Interlibrary loan (ILL) is a cooperative service between libraries that provides current Divine Mercy University students, staff, and faculty, access to articles, books, and other materials not available through the Mary S. Thelen Library.

Articles and book chapters will be delivered to you electronically via your ILL user portal.

Still have questions or concerns? You can contact the library at 703.416.1441 x121 7:30am - 3:30pm Eastern Time Monday through Friday or via email at ill@divinemercy.edu.

You can request material not available through Thelen Library via interlibrary loan via two ways:

Option 1:

If you are in the process of searching the catalog and discover a resource that is not owned by the Thelen Library you will see the link to request the item via interlibrary loan. (The screen shot is below.)

![Libraries Worldwide]

When you select the link, you will be directed to a form where you will need to provide information. (Required fields are denoted by an asterisk.)

Once the required fields are completed select the submit button. The item that you want will be processed by library staff.
Option 2:
Use this option if you discover a resource that is not owned by the Thelen Library that you have discovered as a reference cited in another work or have discovered somewhere other than the library catalog.

1. Go the library homepage at divinemercy.on.worldcat.org and select the sign in link near the upper right corner.

You will be prompted to enter your library username and password in order to gain access to your interlibrary loan account.

Then select “My ILL Requests” from the menu by selecting the sign in link once more.
2. You’re now logged in to your interlibrary loan (ILL) user portal. You should see "Account Details – (your first name)" at the top of the page.
3. Click the "Create Request" button in the top-left corner of your ILL user portal.
4. You have three request options: "Article or Chapter", "Book", and "Other". Select the most appropriate template and fill in all required information. Accurate and complete citation information helps ILL staff fill your request faster.
5. Click “Submit Request,” and the ILL staff will take it from there. You’ll receive a New Request Acknowledged email confirming your new request within a few minutes.
6. You will receive an email notification when your requested items are available. Articles/chapters are delivery electronically via email, and book/media requests are delivered to your student mailbox or will be available at the library front desk, depending on the size of the item.

Your item(s) will arrive in approximately 3 days to 3 weeks and you will be notified via email when they arrive. While staff at the Thelen Library are able to request your items within a few minutes the receipt of your items depends on the lending library. The supplier determines the due date and whether the item may be renewed, if it is a physical item. Electronic copies of articles and book chapters are yours to keep.

The length of delivery depends on how quickly the lending libraries process our requests and the speed of postal delivery. Please request items well in advance to guarantee that the resource arrives in a timely manner for you to use.

<table>
<thead>
<tr>
<th>What materials may be borrowed via interlibrary loan?</th>
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<tbody>
<tr>
<td>Physical items, print books, owned by the Thelen Library</td>
</tr>
<tr>
<td>Onsite students, faculty, and staff</td>
</tr>
</tbody>
</table>
Online students, faculty, and staff

| Physical items may be mailed to those individuals residing in the United States, with the exception of Hawaii and Alaska | No | Yes |

The following materials are usually not available through interlibrary loan:

- reference books
- dissertations and theses
- rare or valuable materials
- periodical issues
- printed newspapers
- textbooks
- materials on reserve
- test materials

The Library reserves the right to block or suspend any user’s InterLibrary Loan privileges.