

## Interlibrary Loan/Document Delivery Services

Before you request an interlibrary loan, first check the library's **Journal Finder** for journal articles and **GEORGE** for books to see if the items you need are available online or at one of the Georgetown University Libraries. Secondly, check the **WRLC Catalog** to determine if any local libraries carry the title you need. You may be able to obtain articles at no charge via the **Consortium Loan Service (CLS)**.

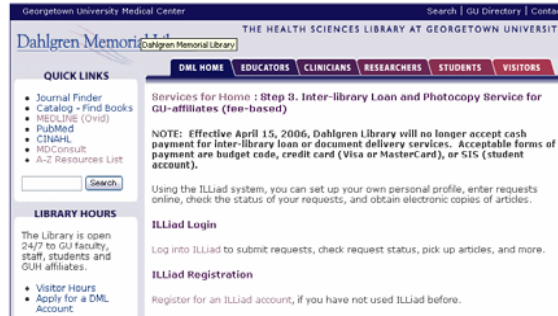
The Interlibrary Loan Department at Dahlgren Memorial Library (DML) provides access to a variety of materials to Georgetown University Medical Center (GUMC) and Georgetown University Hospital (GUH) library patrons.

There are two components to the document delivery system: copy service and interlibrary loans (ILL).

- The copy service provides photocopies of journal articles and book chapters from our library collection.
- The ILL service obtains journal articles and borrows items from other institutions.

Dahlgren Memorial Library uses the ILLiad system for processing document delivery requests. ILLiad allows you to set up your own personal profile, enter requests via a Web interface, check the status of your requests, and obtain electronic copies of articles.

To submit requests, go to the following URL:  
<http://dml.georgetown.edu/5502.html>



NOTE: You must be a registered DML patron to use the system. If you are a first-time user, please set up your personal profile using the First Time Users' link. If you have already registered in ILLiad, you may use the Registered Users Link and log in with your username and password.

For more information regarding ILLiad, visit the ILLiad FAQ page at the following Web address:  
<https://gumc.hosts.atlas-sys.com/illiad/FAQ.html>

### Policies

The ILL department provides photocopying and borrowing services for GUMC and GUH library patrons.

- The usual turn-around time for photocopying from a book or journal that the library holds is 24 hours, Monday through Friday.
- The average time to receive an item from another institution is 7-10 business days.
- Journal articles and book chapters are sent electronically. Entire issues or volumes of journals usually cannot be borrowed.

- Monographs are usually available, though sometimes newly published titles or very old or rare items may have special restrictions on use.
- Special handling of items (fax, FedEx) can be supplied at an additional cost.
- Items needed for clinical emergencies are handled on a rush basis.
- GUMC and GUH library patrons may pay for their document delivery services by budget number, credit card (VISA or MasterCard), or student account.
- Indicate the payment method when initiating the request.
- Any additional fees charged by the lending institution that are above the standard ILL fees listed below will be passed along to you.
- Fees for this service are listed below.

Photocopies	\$6.00 per item/\$5.00 additional rush service
ILL: Interlibrary Loan	\$11.00 per item/\$5.00 additional rush service (plus any special handling charges from suppliers).

- All requests submitted to Dahlgren Memorial Library will be processed and billed.
- You may cancel your requests prior to the ILL staff processing the transaction. Charges are assessed and must be paid when your request is processed by the ILL staff.
- In addition, District of Columbia sales tax of 5.75% is collected on all document delivery service fees.
- DML strives to fill every ILL request, but circumstances beyond its control sometimes prevent a request from being completed.

## Electronic Delivery of Articles

DML delivers all journal articles electronically in PDF format via the Internet.

1. After your request has been processed, you will receive an e-mail letting you know that the article is available.
2. Log into your ILLiad account, and click the "View/Download Electronically Received Articles" button in the "Review Requests" section.
3. Click the link on the transaction number for the article you would like to view.
4. The article will open. You may print it or save it to another location.
5. Articles will be removed from your account automatically after 30 days.

## Change Payment Method

If you would like to change your payment method.

1. Log into your ILLiad account
2. Go to the "Edit User Accounts" screen.
3. Add a "credit card" or "budget" account.  
**\*Do not enter your credit card number.**  
A representative of DML will contact you for that information.

## Questions?

Contact the ILL Coordinator:  
202.687.1029  
[dmlill@georgetown.edu](mailto:dmlill@georgetown.edu)

<http://dml.georgetown.edu/5502.html>

Step 1: Identify Citation

Step 2: Locate a Specific Journal

Step 3: Request Item (no fee)

Part 4: Request Item (fee based)

## Interlibrary Loan/ Photocopy Services

<http://dml.georgetown.edu/5502.html>

- ✚ Request books and journal articles not owned by DML.
- ✚ Electronic desktop delivery of articles.
- ✚ Convenient Web access to your account.