

# ILL Policies

1. **Using Your Account:** Once you have an ILLiad account, you can make requests, keep track of your borrowing history and due dates, renew loans, access your electronic copies for 30 days, and cancel requests. ***Please log in and become familiar with ILLiad's self-service features, and please check your PAU email regularly for notices about your pending ILLiad requests.***
2. **Requests for Available Materials:** Before submitting a request, please check to see if the material is available through the PAU Library or as an open-access publication online. This will help keep request volume down and speed processing. ***Requests submitted for materials owned by PAU or available for free online will be cancelled, and you will be directed on how to proceed.***
3. **Language:** ***Please read the full citation to determine the language of the material you want to request.*** Abstracts are usually in English even if the full text is in another language. A request for material in another language can be time consuming and costly to fill, so please verify that you can actually use the material before submitting your request, and please include a clarifying note. ***Requests for non-English materials that do not include a note to accept non-English will be cancelled, and you will be directed on how to proceed.***
4. **Multiple Requests from the Same Item:** For electronic delivery of print or electronic material, you will need to request individual chapters or articles. ***Due to copyright law, multiple article requests from the same journal issue and multiple chapter requests from the same book usually result in complete or partial cancellation or an automatic loan if the resource is available as a print book.*** Please prioritize your submissions if you have multiple requests for electronic delivery from the same eBook, print book, eJournal issue, or print journal issue, rather than submitting them all at once, to minimize cancellations and ensure that you receive the most important material first. If you are able to pick up materials on campus, please submit a loan request if you need multiple chapters from a book available in print, to expedite processing and delivery.
5. **Remote Users:** Due to lender policies and copyright law, some requests cannot be filled electronically. We can scan the hard copies we receive and upload individual chapters and articles for electronic delivery through ILLiad. However, entire books and other media cannot be reproduced and must be picked up in the library. ***If you are not able to come to campus to pick up ILL materials, please add a note to your requests.*** You might also try using the ILL services of your local public library.
6. **Fees and Blocks:** Faculty and staff are allowed free use of ILLiad but are required to submit their requests through their own accounts for privacy reasons and to prevent billing errors. ***Students and alumni are allowed 10 free requests per quarter, and a fee of \$3.50 will be charged for each additional request.*** Fees for the previous quarter will be determined in the middle of the current quarter by counting the number of filled requests that were submitted from first day of the previous quarter until the first day of the current quarter. Users with fees pending at the end of the current quarter will be blocked from submitting new requests until their fees are paid.
7. **Weekly Request Limit:** To keep request volume down and speed processing, ***all users are limited to 10 requests per week.*** Please prioritize your requests before you submit them, as they will be processed in the order received and cancelled once the weekly limit is reached. You may resubmit cancelled requests that are over the weekly limit during a subsequent week, but students and alumni will be charged a \$3.50 fee for each request that exceeds the per-quarter limit. Please take care not to submit duplicate requests.
8. **Overdue or Lost Items and Blocks:** ***Users with an overdue item will be automatically blocked until the overdue item is returned and any fees charged by the lender are paid.*** PAU charges a \$25.00 processing fee if the item is lost in addition to the replacement cost and any other fees charged by the lender. PAU cannot waive fees charged by other libraries. If you are blocked, you will lose access to all "New Request" features in ILLiad.
9. **Payments and Blocks:** Please contact ILL Librarian Mary Anderson (650-433-3816 or [manderson@paloinfo.org](mailto:manderson@paloinfo.org)) for information on making a payment to the PAU Library and to have your account reactivated if it was blocked.
10. **Other Resources:** If you need an item immediately or we are unable to fill a request, alternative resources such as Link + (a free book delivery service) are available. Contact Reference Librarian Scott Hines (650-433-3855 or [shines@paloinfo.org](mailto:shines@paloinfo.org)) for more information on alternative resources.
11. **Contact:** Please contact our ILL Staff (650-433-3808 or [library@paloinfo.org](mailto:library@paloinfo.org)) or ILL Librarian Mary Anderson (650-433-3816 or [manderson@paloinfo.org](mailto:manderson@paloinfo.org)) if you have any questions or need further assistance.