How do I use Clio?

From iLink (library catalogue) select Inter Library Loans

Using your RGU user name and password, log in. If it is the first time you have used Clio you will be asked to register.
Fill in the form as requested. Please use the address you wish photocopied articles to be sent to i.e. staff-department address, students– term-time address.

Create a new Inter-Library Loan Account

Please register for Inter-Library Loans using this form. You may create new requests immediately but there will be a delay while we verify your registration. If you do not know who your ILL Authoriser is, please check with ILL staff or contact your School/Department.

- Last Name
- First Name
- Email Address
- Status: Staff
- Department: Aberdeen Business School
- Contact Address
- Address Line 2
- Address Line 3
- Address Line 4
- Mobile/Work Phone Number
- ILL Authoriser Name
- ILL Authoriser Email

A list of ILL Authorisers can be found on the Inter Library Loan section on the Library Services page http://www.rgu.ac.uk/current-students/library/library-home/services1.
Making a request

Welcome to the Robert Gordon University Library online Inter-Library Loan service

You have entered our new Inter-Library Loans website. From here you can create requests and track their progress. Contact our ILL Team if you have questions.

Please send comments or suggestions.

What the headings mean

NEW BOOK REQUEST
For requesting loans of books, whole parts of journals or conference proceedings.

NEW ARTICLE REQUEST
For requesting photocopies of journal articles, book chapters or conference papers.

VIEW YOUR REQUESTS
For checking up on the requests you have made.

EDIT PERSONAL INFO
If you move address, name etc remember to tell us.

CONTACT ILL STAFF
If you have any questions or need help the ILL staff are available Mon-Fri 9am-5pm.

LOGOUT
This takes you back to the Clio Login page.
If you wish to borrow a book, whole journal or complete conference proceedings please use the New Book Request form.

New Request Form - Book

DO NOT USE THIS FORM IF YOU REQUIRE A PHOTOCOPY, PLEASE USE ARTICLE REQUEST

Please enter the Request Information

If your request is for a PhD thesis please make the request personally using the University Library EThOS Service form.

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<td>Susan Johnson</td>
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<tr>
<td>Your Email</td>
<td><a href="mailto:susanjohnson@jpu.ac.uk">susanjohnson@jpu.ac.uk</a></td>
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Check Request |

Submit New Request

New Request Form - Article/Book Chapter

Please enter the Article/Book Chapter Request Information

If this item is for a non-commercial purpose please read the Copyright Declaration below. If you accept the Declaration then please enter YES in the COPYRIGHT AGREEMENT box.

Copyright Declaration

Please supply me with a copy of the item as specified on this form. I have read and accept the following terms:

1. I require this copy for the purpose of research for a non-commercial purpose or private study.

2. I have not previously been supplied with a copy of the same material by you or any other librarian.

3. I will not use the copy except for research for a non-commercial purpose or private study and will not supply a copy of it to any other person.

4. To the best of my knowledge, no other person with whom I have shared research or study has made, or intends to make at or about the same time as this request, a request for substantially the same material for substantially the same purposes.

5. If this item is delivered by an electronic method (which includes facsimile transmission), I will retain only a single paper copy and destroy any electronic copies after printing.

6. I understand that if the declaration is false in a material particular the copy supplied to me by you will be an infringing copy and that I shall be liable to repayment of copyright as if I made it myself.

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Copyright Agreement

| Your Name | Susan Johnson |
| Your Email | susanjohnson@jpu.ac.uk |
| Your Department | |
| Your Address | |
| Your Phone | 01234 567890 |
| Your L. Author | |
| Your L. Author Email | |

Check Request |

Submit New Request

The New Article Request form is for photocopies of journal articles, book chapters and conference papers. You need to read the Copyright Declaration and acknowledge you have done so as stated at the top of the page.

It is important that you give us as much information as you have i.e. year, vol no, page number AND journal title.

The easier it is to pinpoint the exact article you need, the quicker we will be able to get it to you.
How do I keep track of my requests?
You are able to follow the progress of your requests (after the ILL Team have received authorisation and sent the request) through the Inter Library Loans system.

From the library catalogue (iLink) select Inter-Library Loan on the menu bar at the top of the search screen.

In the banner at the side you will see View Your Requests, click on there and you will be able to get some information on what is happening to your requests.
In the drop-down box, select the filter that applies to your query.

For example

Your ILL Requests

Filter By
Items Recently Received

Sort By
Request Date

Title: Long day night
Author: McCartney, Paul
Status: Received Loan
ILL: -294
Due Date: 13/06/2010
Received: 16/06/2010
Request Date: 16/06/2010
OVERDUE
What happens when my request arrives?

Once your request has arrived at the ILL dept you will receive an email. What you are required to do then will depend on what you have requested and what address you gave us when you registered.

- **Photocopy**—
  - **Staff**: your article will be sent to you at your office.
  - **Researcher/Student/Distance Learner**: your article will be sent to the address you registered on Clio (please remember to keep this up-to-date in Edit Personal Info).

- **Book**—
  - **Staff/Students based at Garthdee**: you should collect your book at the reception desk on floor 5 of the University Library.
  - **Distance Learners**: If you have agreed with the terms and conditions sent to you via email, once your book arrives we will email you to ask you to pay the £5 charge. When that has been paid we will post out the book by Recorded Delivery.

Can I renew Inter Library Loans?

Inter Library Loans can be renewed but there is a personal charge to you of **£4.00** for each item renewed. Remember and return your books on or before the due date. Overdue items will incur a fine of **£4.00**.

You can contact the ILL staff either through the ILL system or direct.

Tel: 01224 263466
(Mon-Fri 9am-5pm)
Email: ill@rgu.ac.uk