

## **GIL Express F.A. Q.'s**

### **Q: What is GIL Express?**

**A:** GIL Express is a service that allows you to request books from other University System of Georgia Libraries through the GIL Universal Catalog @ <http://giluc.usg.edu> or through an on site (walk up) service.

### **Q: Who's eligible for GIL Express?**

**A:** All currently enrolled or employed students, faculty and staff who are in good standing with their Home Library are eligible to use GIL Express. Patrons with overdue books or fines will not be able to request books through GIL Express.

### **Q: What materials can be borrowed through GIL Express?**

**A:** Currently, only books or documents that circulate may be requested. For articles and materials that are not in the GIL Universal Catalog, you can fill out an Interlibrary Loan Request Form.

### **Q: What type of identification is required?**

**A:** A current and valid institution issued picture ID is preferred. However, the Library will accept any current and valid government issued picture ID such as a driver's license, Georgia ID card, a U. S. passport, or a U. S. military ID. Verification of the information will be made through the online GIL Express system. Your Home Library is responsible for keep the patron database current for that institution. If you are not in their patron database, you will not be able to use GIL Express

### **Q: How do I request a book from another USG library and does it cost anything?**

**A:** Search the GIL Universal Catalog @ <http://giluc.usg.edu> for the book you need. When it's on the screen, click on "GIL Express Request" at the top of the page and follow the directions on the screen. Borrowing a book and returning it promptly doesn't cost anything, but there may fines and fees if books are returned late or lost.

### **Q: How do I keep track of the material I requested?**

**A:** You can easily track any materials you requested or checked out through your [Home Library's online catalog](#) or the [Universal Catalog](#) by clicking on "Access my GIL account" on the opening page. You will be asked to login in to ensure privacy of your records. Once the information is verified, you will see all materials you have checked out from your Home Library and any outstanding fines and fees you may have. Materials checked out from other USG libraries through GIL Express will also be listed in alphabetical order after your Home Library. Under each Holding Library will be a list of items you checked out through this service and any fines and fees owed to other USG libraries. Your account shows all requests, cancellations, items in transit, or items available for pick up, due dates, etc. You can renew your Middle Georgia State University Library and GIL Express books from this screen if it is not past the due date.

### **Q: When will my book arrive and how long do I have to pick it up?**

**A:** Books should be received within 4 business days – 2 days processing and 2 days for shipment. If a book can't be filled, there will be a notice in your GIL Account and some libraries will send an email. Items not picked up within ten days will be returned and you'll need to request it again.

### **Q: What's the loan period for a GIL Express book?**

**A:** The usual loan period is 28 days and two renewals are allowed. Keep in mind that some libraries require all their books be returned at the end of each semester, so occasionally due dates may be less than 28 days.

### **Q: Are there overdue fines for GIL Express books?**

**A:** Currently overdue fines aren't charged, but there is a replacement fee and some libraries charge a processing fee for lost books, damage fees, and recall fees for overdue items. Some libraries charge steep recall fees (several dollars per day) when recalling an overdue book for one of their patrons.

### **Q: How am I notified when the materials are received?**

**A:** You should receive an email to your college email account. It is recommended that you regularly check your GIL account for updates.

### **Q: How do I pay for lost books or fines?**

**A:** A GIL Express transaction is between you and the USG Library that lent the book. Middle Georgia State University Library can't monitor your requests nor accept payment of fines. The Library will assist you in contacting the USG Library. Some libraries (not MGA's) are set up to accept credit or debit card payments over the phone, but in other cases, you may have to send a check or money order.

### **Q: Where do I return GIL Express books?**

**A:** GIL Express books can be returned to any USG Library. Your account will be cleared when the book is discharged at that library.

**Q: My account is blocked, what does this mean?**

**A:** Accounts are blocked for one overdue item or a \$10 unpaid balance at any USG library. To clear the block, the overdue book must be returned and discharged or the balance paid. If you have GIL Express materials that are overdue, your borrowing privileges will be blocked. This block will be effective at all libraries including your Home Library you may have a hold put in Banner at your home institution.