**INTERLIBRARY LOAN SERVICES**

Interlibrary loan is a service provided to obtain materials which are not in our collection from other libraries, inside and outside the country.

**WHO can use the service?**

All IIUM Library registered members

**WHAT types of materials can be borrowed through ILL?**

Materials which are not available in our library collection or the status are missing, on loan or damaged.

Types of materials could not be borrowed?
Red spot books, reference books, theses & dissertations, entire volumes of journals, rare books, microfilm, CD, Audio visuals

**HOW much does ILL / DDS cost?**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>LOCAL INSTITUTION</th>
<th>BRITISH LIBRARY / OVERSEA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book</td>
<td>No charge</td>
<td>RM110.00 per book or as per charged</td>
</tr>
<tr>
<td>Article</td>
<td>RM2.00 per article except UM (charge based on invoice issued)</td>
<td>RM 60.00 per article or as per charged</td>
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</tbody>
</table>

**HOW to submit an ILL request?**
- Check the Library Catalogue (OPAC) to verify that IIUM Library does not own the material or the status is on loan/missing/lost.
- Fill up the Request of Interlibrary Loan/Document Delivery Service form with complete citations and its source.

**How long will it take to receive the materials?**

Local materials — 5 to 14 days depending on the lending library and location.
The British Library, UK materials—14 days to a month or more.

**How long could a customer keep ILL materials?**

Local libraries—2 weeks,
British Library—1-2 weeks
Requestors are allowed to borrow 2 books at a time.

**How much is the overdue fines?**

RM0.20 a day & library privileges are blocked after a day.

**How to renew the loan?**

Contact the Fee-based Unit office at least 3 working days before the due date.

**Will a customer know that ILL material has arrived, and where to pick it up?**

Through e-mails / phone / notice board. Please ensure contact numbers or emails are currently updated.
A customer can pick or collect the materials at the Lending Counter from any of the interlibrary loan staff.
(Monday – Friday / 8.00am – 5.00 pm)

IIUM LIBRARY
CUSTOMER SERVICES DIVISION
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