ILL-account: Conditions and guidelines

1. An ILL-account enables the holder to order articles from journals or books, which are not present in the libraries of Radboud University Nijmegen. ILL-accounts are restricted to holders of a library card for the Nijmegen University Library (for students and RU-staff: a valid Campus Card). Students of the Netherlands Open University also qualify for an ILL-account provided that they possess a valid library card of Radboud University Library.
   Staff or students of HAN or other colleges or universities can open an ILL-account at the library of their own institution.
   Commercial businesses cannot open an ILL-account at the RU.
   Opening a group-account is limited to departments and institutes within Radboud University Nijmegen and Radboudumc.

2. An ILL-account can be opened by filling in and returning the application form to the Loan and Study Services (LSS) Department of the University Library (UB). You can also hand it in at any of the libraries on campus or fill in a application form online via the Web shop link on the library website.
   Username and password will be sent to you per e-mail.
   You are responsible for observing the strictest privacy. In case of loss a new password can be requested at the Loan and Study Services Department of the University Library.

3. The balance of the ILL-account can be raised at any of the libraries on campus. You can pay with pin using your bankcard or your credit card, or online via the Web shop link on the library website.
   To raise the balance for RU-budget you should use the Change of details form.

4. Information concerning your ILL-requests (request number, requested titles, their status etc.) is available in PiCarta under the tab “My PiCarta”.

5. You can request photocopies of journal articles and parts/chapters of books, but not of complete issues or volumes of journals. You can choose for a paper copy or an electronic file.

6. Requested journal articles will be sent to the (e)mail address provided by you. For staff member books will be sent to their place of work. All other library members can collect their requested books at the Service Desk of the Central Library. You will receive a notification when the book has arrived. Books can be returned at any library on campus.

7. The rates for photocopies and borrowing can be found at www.ru.nl/library/ill.

8. Information on international requests can be found at www.ru.nl/library/ill

9. For remarks or complaints concerning delivery of books or photocopies please use Ask Your Librarian button on every page of our website (www.ru.nl/library)

10. If you wish to cancel your ILL-account please use the Change of details form. This form is available at any of the libraries on campus and on our website. No further costs are involved.
    A complete refund of the credit balance will be made on request of the account holder, but only when the account is cancelled. The refund will be deposited in your bank account.
    Staff members can only ask for refunds through the Change of details form.

11. Requested materials may be used for private study purposes or non-commercial research purposes only.

12. You are responsible for correctly filling in- and keeping the (e-mail) address details to up to date.
    Changes concerning group accounts should be reported to our Loan and Study Services Department.
    The University Library accepts no liability if the requested photocopies are not received.

13. The library cannot accept responsibility for abuse of the ILL-account, until the loss or theft is reported at the library. When reported, the ILL-account will be blocked.

14. The holder of the ILL-account is obliged to maintain a credit balance and to make up any deficit.