



INTERLIBRARY LOAN POLICY

Interlibrary loan (ILL) is a library materials resource sharing process through which library materials or copies from materials are made available by one library to another. This service enables Durham Public Library (DPL) to offer, through borrowing from another library, access to a range and wealth of materials beyond what the library currently owns.

1. BORROWER CRITERIA

Interlibrary loan is available to current Durham Public Library cardholders.

The library reserves the right to refuse service to anyone who abuses materials or is repeatedly late in returning interlibrary loan materials.

Because ILL materials are loaned on good faith, they **MUST** be returned.

1.1 Making a Patron Request

Patrons may request books, periodicals, audiobooks, CDs, and Videos from other libraries.

Interlibrary loans may be requested by filling out an (ILL) slip, telephone, email, or through the NHAIS online system.

1.2 Patron Notification

The Durham Public Library will respond to (ILL) requests within (2) business days.

Patrons will be notified when their materials arrive through their preferred contact method (email or telephone) as denoted in their library record.

Though we make every effort to secure materials for patrons, sometimes it is necessary to cancel requests. The library will notify patrons of cancellations through their preferred contact method (email or telephone) as denoted in their library record.

1.3 Library Contact Information

[Interloan \(Main Contact\)](#)

[Assistant Director \(Alternate Contact\)](#)

Durham Public
Library 49 Madbury
Rd.
Durham, NH 03824
(603) 590-1121
durhampl@gmail.com

1.4 Borrower Loan Period

The Loan Period for ILL materials is established by the lending library and will be clearly stated on the patron's receipt.

Renewals for ILL materials can be initiated through the borrowing library (DPL). The ability to extend ILL loan period is determined by the lending library and may not always be possible.

Patrons may also request the renewal of ILL materials using the New Hampshire Automated Information System (NHAIS) online service, email, or telephone.

1.5 Overdue, Damaged, or Lost Items

Fees will be assessed to a patron's account for ILL materials returned past the due date as established by the Durham Public Library Circulation Policy.

ILL materials that are damaged or lost will be billed to the patron at the full replacement cost as determined by the lending library.

Please be advised that losing ILL items can be costly. Some materials may cost hundreds of dollars. Borrowers will be notified if the cost of the item they are requesting is equal to or greater than \$100.00 replacement cost as determined by the lending library.

ILL privileges will be suspended if the borrower damages or loses three (3) items.

2. LENDING CRITERIA

As an NHAIS Library, the Durham Public Library will:

- Act as an ILL supplier within NHAIS
- Check ILL requests each day the library is open
- Respond to ILL requests within (2) business days of receipt.
- Notify all ILL users if unable to respond to request for an extended period
- Make our ILL policies available to other participating libraries
- Place comparable or smaller-sized libraries first in our library search strings
- Add holdings for all current acquisitions cataloged by the Durham Public Library.