

# BARRINGTON PUBLIC LIBRARY

## *Interlibrary Loan Policy*

HSDO

Barrington Public Library

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Hours: Mon. 10-6, Tues. 10-~~88~~, Wed. 10-8, Thurs. 10-~~66~~, Fri. 10-6, Sat. 10-3

The date you last updated your ILL policy: ~~January 2025~~ July 2022

Interlibrary Loan (ILL) is a courtesy extended among libraries to fulfill patron requests for materials not owned by the requesting library. There is an extensive standard of procedure at the local, state, national, and international levels that must be followed in order to retain the privilege of ILL. This library adheres to the rules, regulations, and procedures set forth in the New Hampshire ILL Protocol Manual. The following in-house regulations shall apply to all ILL requests:

1. ILL requests shall be filled at the discretion of the Library. A patron must be in good standing with the Library and have no outstanding fees or overdue materials. The decision to ILL items shall be based upon a variety of factors, including the patron's reliability in returning materials in a timely fashion and in good condition as well as the availability of the item within the State of New Hampshire. We currently do out-of-state searches for patrons if it is of an immediate and pressing need. In that case, we shall attempt to find a loaning library from another state but no guarantee is made that the material can be obtained. The patron will be responsible for any copying or loan fees that the loaning library charges plus a \$~~46~~.00 per item postage fee. If the item weighs more than 2 lbs. an additional postage charge may be incurred to cover shipping.
2. Items shall be loaned at the discretion of the lending library. They have no obligation to send specific materials and patrons must be aware that this limitation exists. The decision is based on a variety of factors, which include the reputation of the requesting library for timely returns, the physical condition and rarity of the material, the location of the material in the lending library, and the demand from in-house patrons. It is also the right of the lending library to put restrictions on the use of materials; for example, the lending library might insist that the materials be used only in the borrowing library. Our patrons must follow any rules set forth by the lending library when using their materials.
3. The Library will attempt to borrow the requested material as quickly as possible. With the current system, ILL process time is about two weeks, however, it could take eight weeks or more, and it is possible that some requests will never be filled. Patrons will be informed as to the status of their request in a timely manner.

4. A patron must provide the Library with a properly completed interlibrary loan request form for each item requested, and this may be done via online form or in-person at the Library using a paper form. The more information provided by the patron, such as title, author, date of publication, publisher, etc., the more likely the request will be filled.
5. When the Library has received the requested material, the patron will be notified by their chosen contact preference. A second notice using an alternate contact method will be used if the item is not picked up within 2 days. It is important that the material be picked up promptly because it has been loaned for a limited time and may not be renewable. The patron is asked to call the Library 3 days in advance of the due date given if they need to renew an ILL item. Any item not picked up within one week of 2<sup>nd</sup> notification shall be returned to the loaning library if the patron has not called to set up a pick up time beyond that date.
6. The patron must return the material by the due date in order for the Library to return it to the lending library on time. Failure to return the materials on time may result in the Library restricting the patron's ability to utilize the interlibrary loan privilege in the future. Patrons will also be liable for any damage fees or lost book fees incurred due to their treatment of the materials borrowed. It is important that the patron return the material to the Barrington Public Library, NOT the lending library, so that the proper records may be maintained.
7. We reserve the right to restrict the number of requests that a borrower may make through ILL at one time. There is a limit of 10 ILL requests checked out per family at any one time. Items must be returned before further ILL requests will be taken and processed. A maximum of 30 ILL requests per calendar month is allowed. Limitations are in place due to limited staff time, limited space on State transport vans, and the liability of the Library to pay for lost items should a patron fail to return ILL items. This number may be reduced, or ILL and BPL privileges denied, for patrons who fail to return items on time. If a patron fails to pick up items they requested a total of 3 times, ILL privileges will be revoked for 6 months. If the patron repeats that same pattern after the revocation is lifted, privileges will be permanently revoked. Patrons will be notified at each step about the policy so they are aware of the possibility of revocation.
8. ILL requests for academic journal articles located at UNH will be denied if the patrons are students or professors of UNH and have access to the UNH library directly. All other academic requests will be attempted but these materials may take more time to get here through the van system due to the University backlog of requests. Some article requests may not be possible due to database access rules or embargoes placed on Universities regarding the loaning of e-materials. Some article requests may be filled via an electronic file with limited time access, rather than a paper copy.
9. Materials will come from the first responding library, not necessarily the closest library. Patrons must wait for the ILL process and van delivery. We do not normally have the capability to call a local library to set aside materials for a patron to pick up. This is considered a direct lend to that patron and they must secure a library card at that library to do so and pay any fees for the library card that that institution charges. If the library allows this form of pick up, we will arrange to do so in emergency cases.

10. Any materials lent from the personal libraries of staff members shall be tracked and counted as interlibrary loans.
11. The Barrington Public Library has an open policy to loaning materials. All items in the collection (except puppets, creation kits, some new video game types, and equipment) may be loaned to NHAIS libraries (and out-of-state libraries) if they are not currently circulating or on a reserve list for our own patrons. New items will also be loaned should there be little demand for the item here. Items under 3 months old will not be loaned except in extreme circumstances and if there is no demand for the item in Barrington. The Library believes in full loaning of all materials to support patrons throughout the State of New Hampshire and foster the sharing of materials between all libraries. The Barrington PL will however deny borrowing privileges to certain libraries that do not have reciprocal borrowing privileges for specific formats. The Library reserves the right to set any requests as unfilled if the borrowing library has any items over 30 days overdue and has not contacted us to let us know the status of the item. As of 45 days overdue, replacement payment is due and all incoming requests from that borrowing library will be set as unfilled until payment is received.
12. The Barrington PL will accept requests via NHAIS, ALA Form, e-mail, or phone requests. ALA forms may be e-mailed to the ILL Librarian. If a NHAIS request is possible; we prefer that method of request. We will fill NHAIS requests first and all other methods will be filled only if staff time allows. The Library reserves the right to limit the number of simultaneous loans to one borrowing library at a given time due to staff time needed to process materials. Any library with more than 20 items on loan from BPL may have their request deemed unfilled so another library in the system can fill that request.
13. The interlibrary loan period shall be: 6 weeks for books, audios, music CDs, 6 weeks for DVD TV series and Video Games and 6 weeks for single DVD movies. If the item is new (under 6 months), we reserve the right to curtail the loan period to 3-4 weeks. DVDs and video games will not be renewed. All other Renewals will be granted as long as no Barrington patron wishes to use the item. The Library prefers that renewals be requested via the State NHAIS system.
14. The Library will loan reference materials only at the discretion of the Director. The Library will provide photocopies of reference data and/or periodicals free of charge up to 20 pages. After that limit, a charge of 10 cents per page will be assessed. All libraries are responsible for compliance with copyright law and its accompanying CONTU guidelines, and shall inform its users of the applicable portions of the law.
15. The Library will respond to a request within 2-3 working days. Materials will be sent via State van service. If the library is not on a State van route, we will send via US mail with all postage charges being billed to the borrowing library. We will transmit data electronically by e-mail if copyright is approved for such a transmission. Patrons from other libraries may come to the Library to pick up items in emergency situations but van delivery is the preferred method of delivery. The patron must show their valid library card from the borrowing library at the time of pick up.

16. All borrowed materials should be returned to us via the State van or US mail if no van is available.
17. This ILL policy is in compliance with all current NHAIS agreements.