arrival is the generic term our automated system uses to tell you that your ILL request is in process and that the ILL department is currently searching for libraries that may lend the item.

16. What does the phrase "Ready for Pickup" mean on my ILL request?

It means that your ILL request has been filled and will soon be waiting for you to pick up at the library you designated. Please note that our automated system updates ILL items the moment ILL staff receives them. This means the Ready for Pickup status shows up even when the item is still in the ILL department and not at the library you indicated on your request. Please wait 24 to 72 hours before going to your library to pick up the item. You may wish to call your library at 303.235.5275 to confirm your request has arrived there.

17. I am requesting a book on the ILL Book/AV form, what do I have to absolutely fill out?

The more information you can provide, the better our chances are of finding and getting the item you requested. If you have minimal information, here are the fields we really need:

Author

If you do not know the author, then just a title will usually work if the title is unique enough to be found.

Title

Pick-Up Location

Please indicate which Jefferson County library you would like your item delivered to when it arrives.

Maximum amount of money you are willing to pay for this request.

If you would like to receive this item at no cost, leave this field empty or put in a "0." Please note the majority of libraries lend items at no charge.

18. I am requesting AV on the ILL Book/AV form, what do I have to absolutely fill out?

The more information you can provide, the better our chances are of finding and getting the item you requested. If you have minimal information, here are the fields we really need:

Performer or Director

Performer could be a musician or actor.

Title

If you do not know the performer or director, then just a title will usually work if the title is unique enough to be found.

Format

It is important to know if you are requesting a DVD versus a VHS or a CD versus a cassette, etc.

Pick-Up Location

Please indicate which Jefferson County library you would like your item delivered to when it arrives.

Maximum amount of money you are willing to pay for this request.

If you would like to receive this item at no cost, leave this field empty or put in a "0." Please note the majority of libraries lend items at no charge.

19. I am using the ILL Journal Articles or Newspapers form, what do I absolutely need to fill out?

The more information you can provide, the better our chances are of finding and getting the item you requested. If you have minimal information, here are the fields we really need:

Appears in Journal: We absolutely require the name of the journal, magazine or newspaper in which the article appears.

Date: We need the date of the article requested or the volume and issue number. All three would be ideal.

Article Title or Author: Ideally, both are necessary. We may be able to get the article using only the author or only the title.

Pick Up Location: Please indicate which Jefferson County library you would like your item delivered to when it arrives. **OR**

Email Delivery: If a photocopy requested is delivered via email to JCPL, we can forward that email directly to you if you supply your email address as the pick-up location.

Maximum amount of money you are willing to pay for this request.

If you would like to receive this item at no cost, just leave this field empty or put in a "0." Please note the majority of libraries lend items at no charge.

Note for Genealogists requesting newspapers: If you are using this form to request newspapers for genealogical purposes, sometimes for older newspapers, a specific date or date range is all that is needed.

20. I am using the ILL Genealogy form, what do I absolutely need to fill out?

The more information you can provide, the better our chances are of finding and getting the item you requested. If you have minimal information, here are the fields we really need:

Note for Genealogists requesting newspapers: For some genealogy requests, usually for older newspapers, a specific date or date range is all that is needed.

In addition if you need a specific entry from a book, please indicate what you need copied. For example: page numbers, place names, personal names, etc. There are many libraries that will not lend a book but they will make photocopies.

Author

Title

If you do not know the author then just a title will usually work if the title is unique enough to be found.

Pick Up Location: Please indicate which Jefferson County library you would like your item delivered to when it arrives.

Maximum amount of money you are willing to pay for this request.

If you would like to receive this item at no cost, just leave this field empty or put in a "0." Please note the majority of libraries lend items at no charge.

21. Where do I pick-up my ILL materials?

Requested materials are sent to the library indicated on your ILL request form. It is important to fill out the library location where you want to pick up your ILL item. If no location is indicated, the ILL staff will attempt to determine which library you regularly use.

22. How long can I keep an ILL item?

Check-out periods for ILL materials range from a minimum of seven (7) days to maximum of 21 days. The checkout period is determined by the length of time the lending library has assigned to your item.

23. If I need an ILL item for a longer period of time, can I renew it?

Unfortunately, ILL items are not renewable. You will need to submit a new ILL request, and the item will be re-requested.

24. What if I decide to keep it past its due date?

ILL items are charged the same overdue rate as JCPL items: 20 cents per day. You will need to pay the overdue fine for all ILL items returned late. ILL items will be billed to your record 3 weeks after their due date at a standard rate of \$75 per item. That amount may change once the loaning library gives us an actual replacement cost.

25. Where do I return the ILL item?

All ILL items are to be returned to any Jefferson County Public Library.

26. What happens if an ILL item I borrowed is lost or damaged?

We ask that you immediately call the ILL department at 303-275-2224 or reach us by email at jcplill@jeffcolibrary.org and report the lost or damaged item. We will contact the owning library to find out what the charges would be for the item and let you know.

27. I noticed the ILL Orange Wrapper around my ILL material, is this important?

Yes! Every ILL item has an identifying orange wrapper. The wrapper is there to help both staff and you keep track of these items. To ensure the safe return of the ILL item and that all records are updated properly, please do not remove the wrapper.

28. Who do I call if I have any ILL questions?

You can reach the ILL department directly at 303-275-2224. If we are unable to take your call please leave a message. To reach us by email send your questions to icplill@jeffcolibrary.org. You may also call the general JCPL information line at 303.235.5275.