



## Service Awareness

This month's topic: -

# InterLibrary Loans

(sourcing of journal articles and books not held by KGH)

### Scenarios:

1. You are after a copy of a **journal** article that you have been sent or seen the reference/abstract for. You have been on the NICE Journals A-Z Search site - <http://journals.nice.org.uk/>, however, after logging in using your NHS OpenAthens account login the journal title, that your required article was published in, is not available (it is not covered by either the NHS national core content or any 'local' subscriptions). What now?
2. A **book** has been recommended to you, however, you have checked the KGH Library Service catalogue - <https://kgh.koha-ptfs.co.uk/> and we do not appear to stock it. What now?

### Submitting your request: -

Please either: -

1. Complete and submit our online request form: <https://www.surveymonkey.com/s/THV5X9L>
2. Send an email to – [library.index@kgh.nhs.uk](mailto:library.index@kgh.nhs.uk) - ensuring you give full details.
3. Call in to the library, speak to a member of staff at the Enquiry Desk and complete a request form.

### What happens once my request has been submitted?: -

Once your request has been received we will conduct a search using our NHS networks to source the book or journal you have requested (we will use The British Library as a last resort due to the higher supply charges).

We will request that where possible the item is supplied to us in electronic format via email as we can then forward this on to your NHS email detailing any copyright restrictions.

### Please note: -

This service is only available to NHS staff in our local area (*KGH and North Northants*), who are members of the KGH Library Service.

Journal article requests, required for non-NHS work/patient care purposes, will be charged at a minimum of £2 per article.

We undertake to process your request within 2 working days (*please remember that we will be requesting the item from an external supplier and we are dependent on their supply/turnaround times*) and to inform you when the requested item is available or let you know if we are unable to obtain it (*we have an approximate 97% success rate*).

Material borrowed from other libraries is subject to the conditions imposed by the lending library, which includes loan times, fines etc. The British Library levy heavy charges for overdue or lost material.

### See also: -

**Guide to Accessing eJournals** – <http://kghlibrary.koha-ptfs.co.uk/wp-content/uploads/sites/6/2015/03/Guidetoaccessingelectronicjournalsv2Mar15.pdf>

**Training Courses** – for librarian delivered courses. Bookable sessions available - call in or contact us, or ask about our 'on demand' sessions to assist with searching for journal articles.

About - <http://kghlibrary.koha-ptfs.co.uk/help-and-training>

Dates - <http://kghlibrary.koha-ptfs.co.uk/wp-content/uploads/sites/6/2017/09/Training-dates-Sep-Dec-17.pdf>