

## **Shorewood-Troy Public Library**

### **Interlibrary Loan Policy**

Approved by Board Action, 4/14/16; Reviewed 4/8/21

## Interlibrary Loan Policy

### **Purpose:**

The interlibrary loan policy of the Shorewood-Troy Public Library exists to facilitate community access to materials not already owned by the Pinnacle Library Cooperative for Shorewood library patrons.

### **Eligible Users:**

Interlibrary loan (ILL) is available to anyone 14 years of age or older with a library card residing in the area served by the Pinnacle Library Cooperative.

### **Cost:**

This service is usually free of charge. If the lending library charges a fee, it will become the responsibility of the requesting patron. Patrons must preauthorize acceptance of fees. If accepted, the fee will be attached to the patron record and will require payment at the time of pickup. If an item with a fee is not picked up, the fee remains the responsibility of the requesting patron. The Shorewood-Troy Public Library will pay postage costs for items that are shipped.

### **Restrictions:**

To ensure that requests are processed promptly, requests are limited to ten (10) "in-process" items at a time. In-process is the time from when a request is made until the time the material is returned to the owning library. For photocopies, the transaction is complete when they are picked up by the patron. Requests made by non-Shorewood-Troy Public Library card holders are limited to in-state materials only.

The following materials cannot be requested through ILL:

- Entire issues of a periodical
- Reference/non-circulating books
- Audio-visual materials within six (6) months of their release date
- Textbooks and required course materials

National, regional, and state ILL codes may restrict or limit borrowing in some cases, i.e. picture or easy books, sound recordings, DVDs, and other audiovisual material.

### **Time:**

Most requests are filled within 7-14 days. However, delays are common and there is no guarantee that a request can be filled. Lending libraries may take up to 28 days to respond to a loan request.

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Materials may be unavailable at the lending library, or the first owning library contacted may choose not to loan the material. In such cases, additional libraries must be contacted. A sudden influx of ILL requests may also slow the process.

#### **Notification:**

When the material arrives, the patron is notified either by telephone or by e-mail by the Shorewood-Troy Public Library. Materials received through ILL will be available on the holds shelf near the circulation desk. Materials not picked up within 5 days after notification of arrival will be returned to the lending library.

#### **Labels and Paperwork**

A label indicating the loan period given to the patron will be affixed to the material. This label should be left intact to ensure accurate and prompt processing of the loan. In some cases, paperwork is sent by the lending library that must remain with the material. Paperwork will be attached to the book and may not be removed. Removal of labels or paperwork will result in a \$1.00 fine.

#### **Loan Periods and Due Dates:**

The loan period for materials is determined by the lending library. Materials should be returned to the Shorewood-Troy Public Library by the due date indicated at checkout. Materials may not be returned to any other libraries. Overdue materials cannot be renewed. Borrowers who disregard due dates may jeopardize their ILL borrowing privileges. Late fees for overdue materials are \$1.00 per day for DVDs, Blu-Ray, and Videogames, and \$0.10 per day for all other materials. There is no grace period for interlibrary loans.

#### **Loan recalls:**

The lending library retains the right to request the immediate return of any material it has loaned to the Shorewood-Troy Public Library at any time before the original due date given. In these rare instances, the reference department will contact the patron and inform them of the new due date. The patron will be responsible for charges incurred for any materials returned after this newly established date.

#### **Renewal Request:**

The patron is allowed to renew an ILL material once, upon consent of the lending library. Any request for renewals must be made at least three (3) days before the due date. Renewal requests made after this time will not be processed, and the materials must be returned by the original due date to avoid late fees. The lending library determines the length of time, if any, the loan period may be extended. The reference department will contact the patrons with the new due date or if the renewal request is denied.

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**Lost/Damaged Materials:**

The lending library will determine the replacement cost of any lost or damaged materials. The patron who borrowed the material is responsible for all costs.