FREQUENTLY ASKED QUESTIONS ABOUT ALLIES (ALabama LIbraries Exchange Service)

WHAT IS ALLIES?

ALLIES is a cooperative service that allows students to borrow books directly from another ALLIES partner library. JSU students and employees will be able to walk into a participating library and check out materials using a photo ID. Materials can be returned to any library in the ALLIES system. In addition, JSU students and employees users will be able to request books from these libraries and have them delivered quickly to any library in the ALLIES system.

WHAT LIBRARIES ARE ALLIES PARTICIPANTS?

Auburn University
Auburn University at Montgomery
Jacksonville State University
University of Alabama
University of Alabama at Birmingham

An updated list of ALLIES participants can be found on the JSU Library page
http://www.jsu.edu/library/

WHAT CAN I CHECK OUT?

Books only.

DO I NEED A JSU ID TO CHECK BOOKS OUT AT AN ALLIES LIBRARY?

A current University ID is preferred. However, a photo ID will be accepted.

HOW MANY BOOKS CAN I CHECK OUT THROUGH THE ALLIES SERVICE AT ONE TIME?

The total maximum number of items that may be checked out to an ALLIES patron at any time is 100. This limit does not include items from the patron's home institution. Each institution will set its own local limit of items that may be checked out to an ALLIES patron; the local limits may vary among institutions.

HOW LONG CAN I KEEP THE BOOKS?

28 days or the end of the semester, whichever comes first.
WHERE DO I RETURN BOOKS BORROWED THROUGH ALLIES?
You may return books borrowed through the ALLIES system to any ALLIES participating library.

CAN ALLIES BOOKS BE RENEWED? CAN I DO IT ONLINE?

Currently enrolled students, faculty, administrative staff, and staff, including retirees, can renew ALLIES items one time online.

1. Go to the JSU Library page http://www.jsu.edu/library/
2. Click on the "Your Library Account" link under the image of the Library.
3. Follow the on screen instructions and click the "Login" button.
4. Click on the renewal box of each item you want to renew.
5. Click the "Renew Items" button at the bottom of the list.
6. Check each title to make sure the item has been renewed and to find out your new due date. If the display reads "Not Renewed," the due date on the item has NOT been extended. Bring the item to the Circulation Desk by the original due date listed.
7. **VERY IMPORTANT:** you must logout of the patron information option.

HOW CAN I REQUEST BOOKS FROM ALLIES LIBRARIES ONLINE?

An ALLIES request can be entered from the WebVoyage catalog:

1. Go to the JSU Library page http://www.jsu.edu/library/
2. From the *Find Books* link, click on the "ALLIES " link.
3. Follow the on screen instructions to select the database (catalog) that you wish to search, click CONNECT.
4. Enter the keywords for the item you wish to locate and click on SEARCH.
5. Click on the catalog entry for the item to retrieve the complete catalog record.
6. Click on the REQUEST button.
7. Enter your JSU student number and last name and click on the "Submit Request" button.
8. On the next screen "Please Choose the Type of Request" the box should indicate UB REQUEST. Click OK.
9. Complete the information on the WebVoyage Request: UB_Request form that follows and click SUBMIT REQEUST.
10. "Your patron initiated request was successful" message will appear if the request is successfully completed.
11. You will receive an email message in your GEM account when the item is available.
12. **VERY IMPORTANT**: you must logout of the patron information option.

HOW CAN I FIND OUT ABOUT MY ALLIES REQUESTS, OVERDUE BOOKS, OR LIBRARY FINES?

Your personal record (patron information) shows the titles you currently have checked out and when they are to be returned. It shows the status of books you requested from an ALLIES library. It will indicate if a book that you requested and is waiting for you to pick up. Your record also shows any overdue fines and fees you may have incurred.

1. Go to the JSU Library page http://www.jsu.edu/library/
2. Click on the "Your Library Account" link under the image of the Library.
3. Follow the on screen instructions and enter your JSU student number and your last name in the boxes.
4. Click the "Login" button.
5. You should see your personal information.
6. **VERY IMPORTANT:** you must logout of the patron information option.

If you have any questions or need more information, please contact our Circulation Desk at 782-5758.