# Shorewood-Troy Public Library

# Interlibrary Loan Policy

*Approved by Board Action, 4/14/16; Updated 6/12/25*

## Purpose:

The Shorewood-Troy Public Library's interlibrary loan policy facilitates 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, the requesting patron is responsible for it. Patrons must preauthorize the acceptance of fees. If accepted, the fee will be attached to the patron record and 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, they are limited to ten (10) “in-process” items at a time. In-process is the time from when a request is made until the material is returned to the owning library. For photocopies, the transaction is complete when the patron picks them up. Requests made by non-Shorewood-Troy Public Library cardholders 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 sometimes restrict or limit borrowing of picture or easy books, sound recordings, DVDs, and other audiovisual material. With changes to federal funding, many states are restricting out-of-state ILLs altogether.

## 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.

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 Shorewood-Troy Public Library notifies the patron either by telephone or by e-mail. 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.

## Loan Periods and Due Dates:

The lending library determines the loan period for materials. 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.

## 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 ILL 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:

Upon the lending library's consent, the patron can renew an ILL material once. Any request for renewals must be made at least five (5) 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 time, if any, the loan period may be extended. The ILL department will contact the patrons with the new due date or if the renewal request is denied.

## Lost/Damaged Materials:

The lending library will determine the replacement cost of lost or damaged materials. The patron who borrowed the material is responsible for all fees. If the Library is forced to pay the lost item to regain borrowing privileges from a lending library, the patron remain responsible for the cost, even if the item is returned.