



Frequently Asked Questions

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Borrowing Materials not owned by UT Libraries

The Basics

What is InterLibrary Services (ILS) Borrowing?

ILS Borrowing is a service for UT students, faculty and staff to access library material that is not owned by **The University of Texas Libraries**.

Who is eligible to use ILS?

Current students, faculty and staff of the University of Texas at Austin with a valid UT EID are eligible.

What can be requested through ILS?

You can request materials in any format you need

- Microfilm or Microfiche items
- Books
- Photocopies of Journal articles
- Conference proceedings
- Theses, Dissertations or Reports

Conditions for interlibrary lending are set by the *National Interlibrary Loan Code* of the **American Library Association** as well as by individual libraries. Some libraries will not lend certain types of materials, making them difficult to obtain on loan.

Especially hard to borrow items are:

- Software and audio/visual materials
- Reference books
- Rare books
- Bound journals
- Current journals
- Manuscripts

ILS **will not borrow items owned by UT Austin**, even if they are in non-circulating collections or in current use by another person. —you can, however, recall checked out items using **The Catalog of the University of Texas Libraries** (UTNetCAT) [Recall service](#).


Requesting Materials

How do I place an ILS request?

Access the ILS Request Form by going to the ILS page from links located at:

- **The University of Texas Libraries** website.
 - On the **Quicklinks** at the upper left side of the page > [Request: an Interlibrary Loan](#)
 - On the dropdown menu at the top of the page by clicking on [Library Services](#) down to [InterLibrary Services](#)

Inter Library Services

- SFX window (accessed via the  button) under the *Other Options* menu.
Under the ILL subheading there is a live link to the ILS form that reads: *Already checked the catalog and not available at UT? Request an Interlibrary Loan*
- UTNetCAT clicking on *Other Services*.

On the ILS page you will find a link to the ILS Request Form. You will need your UT EID and password to register with ILS and/or complete a Request Form.

ILS is not available for courtesy borrowers.

How long will it take to get my materials?

There is **no way** to know how long any one request will take. Average turnaround time is:

- Copies three to five working days
- Loans, five to seven working days
- Rare, Older, foreign language materials, and Conference proceedings may take longer
- Materials available from libraries in Texas or in the Greater Western Library Alliance (formerly the Big 12 Plus) *usually* arrive faster.

Please note that many interlibrary loan offices are closed or refuse to mail library materials over the Winter Break.

- Even though ILS is open it can be difficult to find other libraries to fill requests.
- ILS closes during the week between December 24th and January 1st.

Is there any limit to the number of requests I can submit?

No. However, since some loaned materials have short due dates, space multiple requests to allow time to use the materials as they arrive.

How do I pick up and return my requested items?

ILS items may be picked up from and returned to the Circulation/Reserves Desk of the Perry-Castañeda Library (PCL).

- Your UT ID is required for pick up during Circulation/Reserves Desk library hours.
- **Please do NOT return ILS materials to any other public service desk or book return.**

How long can I keep the materials I borrowed?

- Photocopies are usually yours to keep
- Loan dates vary, but are at least two weeks.
—The due date is indicated on the pink (or yellow) band attached to the item loaned, and is based on a due date set by the lending library.

- **Due dates are determined from the date we receive the material from the lending library**, not from the date you check out the materials.
 - If you do not check out materials as soon as you receive your pickup notice, you will have a shorter loan period.
 - Remember, you may check the status of your requests at any time on the Web.
- At the request of the lending library, some materials may be "*In library use only.*" Circulation will keep the material available for you to use in the library as long as you need it or until the due date is reached. "In Library Use Only " items have a yellow band with a check box for you to indicate that you are finished using the item and it can be returned to the lending library.
- Few lending libraries grant renewal requests. Eligibility is noted on the pink ILS band.
 - Prompt return of materials ensures continued interlibrary loan from other libraries.

How do I renew my ILS material?

ILS may allow for one renewal of an item. Many lending libraries do not grant renewal requests. However, you may place a renewal on material you requested using the [View/Renew Checked out Items](#) button on the ILS Main Menu.

Placing a request does not guarantee that the material will be renewed as that decision is made by the lending institution.

Make online Renewal Requests within three days prior to the current due date.

ILS will notify you by e-mail with the new due date if a renewal is granted; or, if not; with an e-mail asking for the immediate return of the material.

How much will it cost?

ILS Borrowing is free.

- Although we often pay fees to borrow materials we do not pass along those charges.

Are there fines for overdue, lost, or damaged materials?

ILS materials are charged to the requestor's ILS account.

- Charges are determined by the lending institution and may include:
 - Overdue
 - Lost
 - Damaged
- The person whose UT EID number is attached to the ILS record is responsible for all incurred fees.
- ILS will automatically block requesters from placing further requests when borrowed material is **seven days** overdue.
- Overdue fees may not be changed but you are encouraged to keep your account current to continue access to ILS Borrowing Services.
- There is a \$25.⁰⁰ non-refundable processing fee for lost materials.
- If you are requesting materials for a faculty member, it is advisable to obtain a *Proxy Borrower Card* from the faculty member, and to have

the faculty member request their own materials, or log you into ILS Requests Forms with their UT EID. See *Proxy Card Guidelines* for additional information.

How can I help to expedite my request?

You can help us to process your request more efficiently

- Be sure to check UTNetCAT to determine that **The University of Texas Libraries** does not own the title you need.
- For journal article copies,
 - Search the journal title in UTNetCat. —If the journal is found in UTNetCat, use the `Older Volumes` link to see if the volume you need is listed and available.
 - Check the [Online Journals](#) page on the University of Texas Libraries website to determine that UT Austin does not have electronic access to the title you need.
- Include in your request —if you know them:
 - The Online Computer Library Center (**OCLC**) number
 - The International Standard Book Number (**ISBN**) or the International Standard Serial Number (**ISSN**)
- Do not use abbreviations for any part of a journal title, including association names, unless that is all the information you have. You may consult the *Periodical Title Abbreviations* (Call N^o PN 4832 A44) and the *Acronyms, Initialisms & Abbreviations Dictionary* (Call N^o -Q-PE 1693 G3) at the Information and Reference desks to determine the full spelling for an abbreviation. **Please do NOT guess**; provide the abbreviation you have and ILS staff will attempt to identify it.
- With conference proceedings, include
 - Title
 - Date, and place held
 - Unabbreviated name of the association or organization
 - A brief description of the subject of the conference in your own words.

How do I submit a rush request?

If you need your material quickly, please fill the `Not Wanted After Date` field on the request form and indicate to us its urgency by writing *Rush* in the `Notes` field. We will try to obtain what you need by that date, but will return the request to you if we cannot.

You may resubmit your request with a later `Not Wanted After Date` if you wish.

If you need something in less than three days, please phone ILS at (512) 495-4134 and let us know so we may watch for your request to arrive. Please provide an email address or a phone number that is answered during the day with all rush requests.

Although we strive to provide the best turnaround time, **Rush Service is not guaranteed** and it should be used judiciously to achieve its purpose. —We cannot treat every request as a rush request.

I am a Proxy Borrower for a faculty member. How can I use ILS?

As a Proxy Borrower, you may pick up items requested by your faculty member since both your name and the faculty member's name appear on the

Inter Library Services

Proxy Card.

However, a faculty member cannot seamlessly pick up items requested by their Proxies. This is because all ILS requests are linked to the EID (the name and record) of the person who requested the items. If the Proxy (a research assistant, for instance) requests an item, that item is linked to the Proxy's record and has no connection to the faculty member. If a faculty member comes to pick up the requested items, the items cannot be transferred from the Proxy to the faculty account. For more information, see *Proxy Card Guidelines*.

Status Information

How will I know if ILS received my electronic request?

The status of your request can be seen on the ILS Main Menu by choosing [View/Modify Outstanding Requests](#).

How will I know when my materials have arrived?

- An automatic email notice is sent to the email address you provide when you register for ILS.
 - You may update your contact information at the [Change User Information](#) page.
 - If you update the UT Directory page it does not update the ILS system. This must be done separately.
 - Be sure to keep this information updated to avoid needless delays
- You may also track the status of any requests at the [View/Modify Outstanding Requests](#) page.

How do I update my contact information?

Log into your ILS account and update your contact information at the [Change User Information](#) page.

- If you update the UT Directory page it does not update the ILS system. This must be done separately
- Be sure to keep this information updated to avoid needless delays in receiving your requested materials.

Inter Library Services

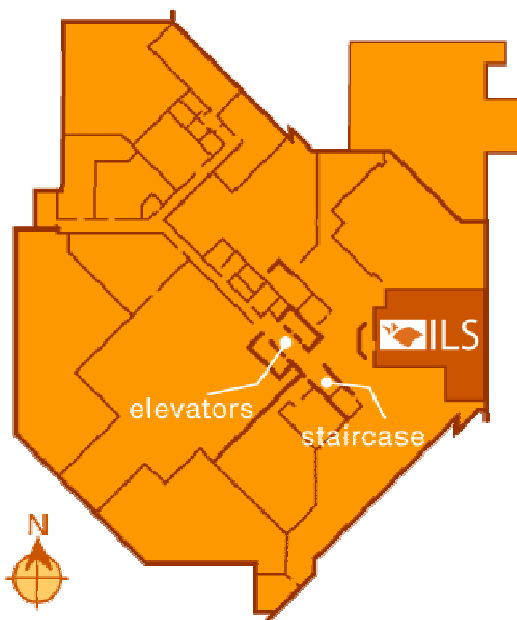
Help

Location

InterLibrary Services is located at the **Perry-Castañeda Library** (PCL 1.343)
Phone: (512) 495-4134.



PCL LEVEL ONE



Hours

Office Hours

Monday through Friday 8:00am to 5:00 pm, except during intersession and holidays.

No service on Saturday and Sunday.

Pick up Hours

Pick up of ILS material is done at the Circulation/Reserves Desk at regular **hours.**

Contact Information

Document Delivery Librarian

Catherine L. Hamer
(512) 495-4133

Borrowing Services

Supervisor: **Wendy Nesmith**
ilsreq@lib.utexas.edu
(512) 495-4135 / (512) 495-4134

Lending Services

Supervisor: **Kristin Walker**
ilslend@lib.utexas.edu
(512) 495-4132 / (512) 495-4131

Document Express / Document Sharing

Supervisor: **Melissa Hsieh**
docx@lib.utexas.edu
(512) 495-4130

D-Doc Service

David Reed
d-doc@lib.utexas.edu
1-866-895-4250 (Toll Free)
Option 3 for ILS

Accounting / Invoicing

ilsfees@lib.utexas.edu
(512) 495-4131

Website

ilsweb@lib.utexas.edu

Address —US Mail

InterLibrary Services
The University of Texas
Libraries
University of Texas at Austin
P.O. Box P
Austin, TX 78713-8916

Map

Courier Address

The Perry-Castañeda Library
InterLibrary Services
21st and Speedway
First Floor Dock
Austin, TX 78713

Location

PCL 1.343

Fax

(512) 495-4283
(512) 495-4284

Ariel

Borrowing:

128.83.205.172

Lending:

128.83.206.11

UT Mail Code

S5462

What Web browser should I use?

You need any Web browser that can handle forms, tables and is CSS compliant.

We recommend any of the following:

- Mozilla 5.0 or newer
- Microsoft Internet Explorer 5.2 or newer for Macintosh
- Microsoft Internet Explorer 6.0 or newer for Windows
- Opera 5.0 or newer
- Safari 1.3 or newer
- Firefox 1.0 or newer

Browsers are available for most platforms such as:

Inter Library Services

- Windows (3x, 9x, 2000, NT and XP)
- Macintosh O/S (8, 9 and X)
- UNIX
- Linux in most forms

A detailed listing of recommended features for browsers might be found in the UT Web Guidelines - Recommended Browsers and Development Guidelines page.

How can I get photocopies of materials owned by UT?

Photocopies of UT library materials can be obtained for a small fee through our Document Express service —within the restrictions of the U.S. Copyright Law.

I can't find material that UTNetCAT says UT Austin owns. What should I do?

If you know what you need is owned by **The University of Texas Libraries** collection but you are unable to find it, you should:

1. Fill and submit a **Search Request form** at the Circulation Desk
2. If that search is unsuccessful, then you may request the item through ILS.
3. When filling the request let us know in the `Notes` field of the request form that the item has been searched and not found by Circulation Services staff.

What is an OCLC number?

An OCLC (Online Computer Library Center) number uniquely identifies records in OCLC WorldCat, a world-wide online catalog available in UT Library Online Databases. If you search and find what you need in OCLC WorldCat, note the `Accession Number` from the bottom of the `Detailed Record` display as the OCLC number to include in your request that allows ILS staff to verify the exact title you need. OCLC WorldCat lists libraries that own the material, but you don't need to provide any of that listing to ILS staff.

What is an ISBN or ISSN number?

ISBN, International Standard Book Number (example: 0-393-04002-x), and ISSN, International Standard Serial Number (example: 0021-9940) are numbers assigned by publishers for unique identification of books and journals.

Standards definitions may be found at [ISBN](#) and at [ISSN](#)

Borrowing from UT Libraries

How can we place an interlibrary loan request to borrow UT materials?

We prefer to receive requests through the *Online Computer Library Center* (OCLC) ILL Subsystem.

—Our OCLC symbol is **IXA**.

We will also accept requests via:

- Fax: **(512) 495-4283**
- Ariel™: **128.83.206.11**
- U.S. Postal Service:

InterLibrary Services
The University of Texas Libraries
University of Texas at Austin
P.O. Box P
Austin, TX 78713-8916

- E-mail at: **ilslend@lib.utexas.edu**

Rush requests may be placed over the telephone (512) 495-4131, although we ask that you also send the request over OCLC.

When is ILS Lending open?

ILS Lending is open to operate requests from 8:00am to 5:00pm (Central Standard Time) Monday through Friday.

ILS Lending closes during national holidays and:

- The day after Thanksgiving Day
- The week between December 24th and January 1st
- Martin Luther King, Jr. Day.

I am not affiliated with a library, can you send to me an item I have located in your catalog?

You should go to your local public or academic library and ask about interlibrary loan.

- **The University of Texas Libraries** fills interlibrary loan requests from other libraries.
- Individuals have borrowing privileges if they have any of the following:
 - A valid UT Austin ID
 - A TexShare card
 - A *Research Library Cooperative Program* (RLCP) card or,
 - A courtesy borrower card.
- **The University of Texas Libraries** lends to other libraries for the use of their users.
- If you want a copy of an article, a chapter in a book or a table of contents page, you can either request the copy through your library's interlibrary loan or you can contact *Document Express*.
- If you want to purchase a copy of a Master's thesis or Doctoral dissertation,

Inter Library Services

- Library Copier Services may be able to help. The cost is \$12.00 plus 20¢ per page.
Contact them by phone at 512-495-4239, by fax at 512-495-4296.
—They will advise you if they have copyright permission from the author on file.
- You can purchase doctoral dissertations directly from ProQuest UMI® through Dissertation Express.

What are your policies regarding reciprocal agreements and the payment of fees?

The University of Texas participates in several ILL groups and a few reciprocal agreements for free ILL.

We are not currently entering any new reciprocal agreements.

- We charge all non-academic and non-public libraries within Texas and all non-reciprocal libraries out of Texas.
- We accept payments by:
 - *Visa*™
 - *Mastercard*™
 - *Interlibrary Loan Fee Management* (IFM)
 - Checks
All checks must be in U.S. dollars payable from U.S. banks.
- For the convenience of libraries outside the United States, we will also accept
 - *International Federation of Library Associations and Institutions* (IFLA) Coupons

For more information about actual fees see our [Lending Fees](#) schedule.

How long does it take?

ILS Lending staff retrieves materials at the main library and twelve branch libraries on campus every day.

- Materials that are sent without charge or are paid through OCLC's IFM service are usually picked up by Mail Room staff the next morning.
- Invoicing may add a day to the process
- If possible, documents are sent via Ariel™ the same or next day
- Books are shipped by
 - U.S. mail, library book rate
 - *UPS*™,
 - *FedEx*™,
 - And TexPress, an in-state courier service.
- Materials for overseas, Canadian, Hawaiian, and Alaskan libraries are shipped air mail at the Borrowing library's expense with the expectation that they will be returned via air mail.

Do you provide a rush service?

Yes, staff and workload permitting.

If you need a request filled within 24 hours, please contact *Document Sharing*.

How long is the loan period?

The loan period is **45** days with no renewals.

How can I tell if you have an item and it is available for lending on ILL?

Please check OCLC or our online catalog (UTNetCAT). If a title search on UTNetCAT is unsuccessful, try a title keyword search and/or an author search. The catalog entry will tell you if an item is non-circulating. Most microforms do circulate through interlibrary loan even though the entry indicates *Use in Library Only*. Sometimes we can provide copies from non-circulating materials.

What materials may or may not be loaned?

- **The following materials may be loaned:**
 - Microfiche and microfilm
 - Theses and dissertations if we have a second copy
 - Music scores
 - New books
 - Maps
 - Documents
- We will provide **photocopies** from the *Center for American History* (CAH).
- Please check our online catalog (UTNetCAT) for information on our holdings and the circulation status of materials.
- **We do not lend:**
 - Current or bound journals
 - Bound paper issues of newspapers
 - Non-circulating materials such as:
 - Reference books
 - Materials in rare book collections
 - Software
 - CD's
 - Audio or video cassettes
 - Sound recordings or phonodiscs
 - Materials that normally circulate for two weeks or less.
 - Materials already on loan to a UT patron.
 - Materials from specific locations such as:
 - Tarlton Law Library (TALLONS)
Tarlton Law Library has a separate interlibrary lending operation.
 - Materials from the *Harry Ransom Center* (HRC)
HRC Public Services can be reached at (512) 471-9119.
 - The *Center for American History* (CAH).
Often copies can be supplied

Are The University of Texas Libraries' serials holdings on a union list?

Our serials holdings are not on a union list which provides issue specific holdings information. However, we are participating in OCLC's "Strategic OCLC Union Listing" pilot project, beginning in January 2000. Under this program, we are entering data on our holdings for the serial titles most frequently requested by other libraries. Issue specific holdings information for approximately 1200 commonly requested titles is available on the NEPU Union

Inter Library Services

List from OCLC. This number will continue to increase. Alternatively, our holdings are available in our online catalog (UTNetCAT).
—NEPU is the OCLC Union List group symbol for the United States Newspaper Project (USPN).

Document Express

What is *Document Express*?

Document Express is a service that can help you use your research and study time more wisely. At your request, library staff will retrieve and photocopy articles from periodicals in **The University of Texas Libraries**; the service does not include *Tarlton Law Library*, unless you are a UT Austin student, or the *Harry Ransom Humanities Research Center*. Contact information is available for these libraries at <http://www.lib.utexas.edu/help/librarylist.html>.

Document Express is available to any individual engaged in private research and study regardless of whether they are affiliated with UT or not.

When is *Document Express* open?

Document Express is open from 8:00am to 5:00pm Monday through Friday.

How do I send requests to *Document Express*?

E-mail is the preferred method for receiving requests. Please email requests to docx@lib.utexas.edu.

You may also submit requests by the following methods:

- Fax requests to **(512) 495-4283**
- Phone in requests by calling **(512) 495-4130**

Do you copy Dissertations?

We do not copy dissertations. If you wish to have a dissertation copied, you may be able to do so through [Library Copier Services](#). You can contact them at (512) 495-4239. Most dissertations are also available for purchase from ProQuest® UMI.

Are there any copyright restrictions?

There are no copyright restrictions if you are using the copies requested for private research and study. You will be asked to confirm that this is the case on your request.

How do I get the copies I requested?

Copies can be sent to you by email as a PDF attachment, posted to our web server, by mail, or by fax.

What is the turnover time for copies?

Copies will be ready within two working days if periodicals are on the shelves. If you would like an item received by a certain time, please note the time and date on the request. We will let you know if it is possible. Certain items may take longer if they are located in the *Library Storage Facility* or at the *Center for American History*. We will inform you if this is the case.

How do I pay for my copies?

We accept payment by Visa™ or MasterCard™. Payment can be made over the phone, by fax, or email by providing us with the credit card number and expiration date. Requests may also be paid for with cash or check in *Library Copier Services* (PCL 1.102B).

Make checks payable to:

The University of Texas Libraries, The University of Texas at Austin.

There is no charge for unfilled requests.

Can you fill every request I submit?

Some requests will not be filled depending on whether we have access to the item you need. Some reasons include:

- Periodical or volume not owned by the library.
- Volume not located on the shelf.
- Article not found as cited.
- We do not photocopy material at the *Humanities Research Center* or *Tarlton Law Library*.

How much does *Document Express* cost?

A complete fee schedule can be found in the [Document Express](#) fees section of this web page.

Is there anything *Document Express* can't deliver?

- We do not do subject searches. For assistance, please go to the:
 - *Reference and Information Desk* or,
 - *Ask A Librarian*.
- We do not search for missing materials or submit search requests at circulation desks.
- We do not copy from microprint (opaque cards), although we do copy from microfiche and microfilm.

Document Sharing

What is *Document Sharing*?

Document Sharing is a fee-based, expedited loan and copy service. *Document Sharing* processes requests from corporations, organizations and non-OCLC academic libraries. We accept requests from both international and national institutions.

When is *Document Sharing* open?

Document Sharing is open from 8:00am to 5:00pm Monday through Friday and is closed on Saturday and Sunday.

How can I send requests?

E-mail is the preferred method for receiving requests. Please email requests to docx@lib.utexas.edu. You may also submit requests by the following methods:

- Fax requests to **(512) 495-4283**
- Phone in requests by calling **(512) 495-4130**
- Ariel™ requests to **128.83.206.11**

What is the turnover time for copies?

Most copies placed before noon (CST) will be ready the same day. Depending on the location of the material on campus, we can often supply documents within an hour or two. If you would like an item received by a certain time, please note the time and date on the request. We will let you know if it is possible. Certain items may take longer if they are located in the *Library Storage Facility* or at the *Center for American History*. We will inform you if this is the case.

Can you fill every request I submit?

Some requests will not be filled depending on whether we have access to the item you need. Some reasons include:

- Periodical or volume not owned by the library
- Volume not located on the shelf
- Article not found as cited
- We do not photocopy material at the *Humanities Research Center* or *Tarlton Law Library*.

Do you copy Dissertations?

We do not copy dissertations. If you wish to have a dissertation copied, you may be able to do so through *Library Copier Services* may be able to assist you. You may contact them at 512-495-4239. Most dissertations are also available for purchase from ProQuest® UMI.

How are materials shipped?

Copies can be sent to you by email as a PDF attachment, by mail, or by fax. Corporate Loans are shipped by Ground *UPS*™. If you would like items sent by Next Day or 2-day *FedEx*™ or *UPS*™, please provide your company's account number. International loans are sent by airmail and national loans to libraries and universities, are sent by regular U.S. Mail.

How much does *Document Sharing* cost?

A complete fee schedule can be found in the [Document Sharing](#) fees section of this web page.

How do I pay for copies and loans?

You will receive an invoice along with your article or book.
We accept payment by the following methods:

- Visa™ or MasterCard™
- Check or Money Order (U.S. dollars only)
- IFLA or Postal Coupons (non-U.S. only)

There is no charge for unfilled requests.

How is copyright managed?

Requests placed through *Document Sharing* are considered interlibrary loan requests. You will be required to indicate how you are complying with copyright as you would in any ILL request for photocopies. If you prefer, we will take care of copyright payments on your behalf, adding the cost of compliance to the document delivery charges.

D-Doc

The Basics

What is *D-Doc*?

D-Doc is a service that provides remote students and faculty with books or article copies not available in digitized format.

Who is eligible to use *D-Doc*?

To use *D-Doc* you must meet applicable criteria below:

- Students and faculty must have a valid UT EID.
- Students must be enrolled in UT Austin distance education or dissertation credit courses.
- Students and faculty must reside more than 50 miles from Austin.
- Students and faculty may not be simultaneously studying or teaching on the Austin campus.
- *D-Doc* is also available to:
Faculty, staff, and students at the Marine Science Institute and McDonald Observatory.

Requesting Materials

What library materials are available through *D-Doc*?

- Print-based library materials:
 - Copies of articles.
 - Microforms (you will need access to a microform reader).
 - Copies of pages from some non-circulating items.
- Materials owned by UT Austin libraries.
(except Tarlton Law, Center for American History, Harry Ransom Center)
- Materials obtained through interlibrary loan from other libraries.

What library materials are not available through *D-Doc*?

- Non-circulating materials (e.g., reference books or archival theses)
- Rare books.
- Fragile, old, or damaged materials.
- Items available in digital format.
- Items in current use by others.

What does *D-Doc* cost?

There is no charge for *D-Doc*.

How do I send a *D-Doc* request?

- Use the web-based ILS request form
- Enter your UT EID and password at the first prompt.

What information do I need to provide?

Inter Library Services

- Name, mailing address, email address, department enrolled in.
- Bibliographic information about the items you are requesting.
- Date after which you cannot use the book or copy.
- Whether you can wait 2-3 weeks for an interlibrary loan if necessary.
- Call number from UTNetCAT for the book or journal, if you know it.

Is there a limit on how many things I can order?

Not at this time.

Is there a limit on how many pages you will copy and send to me?

- One article in a single journal issue.
- One chapter in a book.
 - Staff discretion if more than 50 pages for a single item.

Delivery / Status Information

How can I check or update the status of my request?

If using the ILS access:

1. Log on to the ILS Request Form.
2. Choose the *View/Modify Outstanding Requests* button. You may need to scroll down to see this button.
3. Choose the request that you want to check by clicking in its button.
4. In the *Detailed Information* page scroll down and click on the *Edit* button.
5. Correct/Update this information and press the *Submit* button.
6. Requests that are in the *Request Sent* status cannot be edited.

If using the TeleCampus access you should follow the instructions in their website.

How long will it take to process my request?

- If available at UT Austin, most materials are sent in 2-3 days.
- For interlibrary loan, allow 2-3 weeks.

How will copies be sent?

- Copies are posted via *Electronic Delivery* to the Web for instant retrieval in PDF format.
- You can Login to the ILS web pages and select the *View/Download Digitized Articles* button.

How will books be sent?

Books are mailed *UPS*™ 2-day ground to the address provided on the request.

Will you mail materials anywhere in the world?

- Books will be shipped only within the contiguous United States and Hawaii.

Inter Library Services

- Copies will be sent anywhere in the world.

How will I return books?

- Return books by U.S. mail using the prepaid postage return coupon accompanying the book.
- Books weighing under one pound can be placed in any mailbox.
- Packages weighing over one pound must be mailed at a U.S. postal facility.

Help

What if I'm eligible for *D-Doc* but my UT EID doesn't work?

Ask your department contact to have your UT EID updated for access to this service. Department Contact Information is available on the Web, as is a UT EID FAQ Page.

If your department contact needs help, please ask them to contact *D-Doc* *D-Doc@lib.utexas.edu*, or you may contact *D-Doc* directly for assistance.

How can I contact a person at *D-Doc*?

- To comment on *D-Doc* service, email *David Reed* *D-Doc@mail.utexas.edu*.
- For technical problems or questions about a specific request, send email to *D-Doc@lib.utexas.edu*, or call the library toll-free 1-866-895-4250 (Choose option 3 for **ILS**)