Regulation of National and International Interlibrary Loan and Document Delivery Service

2019

Approved by The Library Board on June, 4th 2019
Article 1 – Aim

The national and international interlibrary loan service (ILL/DD) of the University Library System is aimed to facilitate the sharing and the exchange of both digital and printed bibliographic resources available in Libraries worldwide. The service follows the guidelines provided by IFLA (International Federation of Library Associations) and it is open to everyone. This service seeks to provide access to material not held by the Trentino Library System (Borrowing); likewise, SBT supplies its own material to Italian and foreign libraries (Lending). The service follows the borrowing policies of partner Universities, which are regulated by specific norms of the international interlibrary loan network, in accordance with Italian laws on Copyright (Law no. 633/1941 and subsequent amendments).

Article 2 – Users

Borrowing – a) The service is open to everyone
Lending – a) The service is restricted to the partner Libraries of the international interlibrary loan network; b) Requests by private users are not accepted.

Article 3 – Borrowing material

Borrowing – a, ) Where possible, books are loaned in master copy; journal articles or book chapters are lent in hard copy; b) items already held within SBT cannot be supplied by ILL/DD; c) full reproductions of valuable works (i.e digital reproduction or manuscripts’ microfilm) are supplied only if the charge is reasonable.
Lending – a) Original copies are supplied only if they are loan allowed; b) full reproductions of valuable works cannot be lent.

Article 4 – How to make a request

Borrowing – a) Before submitting a request, the user should check that the item is not available in one of the libraries of the Trentino Library System; b) users can send requests using the online ILL/DD request form; c) make a separate request for each item you require; d) external users can submit the request by e-mail; habitual external users can obtain an UniTrento account with a limited access to the online ILL/DD request form; e) once submitted, users can not cancel the request.
Lending – a) Libraries can send the request by e-mail, through the online form or through the request service provided by the different libraries which join ILL/DD.
Article 5 – Charges

**Borrowing** – a) The service is free of charge for professors, researches, PhD students and technical and administrative staff of UniTrento; b) Students and external users must pay a fee for every document, including those they do not pick up; c) If the charge is too expensive, the office may not guarantee the service or may ask the user to cover the extra charges.

**Lending** – a) The service is free of charge among libraries that have subscribed an agreement; b) transactions with other libraries are regulated by International Interlibrary Loan service’s norms.

Article 6 – Timing and mode

**Borrowing** – a) The delivery time can vary according to the availability of loaning libraries; the office submits the loan request within at maximum 5 working days; b) the user will receive an email when the material is ready; c) users with an UniTrento account can check the delivery status online; d) users must pick up the documents at the office, unless particular agreements previously stipulated; e) not withdrawn documents will be sent back to the library when the loan period is over.

**Lending** – a) The office sends materials within at maximum 5 working days.

Article 7 – Loan period and regulations

**Borrowing** – a) the user is liable for keeping the materials with care and returning them within the deadline; b) loan periods of books are minimum 15 days, articles’ photocopies are not to be returned; c) renewal is at the discretion of the lending library. Please submit the renewal request before the original due date; d) the office may not allow users to bring loaned items out of the library.

**Lending** – a) The library is liable for returning loaned items in good conditions; b) loan periods are 1 month and where possible, it can be renewed.

Article 8 – Penalties

**Borrowing** – a) If an interlibrary loan item is not returned within the due date and after 15 days from the return notice, the user will be excluded from any Library service; b) users who lose or damage an interlibrary loan item must replace it. If the Library is charged for the loss of interlibrary loan items, the office will pass on that charge to the user.

**Lending** – a) The ILL/DD office can interrupt the exchange of material at any time, in case of unreliable service; b) The library must replace the item if it is lost or damaged.