

# INTERLIBRARY LOAN

## POLICY QUESTIONS TO ADDRESS

1. Why does the library allow customers to use interlibrary loan to borrow materials from other libraries?
2. How does the provision of this service support the library's goals and objectives?

## DEFINITION

What does the library mean by the term "interlibrary loan?"

## REGULATIONS QUESTIONS TO ADDRESS

Borrowing materials from other libraries:

1. Does the library participate in any local, regional, state or national programs that facilitate the borrowing or lending of items to other libraries?
2. How are customers made aware that they may borrow items or receive copies of information from other libraries?
3. Are there certain types of materials that the library will not attempt to borrow on interlibrary loan? If so, what?
4. Are all library cardholders eligible for this service or only certain borrower types eligible?
5. Is there a fee for the service? If so, what is the fee?
6. If the library is charged a fee to borrow an item or for a photocopy etc by the lending library., is the charge passed along to the customer? Is there an additional service fee or processing charge added by the library?
7. Is there a limit on how many items a customer may request on interlibrary loan at one time?
8. Is there a limit on how many items a customer may have on loan from interlibrary loan at one time?
9. How does a customer request that an item be obtained on interlibrary loan?
10. Which staff members are responsible for processing interlibrary loan requests received from library customers?
11. How is a customer informed that an item he or she has requested on interlibrary loan is available?
12. How is a customer informed of the date by which the item must be returned?
13. If the customer does not return the item by the due date, is he or she contacted and informed that the item is overdue? If so, is he or she contacted by phone, mail, email etc?
14. If a customer returns an interlibrary loan item after the due date, is there an overdue fine? If so, what is the fine? Is there a maximum fine?

15. If a customer loses an interlibrary loan item, what charges are assessed? Does he or she pay a fixed fee, the replacement cost of the item or original purchase price of the item? Does he or she also pay a service charge or processing fee for each lost item? Is there a maximum charge?
16. If a customer damages an interlibrary loan item, does he or she pay a fee? If so, what is the charge?
17. How is the customer's confidentiality protected during the interlibrary loan process?

Lending materials to Other Libraries:

1. Which staff members are responsible for processing requests received from other libraries?
2. Are there certain types of materials that the library will not lend on interlibrary loan even though they are available to local library customers?
3. What is the loan period for an item being lend on interlibrary loan? Does the loan period vary based on the type of material that is being lent?
4. Does the library charge a fee when it lends an item to another library? If so, what is the fee?
5. Does the library charge a fee when it provides a photocopy to another library? If so, what is the charge?
6. Does the library charge a fee if the item it lent to another library is returned late? If so, what is the fee?
7. Does the library charge a fee if the item it lent to another library is returned damaged? If so, what is the fee?
8. Does the library charge a fee if the item it lent to another library is never returned?
9. Under what circumstances, if any, will the library refuse to lend materials to another library or to a specific customer of another library?