INTERLIBRARY LOAN DOCUMENT DELIVERY SERVICE POLICY

Introduction
Interlibrary Loan (ILL) Document Delivery is one of the services provided by the Library to obtain resources that are not available by virtue of the partnership agreement or informal collaboration with other libraries.

Who can avail
ILL can be requested by **ILL User**. University administrators, faculty, researchers, graduate and NUZYP students, and other University personnel considered authorized library users who conduct activities related to research and education. Inclusion of undergraduate and NUFYP students is subject to budget.

Library users who have delinquent items or overdue cannot avail of ILL service.

How to avail
When a needed resource is unavailable or not owned by the Library, a user may request from another library by filling out an ILL request form electronically via the Library portal. An ILL request sent via e-mail to interlibraryloan@nu.edu.kz or the Librarian in-charge is also acceptable.

User/s can request for a maximum of three articles/ book chapters at a time to accommodate other requests.

A maximum of three book chapters for one book can be accommodated for ILL.

Beyond this limit, the book will be considered for purchase to the library collection.

Waiting period for the delivery of request is depend on the partner institution providing the service. If a document owned by the partner institution the delivery period may vary from 1 – 3 business days. If a document is not owned by the partner institution, the delivery period will vary from 3 – 9 business days.

This service is generally free of charge to user.

It is the responsibility of the users to observe diligently the copyright rules on materials obtained.