



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).

(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 (Bob Coston).

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. Patrons who fail to return materials will have a hold placed on their New River student accounts which may prevent them from graduating or obtaining grades.

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

Location	ILL Request Agent	Contact Information	Availability
ATC – Advanced Technology Center	Reception Desk – Megan Mohn	304-929-3315	8am to 4pm (M-F)
GVC – Greenbrier Valley Campus	Library – Bob Coston	304-647-6575	9am to 9pm (M-TH) 9-4 F
MCC – Mercer County Campus	Reception Desk – Rita Holcomb	304-425-5858	8am to 4pm (M-F)
NCC – Nicholas County Campus	Reception Desk – Sonja Cool	304-883-2423	8am to 4pm (M-F)
ORU – One Room University	Alicia M. Tallman and Elaine Dillman	304-799-4950	9am to 5pm (M-F)
RCC – Raleigh County Campus	Help Desk (R120) – Brian Hatcher	304-929-5466	10am to 7pm M-TH

(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/>