

# ILL REQUEST FORM

**PLEASE READ ALL BROCHURE INFO BEFORE COMPLETING!**

*Submit in person or by mail, fax, or email.*

Date of Request \_\_\_\_\_

Needed by SPECIFIC date? \_\_\_\_\_

Membership # 26783 \_\_\_\_\_

Name \_\_\_\_\_

**CONTACT INFO:** *Email is preferred if checked regularly.*

PLEASE PRINT CLEARLY.

E-mail \_\_\_\_\_

Daytime Phone \_\_\_\_\_

Alternate Phone \_\_\_\_\_

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Title (*ONE title per form*)

Author \_\_\_\_\_

**OR**

Subject / Topical Request

*(Complete when no title/author is known. We will try to bring in TWO books on requested topic.)*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Q. What is an Inter-Library Loan (ILL)?

A. Jake Epp Library works in cooperation with other lending libraries throughout Canada to give our patrons access to items that are not in our own collection.

## Q. What items are available for ILL?

A. ILL requests may be submitted for books and audio/visual items (DVDs, audiobooks and other CDs) *released more than 6 months ago*. (Note that a limited number of libraries lend a/v items.) Microfilm may also be requested, as well as articles from magazines and journals not found on EBSCO Host database.

## Q. Is there a cost?

A. We do not charge for most ILLs, with the exception of DVDs, which are charged at the same rate as our own DVDs. Patrons will be notified in advance of any fees charged by the lending library. Fees must be paid when item is picked up.

## Q. Can anyone request an ILL?

A. ILL service is available to anyone with a valid Jake Epp Library card, no unpaid fees or fines, and a responsible borrowing history at our library. If ILL service is declined due to a history of frequent &/or sizeable overdue fines, one year of improved responsibility will reinstate eligibility. Note: Library membership is household-based, whether paid indirectly through one's City of Steinbach property taxes or paid directly to Jake Epp Library as a non-

resident household. Longstanding unpaid fines on any household cardholder's account may affect ILL eligibility (and other services) for all household cardholders.

## Q. How do I place an ILL request?

A. An ILL request form is available in this brochure, on our website (*Our Services → Membership → ILL*), or at our library. Completed forms may be mailed, faxed, scanned/emailed, or dropped off at our library. Library members can also *personally search* all Manitoba public libraries and submit requests to us online by creating an account at <https://fill.mb.libraries.coop/>.

Any of our library staff can also assist in placing a request via phone.

## Q. Can I place more than one request at a time?

A. Patrons can have a maximum of 5 active ILL requests (total pending + received) at one time – including a maximum of 1 DVD. *A separate ILL request form must be filled out for each item.*

## Q. How long will I have to wait for my requested item to arrive?

A. Wait times vary from a few days to a month or more, depending on how quickly a lender can be found and the location of that lender. Staff workload is also a factor, as requests are generally processed in the order submitted.

**Q. Can I ask for my item to arrive by a certain date?**

A. A specific arrival date cannot be guaranteed, but we will try our best, especially for book-club or school-work deadlines. A *specific* calendar date must be entered where indicated on the request form.

**Q. How will I know when it arrives?**

A. Patrons are notified by email (preferred) or phone (if email is not available) when their item has arrived, using the contact information submitted on their request form. The library is not responsible if patron cannot be reached for notification within 14 days.

**Q. What if I don't need the item anymore by the time it gets here?**

A. Unless patrons cancel their request *before the item is sent by the lending library*, their account will be charged \$5.00 for each item no longer needed upon arrival.

**Q. How long can you hold the item for me to pick up?**

A. We can hold ILL items here for pick up until their due date, at which time each unclaimed item will result in a \$5.00 charge on patron's account.

**Q. How do I check out my item?**

A. ILL items must be checked out with the library card indicated on the request form or with the active card of a spouse, parent, or child in the same household. (Requesting patron does not need to be present.)

**Q. How long will I be able to keep the item? Can I renew it?**

A. Loan periods and renewal possibilities for ILL items depend on *the lending library's* policies. Loan periods usually range from 3-6 weeks. (NOTE: Any school-related item needed for longer than 1 month should not be ILL'd.) To request a renewal, be sure to contact the Jake Epp Library *at least 5 business days before the due date* to avoid potential overdue fines. **KEEP the item while waiting for response!** If the lending library is not able to renew, the item may be re-requested after two months.

**Q. Do I return the item to the Jake Epp Library or to the lending library?**

A. Return the item to the Jake Epp Library by the date indicated on the pickup slip (also in patron's library account). *Note: Items returned late may jeopardize future ILL eligibility.*

**Q. Could I get fines on my account for an ILL item?**

A. ILL items returned late will be charged our standard overdue rate per item per day for that format. Charges for lost/damaged items are set by the lending library. *See also earlier notes describing potential ILL charges.*

**CONTACT:**  
ILL Department, Jake Epp Library  
ill@jakeepplibrary.com  
Phone: 204-326-6841  
Fax: 204-326-6859  
255 Elmdale Street  
Steinbach, MB R5G 0C9

**ILL STAFF OFFICE HOURS:**  
Monday, Wednesday, Friday: 1:00 – 6:00 P.M.

# JAKE EPP LIBRARY'S

# INTER- LIBRARY LOAN SERVICE (ILL)

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