



Prêt entre bibliothèques

I.L.L.

GUIDE FOR INSTITUTIONS

**Interlibrary Loan Service
Bibliothèque Champlain
Campus de Moncton
Université de Moncton**

June 2016

Interlibrary Loan Service Bibliothèque Champlain Campus de Moncton Université de Moncton

The interlibrary loan service of Bibliothèque Champlain at the Université de Moncton (NBMOU) has just implemented a new automated ILL system, Relais ILL developed by Relais International Inc. NBMOU is now part of the ECRC/CRCE (East Coast Relais Consortium ECRC/Consortium Relais de la côte est), which includes 14 Atlantic university libraries: Acadia University, Dalhousie University (2), Memorial University of Newfoundland (4), Mount Allison University, Mount Saint-Vincent University, St. Francis Xavier University, Université de Moncton, University of New Brunswick (2) and University of Prince Edward Island.

SUBSCRIPTION TO NBMOU INTERLIBRARY LOAN SERVICE FOR LIBRARIES WHO DO NOT HAVE AN AUTOMATED ILL SYSTEM.

To have access to the ILL service of the Bibliothèque Champlain you are required to obtain a user account by sending an email to the following address: nbmou@relais-host.com

STEPS TO FOLLOW IN ORDER TO SEND AN ILL REQUEST

- Make sure that NBMOU has the document by performing a search in our online catalogue ([Éloize](#)).
- Make sure that the requested document is not listed in the “No loan” category by visiting the “*Symbols and Interlibrary Loan Policies in Canada*” directory developed by Library and Archives Canada at the following Internet address:
<http://www.collectionscanada.ca/illcandir-bin/illdisp/l=0/d=3/n=1283/b=0/c=1>
- **Submit your requests by using the following Web form:**
- <https://nbmou.relais-host.com/user/login.html?group=library&PL=FRE>

TO FOLLOW UP ON A REQUEST

- **Waiting period**
NBMOU is committed to processing all requests as quickly as possible. An additional cost will be charged to libraries for urgent requests, which will be processed as a first priority.
- **Request status**
The ILL system, *Relais ILL*, will automatically send various e-mail messages informing the requesting library of the status of their request.

To obtain additional information about your ILL requests, select "List all requests" on our web form at the following address:

<https://nbmou.relais-host.com/user/login.html?group=library&PL=FRE>

DOCUMENTS DELIVERY

- **Book or other:**
The documents are sent by regular post, but can be sent by courier on request for an additional cost.
- **Journal articles or part of a work:**
Photocopies are transmitted to the requesting library electronically with Ariel software, or by fax if the requesting library does not have access to Ariel or by regular post if the requesting library does not have access to a fax.

LOAN PERIOD

A loan period of three (3) weeks will be granted, starting on the day the document is received at the requesting library. No renewals allowed.

RETURNING DOCUMENT BORROWED FROM NBMOU

Loans must be returned by the due date.

NEED TO CONTACT US?

ILL hours of operation

The service is open from Monday to Friday, from 8:30 am to 12 pm, and 1 pm to 4:30 pm.

Contact information

Raymond Gallant
Charlotte Duguay

Interlibrary Loan Service

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