



## **Interlibrary Loan (ILL)** *Procedures and Information*

### ***(1) What is an InterLibrary Loan?***

An **interlibrary loan** is the process by which a library requests material from, or supplies material to, another library. The purpose of an interlibrary loan is to obtain, upon request of a library user, material not available in the user's local library. Essentially, this means that New River students may borrow materials from other libraries by requesting the materials from the New River library.

### ***(2) How does a library patron request an interlibrary loan?***

The patron must complete an **ILL Request Form** to identify the resource needed and the duration of the loan request. This form is online and available from the library home page:

<https://www.newriver.edu/library-services/>

### ***(3) Once a request has been received, how is it processed?***

Once the **ILL Request Form** is submitted, the librarian receives the information and contacts a collaborating library to request the materials and to designate where to send them. New River CTC has **ILL Request Agents** on each campus (see below), who help to issue and receive loaned library resources.

### ***(4) How long does it take to receive materials once they've been requested?***

It varies but may take a few days or even more than a week. Our librarian must first locate a library that has the requested resource and then submit a request to borrow it on behalf of the New River patron. Once it arrives, the patron is contacted and told where to pick up the requested material(s).

### ***(5) How long can I keep interlibrary loan materials once I've borrowed them?***

The library that owns the materials determines how long the loan can last. Generally, it is 2-3 weeks and if the material is needed for a longer time a renewal can be requested to extend the loan period. To renew a borrowed resource, contact the New River librarian.

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**www.newriver.edu**

Greenbrier Valley  
Campus  
653 Church Street  
Lewisburg, WV 24901  
304.647.6560  
Fax 304.647.6561

Mercer County  
Campus  
1001 Mercer Street  
Princeton, WV 24740  
304.425.5858  
Fax 304.425.0860

Nicholas County  
Campus  
6101 Webster Road  
Summersville, WV 26651  
304.872.1236  
Fax 304.872.3587

Raleigh County  
Campus  
280 University Drive  
Beaver, WV 25813  
304.929.5450  
Fax 304.929.5462

Central  
Administration  
280 University Drive  
Beaver, WV 25813  
304.929.5445  
Fax 304.929.5478

***(6) What happens if a patron fails to return a borrowed resource?***

An invoice is generated from the library that owns the material and the patron is sent the invoice. Student patrons who fail to return materials will have a hold placed on their account, which may prevent them from graduating or obtaining grades.

***(7) Who are the ILL Request Agents at each New River location?***

<b>Location</b>	<b>ILL Request Agent</b>	<b>Contact Information</b>	<b>Availability</b>
ATC – Advanced Technology Center	Reception Desk – <b>Megan Mohn</b>	304-929-3315	0800-1600 (M-F)
GVC – Greenbrier Valley Campus	Library – <b>Mike Williams</b>	304-647-6575	0900-1230 (M-TH) 1400-1530 (M-TH)
MCC – Mercer County Campus	IT Office – <b>Billy Hazelwood</b>	304-929-6740	1130-2000 (M-TH) 0900-1230 (F)
NCC – Nicholas County Campus	Reception Desk – <b>Sonja Cool</b>	304-883-2423	0800-1600 (M-F)
RCC – Raleigh County Campus	Help Desk (R120) – <b>Nate Akers</b>	304-929-3312	0900-1700 (M-TH) 0800-1600 (F)

***(8) What are the responsibilities of the ILL Request Agent?***

1. Provide a designated and secure location to receive, store, and distribute library materials for patrons.
2. Communicate with patrons when materials are available for pick-up or due for return.
3. Assist users with completing the **ILL Request Form** and provide on-site expertise regarding ILL procedures and information.

**Related Information**

**Interlibrary Loan Form** (direct link)

<https://www.newriver.edu/inter-library-loan-form/>

**Interlibrary Loan Procedures** (this document)

<https://web.newriver.edu/procedures/Interlibrary-Loan-Procedures.pdf>

**Library Services** (main page)

<https://www.newriver.edu/library-services/>