



UNIVERSITY OF LIMPOPO LIBRARY INTERLIBRARY LOAN GUIDE

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Before submitting an Interlibrary Loan request

Before you submit an Interlibrary Loan request, check to see if you can't find the item you need in our Library catalogue <http://172.27.16.30>. Please also check the following databases.

For Journal articles:

Ebscohost database it is an international database and a good source to use, <http://search.ebscohost.com> (mostly full text) if there are items which require payment, please contact us), **Sabinet** Database it is a South African database and a good source as well <http://www.sabinet.co.za> (Full text) and **Sciencedirect** an international database as well, <http://www.sciencedirect.com>.

Information required

In order to obtain exactly what you need; you must give us accurate bibliographical information as much as you can find. If you have difficulties in identifying the information, please feel free to consult us.

For Journal articles:

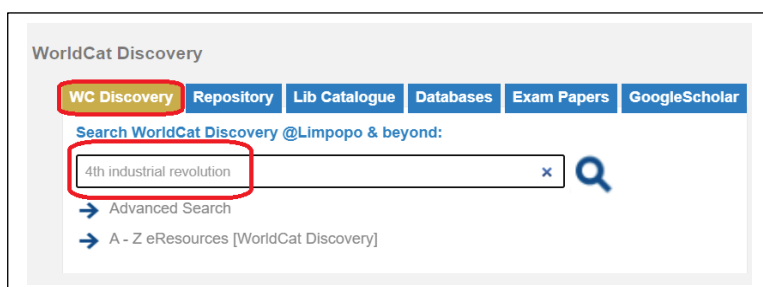
Article title, Author, Journal title, ISSN # (if available), publisher, publication date, issue and page number

NB: It is often very helpful for us to know the original citation of the bibliographic information for the item requested.

Contact the ILL Department at lorna.modiba@ul.ac.za if you require assistance.

Placing an Interlibrary Loan request

- Patron executes search for required item on WorldCat Discovery.



- Select the required item from the results list.





- Click on the Interlibrary Loan button.

The screenshot shows a book record for "The 4th Industrial Revolution: responding to the impact of artificial intelligence on business" by Mark Skilton and Felix Hovsepian. The record includes a book cover, a summary, and a "Print Book 2018" option. On the right side, under "Access Options", there is a "Request from Libraries Worldwide" section with a blue button labeled "Inter-Library Loan" that is highlighted with a red rectangle.

- You will be prompted to enter your login credentials or if you do not have an account yet, you need to create one.


How to create an account

- You need to be a registered user of the library to get sign in detail. Do the following to create an account:
- Click on 'Create an Account'.

The screenshot shows the library's login page. At the top, there is a blue header with the University of Limpopo logo. Below the header, it says "Please use your Student/Staff ID as User name." There are two buttons: "SIGN IN" and "CREATE AN ACCOUNT". The "CREATE AN ACCOUNT" button is highlighted with a red rectangle. Below the buttons are two input fields: "User Name*" and "Password*". At the bottom, there are two more buttons: "SIGN IN" and "SET/RESET PASSWORD".



- Complete the relevant fields. **Ensure that you use your staff or student number as User Name.**



Please use your Student/Staff ID as User name.

[SIGN IN](#) [CREATE AN ACCOUNT](#)

Given Name*

Surname*

User Name*

Email*

Username Requirements

- Must be three (3) characters or more
- Cannot use spaces, semicolons(;), colon(:), apostrophe('), comma(,), angle brackets(< >), brackets([]), or parentheses(())

Password*

Re-Enter Password*

Password Requirements

- Must be nine (9) characters or more
- Case sensitive
- Must use at least one non alphabetic character(% , * , \$)
- Cannot use semicolons(;), colon(:), apostrophe(') or period(.)

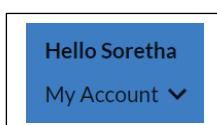
Reminder: Make note of your user name and password.

[CREATE](#)

[CANCEL](#)

When signed in:

- The Sign In button shows your name.
- You have access to your account.
- To do SEARCHES for library resources you DO NOT need to sign into Discovery.
- Signing in is only required for special functions:
 - Saving a permanent list of items when searching
 - Placing an Interlibrary Loan request
 - Accessing your Interlibrary Loan account
 - Updating your Interlibrary Loan account communication preference for receiving of notifications



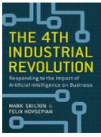



- After logging in / creating an account, complete the Interlibrary Loan request form.

Create Request:	ARTICLE	BOOK	OTHER
* Required field			
About my item			
Title: *	<input type="text" value="The 4th Industrial Revolution : responding to the impact of artificial intelligence on business"/>		Author: *
	95/500		<input type="text" value="Mark Skilton"/>
			12/500
Publisher: *	<input type="text" value="Palgrave Macmillan"/>		Place of Publication: *
			<input type="text" value="Cham Switzerland"/>
Publication Date: *	<input type="text" value="2018"/>		ISBN:
			<input type="text" value="9783319624785"/>
Edition:	<input type="text"/>		Format: *
			<input type="text" value="Book"/>
Title of chapter:	<input type="text"/>		
	0/500		
About my request			
Service Type: *	<input type="text" value="LOAN"/>		Department: *
			<input type="text" value="Mathematics, Science and Technology Education"/>
Status: *	<input type="text" value="Postgraduate student"/>		Edition required: *
			<input checked="" type="radio"/> Any <input type="radio"/> Recent <input type="radio"/> This
My address and contact information			
First Name: *	<input type="text" value="John"/>		Last Name: *
			<input type="text" value="Smit"/>
Patron ID: *	<input type="text" value="123456789"/>		E-mail Address: *
			<input type="text" value="email@gmail.com"/>
Mobile Phone (format: +27821234567): *	<input type="text" value="+27821234567"/>		
Copyright Declaration			
The Copyright Act of 1978 governs the making of photocopies/reproductions of copyright material. Under the provisions of the Act, libraries are authorised to supply photocopies/reproductions. The provision is that the photocopy/reproduction is not to be used for any other purpose than private/study/personal use. If a user makes a request/photocopy/reproduction for purposes not permitted by the Act, they may be liable for copyright infringement.			
By submitting this request you confirm that you have read and agree to the Copyright Compliance terms [Copyright Act of 1978].			
<input type="button" value="SUBMIT REQUEST"/>		<input type="button" value="CANCEL"/>	



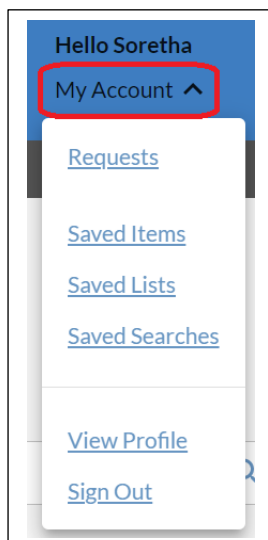
- After submitting the request, the user is automatically directed to the user portal.

REQUESTS			SAVED SEARCHES (0)	PROFILE
Title	Submitted Date	Status		
<input type="checkbox"/> Select All	<input type="button" value="CANCEL REQUESTS"/>	<input type="button" value="CREATE REQUEST"/>		
<input type="checkbox"/>  The 4th Industrial Revolution : Responding to the Impact of Artificial Intelligence on Business. Mark Skilton; Felix Hovsepian New York : Palgrave Macmillan, 2017 <i>Book</i>	2021/08/20 Request Details: 209356102	Submitted <input type="button" value="REQUEST AGAIN"/>		
<input type="checkbox"/>  Home renovation checklist Robert Irwin New York : McGraw-Hill, 2003 <i>Book</i>	2021/08/10 Request Details: 209222457	Canceled <input type="button" value="REQUEST AGAIN"/>		

The patron can also access the user portal by directly using the following URL:

<https://limpopo.account.worldcat.org/account>.

User Portal Layout (My Account)



Requests Tab

- From the Requests tab, users can view active and closed ILL requests, create new requests, recreate previous requests, or renew and cancel requests.
- They can also view requests filled electronically.
- The Requests tab will load 25 requests at a time. Use the SHOW MORE option at the end of the list of requests to view more if they are available.



Title

The *Title* column displays the title (or journal title and article title), author, and format of the item requested by the library user.

Submitted Date

The Requests screen is sorted by *Submitted Date* with the most recently submitted requests appearing first. The Request ID for the library user's ILL request is listed in the Submitted Date column. Click the Request Details: [Request ID] to see the Request Details.

Request Details

The *Requests Details* screen shows detailed information about the request.

REQUEST DETAILS

1

2

3

4

KEEP REQUEST

CANCEL REQUEST

1. Bibliographic Information

The top of the Request Details screen contains the bibliographic information about the request.

2. Request Details

The Request Details section contains information about the request, including the Request ID, Date Requested and Pick Up Location.

3. Notes

The Notes section displays any notes about the request. It can contain the following information:

- Request source
- Text added to the Verification field when staff process the request
- Text added to the Notes field in the Patron section of the request when staff process the request



4. KEEP REQUEST or CANCEL REQUEST

Requests can be cancelled by the user if they are still open. Requests with a status of Submitted can be cancelled. To cancel a request, click CANCEL REQUEST. To keep the request, select KEEP REQUEST or close the window.

Status

The Status column displays the status of the request.

Available statuses:

Requests sent to external lenders	
Submitted	<ul style="list-style-type: none"> The request has been submitted by the patron, but not yet been reviewed by library staff. The request has been submitted by the patron and reviewed by library staff. Library staff sent the request to lenders. The lender is considering if they can supply the item for the request. The lender requested additional information about the request.
In Transit	<ul style="list-style-type: none"> The requested item is in transit and is being routed to the borrower
Due [date]	<ul style="list-style-type: none"> Due date that item should be returned to the library
Recalled. Return item to library immediately	<ul style="list-style-type: none"> The requested item has been recalled by the lender and should be returned to the library.
Overdue. Return Item	<ul style="list-style-type: none"> The requested item has passed the due date and will need to be returned to the library.
Unable to provide	<ul style="list-style-type: none"> Library staff were unable to borrow the requested item
Cancelled	<ul style="list-style-type: none"> Library staff or patron cancelled the request
Complete	<ul style="list-style-type: none"> The requested item has been returned to the lender
Available to view (if link)	<ul style="list-style-type: none"> The requested item is available or has been supplied to the patron

Request Again

When a library user wants to request an item, they have previously requested or a similar item, they can select REQUEST AGAIN from the Status column. For example, users may want to recreate a request when the request went unfilled or to request a different edition of a previously requested item.

From the REQUESTS tab, locate the request and select REQUEST AGAIN from the Status column. A new request form will be generated with the details of the existing request cloned. Update fields as needed. Select SUBMIT REQUEST.

Cancel Request

Library users can cancel ILL requests until they have been shipped by the lender. To cancel a request:

- Select the individual request or use the Select All option to cancel all requests.
- Select All selects all the items available for selection which are visible on the page. If you have more than 25 items, select the Show More option to display the next 25 items and click the Select All checkbox. Only selected items visible on the page will be processed for cancellation.
- Select CANCEL REQUESTS.



OR

- Select Request Details from the individual request's Submitted Date column.
- Select CANCEL REQUEST.

Note: Requests with a status of Submitted can be cancelled. Requests that are not in this status cannot be selected individually and will not be selected if the Select All option is checked.

Create Request

To create a new request, library users click CREATE REQUEST.

The ARTICLE request form is the default form. Users must click BOOK or OTHER to fill out a different request form.

Closed requests

Requests will remain in the User Portal for 60 months after they are closed.

View profile and set communication preferences

Select View Profile under your account name or navigate to the PROFILE tab of My Account to view notification preferences.

Notifications

Users can configure email notifications for their requests using the Notifications section. Users can enter an alternate email for email notifications.

When users add or edit the Alternate Email information, they are updating the Delivery Notification section of their account. They are not changing the email that the library has on file for the user and the user will still receive reset password emails to the email on file. Only library users can select whether they want to receive library account notifications, and this cannot be edited by library staff.

Users must select to receive account updates by email to receive notifications. If Send library account updates by email is enabled, users will receive notifications.