Interlibrary Loan (ILL) Policy

- Interlibrary Loan (ILL) is a service provided by the CNM Library System to assist the college community with their research needs.
- The purpose of ILL is to locate and acquire requested materials that are not owned by the CNM Library System.
- This service is available to CNM students, faculty, and staff members with a valid CNM ID and a current library account only.
- Community members are not eligible for CNM ILL services; however they can enjoy free ILL services available through the Albuquerque Bernalillo County Public Library System and the Rio Rancho Public Library.
- CNM students, faculty, or staff who wish to borrow directly from another New Mexican academic library can do so via the Joint Library Access program.
- The conditions of these services are based on the latest editions of the American Library Association National Interlibrary Loan Code; the CNM Library System Policies; and the US Copyright Law, Title 17, U.S. Code (see our General Copyright Statement for details).

Submitting Requests

- Search Suncat One Search, before placing any requests to avoid confusion or delay in filling the request.
  - Requests for items that are held by the CNM Libraries, either in print or electronic format, will be canceled.
- To request material(s):
  - The library patron must place a request via their ILLiad account available from the library website.
  - When the material(s) arrive the patron will be notified by email that the items are available at the circulation desk at the campus library of their choice. If no campus is indicated on the form, the default pick up location will be Main Campus Library.
  - If the item is not picked up within three business days of the due date the patron will be notified that the item will be returned to the lending library.
  - Patrons with special needs or considerations should contact the ILL office directly (ill@cnm.edu).
- Incomplete or incorrect requests, requests for items owned by CNM, requests for current textbooks, or requests for items that are not available will be returned to the requester.
- To ensure timely delivery, patrons should submit requests fourteen or more days before items are needed.

Borrowing Limitations

While we aim to fill as many requests as possible, users must be aware that there are a number of limitations to borrowing items from other libraries. Libraries participate in ILL voluntarily. Each library determines which materials it will and will not lend. Therefore, some types of materials are difficult or impossible to obtain through interlibrary loan. These materials include:

- Reference or non-circulating materials
- Textbooks
- Books published within the last year (especially best sellers)
- International books
- Rare books, unique, or fragile items
- Entire issues of periodicals (also prohibited by copyright)
- Computer software

Some materials are available, but usually on a very limited basis. We will make every effort to obtain these for you, but be aware that these items are difficult to come by. These materials include:

- Dissertations
- Audiovisual materials
- Articles from journals in the health sciences (these are usually available, but for rarely for free)
In order to provide equitable access to all users, and also to avoid unreasonable fees for ILL borrowing and copyright, CNM Libraries limits the number of active requests to 25 at a time. Once requests have been completed, you may resubmit or submit more requests.

Furthermore, CNM Libraries are bound by copyright law.

- Copyright law restricts libraries to request no more than five articles from the same journal, magazine, or newspaper published in the last five years. When that limit is reached, CNM Libraries must pay copyright fees, in addition to other fees incurred with borrowing from other libraries.

ILL staff reserve the right to cancel ILL requests for other reasons not listed here.

**Turnaround Time**

- Interlibrary Loan requests are entered as quickly as possible, usually within the same day they are submitted.
- The time needed to obtain an item is dependent upon the difficulty of the request, proximity of the lending library and the number of requests to be processed.
- An average of 7-10 business days is usually needed to search, process and receive each requested item.
  - Books, videos, and other returnables lent to CNM can take anywhere from a few days to arrive to several weeks, depending on how far they must travel and what shipping method the supplier uses.
  - Articles will be delivered electronically and usually arrive within a few days.
  - Service may be slower during the peak of the semester or during term break. Items loaned from CNM to other libraries will be sent library rate through the U.S. mail.

**Due Dates, Overdues, and Renewals**

- Items are on loan for the time period specified by the lending library.
  - The due date will be attached to each item and communicated in the notifications. The lending library will also specify if renewals are allowed.
  - Image files or periodical articles become the property of the patron and therefore no return is necessary.
- If the ILL request comes overdue, a reminder will be sent to the patron.
  - If the item not returned, the fee assigned by the lending library and will carry over to the patron.
  - A block will be placed on the patron’s Library and CNM accounts and privileges will be suspended until the item is returned and fees settled.

**Other Fees**

- No service charge is assessed for locating and requesting materials.
- The ILL staff will make every effort to borrow materials from libraries for free.
- The patron is responsible for any charges assessed for materials that are overdue, damaged, or lost.
- In the event that the material is only available from a library that charges a fee, the Librarian will notify the requester of the fees, and the requester will have the option of withdrawing the request.
  - The Library will cover up to $25 per user per year for these types of fees – afterward the requestor will be responsible for the fees incurred through borrowing

**General Copyright Statement Regarding ILL and U.S. Copyright Law**

Copyrighted materials made available via Interlibrary Loan (ILL) services are for the use of CNM faculty, students and staff to support the research and educational functions of the college. The use of copyrighted materials in all formats requested via ILL must be in compliance with U.S. copyright law and the policy outlined herein. CNM Library System also provides Interlibrary Lending services to other libraries. These lending services must likewise be in compliance with U.S. copyright law and the policy outlined herein. The copyright activities of ILL are governed primarily by Section 108 of the U.S. copyright law (Limitations on exclusive rights: reproduction by libraries and archives). In particular, the National Commission on New Technological Uses of Copyrighted Works, CONTU, developed guidelines "to assist librarians and copyright proprietors in understanding the amount of photocopying for use in interlibrary loan arrangements permitted under the copyright law" especially regarding issues of "systematic reproduction". The CONTU guidelines are the basis for the limits on reproduction. In some cases, the provisions of Section 107 (fair use) may also be applied to ILL activities. Under certain conditions specified in the
law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use", that user will be liable for copyright infringement. CNM Library System reserves the right to refuse a request if, in its judgment, fulfillment of the order would involve violation of copyright law.

**Guidelines for Lending to Other Libraries**

Requests may be submitted via ILLiad, email, or telephone and will be honored at the discretion of the ILL office. However, at the discretion of ILL staff, you may be requested to submit your request via ILLiad. The CNM Library System usually will not provide materials to or from libraries outside of the United States; but in unusual circumstances and will be honored at the discretion of the Interlibrary Loan Staff. To facilitate faster service, please submit through ILLiad.

We do not charge for lending or borrowing. Serials titles are only available for the most recent three years. Articles or photocopies will be delivered electronically unless print copies are specifically requested. We do not lend reference items or current textbooks.