



## 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 to offer, through borrowing from another library, access to a range and wealth of materials beyond what the library currently owns.

### SECTION 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.

#### **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.

#### **Patron Notification**

The Durham Public Library will respond to (ILL) requests within 48-hrs.

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.

## **Library Contact Information**

Margo LaPerle– Library Assistant- Interloan (Main Contact)  
[mlaperle@ci.durham.nh.us](mailto:mlaperle@ci.durham.nh.us)

Sheryl Bass - Director (Alternate Contact)  
[sbass@ci.durham.nh.us](mailto:sbass@ci.durham.nh.us)

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

## **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 must be arranged by ILL staff at the borrowing library (DPL). Patrons may request the renewal of ILL materials using the New Hampshire Automated Information System (NHAIS) online service, email, or telephone.

## **Overdue, Damaged, or Lost Items**

Fines 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. 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 \$300.00.

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

## **SECTION 2: LENDING CRITERIA**

As an NHAIS Library, the Durham Public Library will:

- 1) Act as an ILL supplier within NHAIS
- 2) Check ILL requests each day the library is open
- 3) Respond to ILL requests within 24-hrs. of receipt
- 4) Notify all ILL users if unable to respond to request for an extended period
- 5) Make our ILL policies available to other participating libraries
- 6) Place comparable or smaller-sized libraries first in our library search strings
- 7) Add holdings for all current acquisitions cataloged by the Durham Public Library.



# Durham Public Library

49 Madbury Road || Durham, New Hampshire 03824  
603-868-6699 || [durhampubliclibrary.org](http://durhampubliclibrary.org) || [durhampl@gmail.com](mailto:durhampl@gmail.com)

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## **Making Requests - Interlibrary Loans**

Any NHAIS library may borrow materials. The library circulates all of our printed materials except materials from our closed collections. We encourage libraries to make their requests, however, and if the item does not circulate, we will do our best to fulfill the request by photocopying pages (at Durham Public Library's cost), making suggestions for other materials, etc. We will be glad to work with the lending library and, if needed, the requesting patron to help fulfill the loan request.

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## **Lending Loan Period**

The Durham Public Library loan period is 3 weeks plus transit time depending on borrowing library location. We reserve the right to adjust loan periods based on circumstances. Renewals may be requested via email, telephone or through the NHAIS online system. We reserve the right to decline a renewal based on the needs of our own borrowing community.

## **Damaged or Lost Items**

Borrowing libraries will be charged at the full list price for lost or damaged items from our collection.