

Frequently Asked Questions about interlibrary loan

* **What is an Inter Library Loan request ?**

It is to get a document or the copy of a document the UPPA libraries don't owe from another library

* **Who can make an Inter Library Loan request ?**

UPPA Professors /researchers and students (start from the 3rd year of university) who have completed their registration to the library, and also any external person who has paid his/her registration rights to the library

* **Is this service charged ?**

Yes, this service is not free of charge, the fees are [available here](#)

* **What can I get from the Inter Library Loan service ?**

Any material (books, journal articles, theses and dissertations) can be requested on condition that it is not in the printed collections of the UPPA libraries or available online (please refer to the [Aleph catalog](#) and also [our databases and online journals](#))

* **Can the interlibrary loan get me any type of material ?**

No, indeed, the following items can not be requested by the Inter Library Loan service :

- ancient, precious, damaged, fragile items (such as books from the 19th century)
- large-format hardback books (such as an encyclopaedia in several volumes)
- guides or a reference publications (dictionaries, reports...)
- the entire copy of a book or a journal issue, for legal reasons.

* **Who do I have to contact to make an Inter Library Loan request ?**

You can either make your request online (Journal [article request](#), [books or theses request](#)), either contact the Inter Library Loan services ([✉ PEB-PAU](#) ou [✉ PEB-COTE BASQUE](#)), either ask to your library reception desk.

* **Can I borrow the book at home ?**

It is the lending library which decides if you are supposed to use the item in one of the UPPA libraries or if you may take it home.

* **How much does it take ?**

It depends on how long the lending library takes to process your request and also on the postal delays.

For an item coming from a French university library, the delay is usually of four to eight days.

* **When will I know the item has arrived ?**

The interlibrary loan service will contact you by telephone or e-mail when the item has arrived.

* **Can I ask for an item which is abroad ?**

Yes, you can. The delay will often be longer compared to a French library, and the cost will be higher, too.

* **How long can I borrow an item from the Inter Library Loan service ?**

Books can normally be borrowed for an average period of 15 days to 1 month but this can vary as it is always determined by the library who has supplied it.

You will be informed of the granted period when you come to collect the item.

* **Can I renew an Inter Library Loan ?**

Some items borrowed are renewable. Please consult the inter-library loan staff in the Library at least one week before the end of the loan.

They will check if a renewal is possible.

* **Can you send directly the document at my place ?**

No, documents have to be collected at the Inter Library Loan office where your request was made.

* **My reader account is momentarily blocked. Can I still do an Inter Library Loan request ?**

Your responsibility as a reader is engaged for any item borrowed, either through the Inter Library Loan service or in a UPPA library. If your reader account presents a dispute, we thank you to regularize your situation before your request.