

## **PEASE PUBLIC LIBRARY**

### **INTERLIBRARY LOAN POLICY**

1. For the purpose of this policy, an interlibrary loan (ILL) transaction involves the loan of library material, or a copy of such material, from one library to another upon request.
2. General responsibilities include:
  - a. Making patrons aware of the scope of ILL services available
  - b. Ensuring that staff have knowledge of ILL policies and use proper modes of communicating and delivering
  - c. Giving prompt attention to requests originating within the library or from borrowing libraries
  - d. Keeping a current ILL policy on file at the library and at the NH State Library
  - e. Complying with copyright laws
3. General policy for lending:
  - a. Every effort will be made to provide a response for material requested within two working days, and to immediately prepare material for transmittal
  - b. If requested material is not immediately available but could be within an acceptable time, a reserve will be placed on material requested
  - c. A general notice will be sent via e-mail if ILL will not be available for certain periods
  - d. All fiction and non-fiction, large print, videos, and audio books will be loaned, with the exception that new items will not be loaned for the first six months or while there is heavy demand within the Library.
  - e. All periodicals will be loaned with the exception of the newest issue, or those in poor physical condition. Photocopies will be made and sent as a substitute in those instances.
  - f. The following materials will not be loaned: books/materials in both the Reference and Reference/New Hampshire sections, genealogies, and newspapers.
  - g. The loan period on all materials will be four weeks, with renewal possible for an additional two weeks. Materials loaned for a book discussion will be loaned until the program is over.
  - h. There is a limit of four items per library patron for ILL borrowing at one time.
4. General policy for borrowing
  - a. Our own library resources will be exhausted before requesting outside material

- b. Materials owned will not be requested except under special circumstances such as when multiple materials are needed for a program
  - c. When practical, new materials will be purchased rather than borrowed
  - d. Long lists of materials or large numbers of items on a specific subject will not be requested from any one library, or for any single patron
  - e. Renewals will be requested in a timely manner
  - f. Responsibility will be assumed for material borrowed and its timely return
5. Specific procedures
- a. The New Hampshire Automated Information System (NHAIS) will be utilized for both lending and borrowing, and the NHAIS standard protocol manual will be followed
  - b. When a patron requests materials, requests will be written on ILL request cards. Special notes regarding dates by which the materials are needed or other pertinent information will be recorded on the request card.
  - c. When a request is placed the patron will be asked to call the library in one or two weeks to determine the status of the request.
  - d. If a request has not been answered in two weeks, and the item is listed in the NHAIS database as belonging to a NH library, the request will be placed again. If there is still no response a phone call or email will be sent to owning library(ies).
  - e. If no materials are located, the patron will be notified by phone, and the urgency of the request determined. If the patron wishes to pursue the material, an out-of-state search will be conducted. The patron will be notified of the status of this search, and will be informed of any fees. The patron will be expected to pay such fees.
  - f. Incoming items will be listed in the incoming ILL record book
  - g. Outgoing items will be checked out on the computer to one of the ILL records, and will be recorded in the outgoing ILL record book
  - h. Statistics for both incoming and outgoing materials will be recorded:
    - i. Statistics for incoming items are compiled monthly from the record book
    - ii. Statistics for outgoing items are recorded when the items are ready for shipment
    - iii. The number of items our patrons have requested which are not filled will be recorded monthly
  - i. The Librarian responsible for overdues will assist if a patron's ILL materials are not returned on a timely basis.
  - j. Materials will be sent by state van delivery service
  - k. Postal service will be used if the borrowing library is not on the van route
  - l. Personal pick-up is permitted for librarians and non-library patrons if arrangement are made by the borrowing library
  - m. Patrons will be notified by telephone or email when requested items are available

*Amended by Pease Public Library Trustees June 28, 2018*