WMU Libraries Interlibrary Loan and MeLCat

Frequently Asked Questions

1. What's the difference?
2. What can I borrow?
3. Who can request materials?
4. Is there a fee?
5. How do I request items?
6. When will I receive the material?
7. Which is faster?
8. Is there a limit to the number of requests?
9. How do I know when items have arrived?
10. Where do I pick up materials?
11. Where do I return materials?
12. Are there overdue fees?
13. How do I renew?
14. How do I know the status of my request?
15. How long will I have access to the article?
16. Can I have someone pick up the items I have ordered?
17. What information do I need to place a request?
18. What if my article has missing pages or is not readable?
19. Why does it take so long for my item to arrive?
20. Why can't I reorder an interlibrary loan item?
21. What is the Visiting Patron Service?

	Interlibrary Loan	MeLCat
What's the difference?	Our staff will look for the item you want and borrow it from a library in Michigan or elsewhere	Place a request yourself and borrow from libraries in Michigan
What can I borrow?	Articles and book chapters, books, CDs and DVDs, conference papers, Dissertations & Theses, patents and videos	Books, CDs or DVDs only. Items owned by WMU Libraries may not be ordered through MeLCat unless checked out. If unable to request something through MeLCat, please use interlibrary loan. Articles may only be requested through interlibrary loan at this time.
Who can request materials?	Current WMU students, faculty and staff, and emeritus faculty	Any Michigan resident
Is there a fee?	Most are free. We pay the first $10 of every request, and you are responsible for anything over that. We will ask before charging you.	No

How do I request items?	Once registered, you can sign in and place a request directly in the interlibrary loan system, or choose the interlibrary loan option from the Find it WMU page when searching various databases	Find the item you want, click on Get This for Me!, select "Western Michigan Univ" from the menu and type in your first and last name and your WIN
When will I receive the material?	Articles and book chapters usually take 3-5 days, and books and other physical materials usually take 10-12 days. Rush services may be available.	Items usually arrive within 3-6 days
Which is faster?	Depends on lending library's location	Make the request from a Michigan library and it may be faster
Is there a limit to the number of requests?	No limit	50 requests
How do I know when items have arrived?	Whenever possible**, we will make electronic** copies of articles and book chapters downloadable through your interlibrary loan account, unless you request they be mailed or picked up. You will be notified by email or phone when an item is available. Any requests ordered but not picked up may be assessed a $10 fee due to the expense of obtaining interlibrary loan material.	We will notify you via your WMU email address when MeLCat items are available
Where do I pick up materials?	**Resource Sharing Center**, room #2014 Waldo Library, 8 am - 5 pm, M-F **Patron Services Window**, first floor of Waldo Library, after 5 and on weekends	
Where do I return materials?	Materials may be returned to Waldo Library, one of the branch libraries or to one of our drop boxes: • **Waldo Library - Two convenient locations: 1. Outside book return drop box outside front doors of library front entrance. 2. Outside book return drop box, at curb side, on Arcadia Street side of building.** • **Education Library - Two convenient locations: 1. Book return drop slot inside the Education Library front door, near Education Library circulation desk and to left of desk. 2. Outside book return drop box, at curb side, in cul-de-sac at Sangren Hall north entrance. Pick up Monday through Friday 10:30 a.m.** • **Engineering Campus (Parkview) - Drop box on first floor, near front entrance and Lecture Hall D-115. Pick up Monday through Friday 9:15 a.m.** • **College of Health & Human Services Campus - Drop box on first floor near the Learning Resource Center. Pick up Monday through Friday 9:30 a.m.** • **Haworth College of Business - Drop box on first floor, by entrance closest to the Fetzer Center. Pick up Monday through Friday 10 a.m.**	

Are there overdue fines?	$1.00 per day per item. If materials are 30+ days overdue, replacement costs are billed. Replacement costs include overdue fines, a $15 non-refundable processing fee and the replacement costs assessed by the lending library.	Fees are charged when materials are 30+ days overdue and replacement costs are billed. Replacement costs include a $10 overdue fine, $15 non-refundable processing fee and the replacement costs assessed by the lending library.
How do I renew?	Please request renewals close to the due date. 1. Sign into your interlibrary loan account from My Account. 2. Click on "Checked Out Items" under the "View" menu on the left. 3. Click on the desired item's transaction number, and then click on "Renew Request." 4. You should receive a confirmation message. We will temporarily renew your item for 2 weeks and contact the lending library to confirm renewal status. Upon confirmation, you will receive an email with the new due date. If you do not receive a confirmation email, your item will be due in 2 weeks.	1. Sign into your MeLCat account. 2. Select WMU as your home library. 3. Type your first and last name and then your WIN. 4. Click on the link to your checked out items. 5. To renew all items select "Renew All." 6. To renew individual items, click the appropriate checkboxes and then click on "Renew Selected." One renewal will be granted for 3 weeks. Audio/visual materials may not be renewed. Overdue items cannot be renewed online, contact the Resource Sharing Center for renewals of overdue items.
How do I know the status of my request?	You may see one of the following messages about the interlibrary loan system: • Awaiting Copyright Clearance: ILL staff must verify copyright compliance • Awaiting Customer Contact: the item has been received and you will be notified • Awaiting Request Process: the request will be processed by ILL staff • Awaiting Return Label Processing: this item is being processed for return • Cancelled by ILL Staff: this item has been cancelled; see the notes field for further information • Checked Out to Customer: this item is checked out to your ILL account • Customer Notified by Email: the item is available and you should have been notified • Delivered to Web: this item has been delivered electronically to your ILL account • Request Finished: this transaction has been completed • Request Sent: the item has been requested from another library, but not received	You may see one of the following messages in MeLCat: • In Transit: sent to WMU, but not yet received • MeL Received: the item has been received and is available • MeL Requested: the system has received your request • MeL Returned: the item has been returned to the lending library

How long will I have access to the article?	Articles are available to be viewed/downloaded/printed through your interlibrary loan account for 30 days. After that time, they are deleted. If the link to access an article expires, the Resource Sharing Center can restore access within the 30-day period.	Articles not available from MeLCat at this time.
Can I have someone pick up the items I have ordered?	Interlibrary loan allows you to designate authorized Users. In your ILL account, click on "Change User Information" under the "Tools" menu on the left. Follow system instructions to designate authorized users.	MeLCat does not have this option. Contact the Resource Sharing Center at 269-387-5172 or lib-rsc@wmich.edu for help.
What information do I need to place a request?	Please supply as much information about your request as possible, including journal title, publication date, volume and page numbers for article requests and title, author, publication date and edition for books.	You will search for the book, CD or DVD by title, author or keyword and choose the appropriate item.
What if my article has missing pages or is not readable?	Please contact the Resource Sharing Center at 269-387-5172 or lib-rsc@wmich.edu. We will ask the lending library to resend your article.	Articles not available from MeLCat at this time.
Why does it take so long for my item to arrive?	There are many factors that may delay your request. Sign into your ILL or MeLCat account from My Account to check the status of your request, or contact the Resource Sharing Center at 269-387-5172 or lib-rsc@wmich.edu for further information.	
Why can't I reorder an interlibrary loan item?	Interlibrary loan is a short-term loan for research purposes. Items may be reordered after 3 months. If you need materials for extended periods of time, such as textbooks, they should be purchased.	
What is the Visiting Patron Service?	Not available for interlibrary loan.	Visiting Patron is a feature in MeLCat that allows WMU patrons to check materials out in person from other Visiting Patron participating libraries. You will need to show your Bronco Card to check out materials. Please return these materials to the Resource Sharing Center.