

# **LVDL POLICY MANUAL**

## **Section II: Service Policies**

**TITLE: Interlibrary Loan Policies and Procedures**

**DATE ADOPTED: August 13, 2007**

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### **LAKE VILLA DISTRICT LIBRARY INTERLIBRARY LOAN POLICIES**

Resource sharing by interlibrary loan is an effective means for each library to broaden its holdings. Interlibrary loan items are those borrowed from another library or sent to another library. Interlibrary loan defines a process and a product. (E.g. The Library interlibrary loans an item which then becomes an interlibrary loan.)

As a member of the CCS Interlibrary Loan Group, Lake Villa District Library adheres to the policies and procedures outlined by that group. The Library also follows the protocols for member libraries established by the North Suburban Library System. It is a requirement for membership in NSLS that member libraries honor the Illinet Interlibrary Loan Code. The Illinet Interlibrary Loan Code is based on the American Library Association National Interlibrary Loan Code. Lake Villa District Library also adheres to the interlibrary loan policies established by WorldCat.

#### **GENERAL POLICIES--BORROWING**

Patron requests are first searched via CCS, our database consortium. The database will select the first available copy in the system to satisfy the request. When a title is not available through CCS a request will be made through the WorldCat.

All WorldCat (OCLC) requests need to include bibliographic information including format, patron name (last name, first name), library card number, phone number, title, author, publication date and accession number. Patrons may also place their own requests via WorldCat.

1. Patrons must have a valid Lake Villa District Library card to request Interlibrary Loan services.
2. There is a limit of 50 holds per Lake Villa District Library patron.
3. There is a limit of 10 WorldCat requests in the hold queue at any time for each Lake Villa District Library patron.
4. Patrons are notified when their requested item arrives. An item is held for a patron for one week. If a patron cannot be reached by phone or email a notice will be sent.

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5. All items are expected to be returned by the due date.
6. Items borrowed from a CCS library, may be renewed according to the owning library policy. WorldCat renewals are at the discretion of the owning library.
7. Requests for materials are limited to Lake Villa District Library card holders only.
8. Interlibrary Loan items are fined at the rate of \$.25 per day up to a maximum of \$10.00 for each book and \$1.00 per day up to a maximum of \$10.00 for each AV item.
9. Lake Villa District Library lending limits apply to ILL items.
10. Non-CCS ILL items borrowed at Lake Villa District need to be returned to Lake Villa District Library.
11. All non-CCS requests and returns are routed to the ILL staff.
12. All ILL problems are routed to the Head of ILL.
13. ILL materials that are returned damaged by our patrons are routed to the Head of ILL. Patrons are asked to return materials in the same condition they were received. Patrons are responsible for all charges levied by the owning library for materials they have borrowed.
14. Patrons will pay the replacement cost of an item including all fees charged by the owning library. Lake Villa District Library will **not** accept replacement materials. If necessary, Lake Villa District Library will reimburse the owning library for all lost or damaged materials lent to our patrons through ILL and bar our patron until the matter is cleared up. There are no refunds given on Interlibrary Loan materials that have been paid for.
15. The Head of ILL will make a determination as to the most cost effective manner of obtaining the material.
16. Lake Villa District Library will pay up to \$12.00 to borrow an item from another library or obtain a photocopy of an article from a journal. Lake Villa District Library will place a financial limit on obtaining materials of \$50 per patron per year. The Head of ILL will contact the patron to give them the option to pay for the charges above the stated limits.
17. Lake Villa District Library's patrons will be able to request up to 10 copies of a readily available title in CCS for a local book discussion. Titles will be checked out the requesting patron for up to 6 weeks.
18. Patrons are able to suspend holds.

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19. Lake Villa District Library will attempt to obtain every request a patron submits, however, if we are unable to obtain the item, their hold will be cancelled and they will be notified.
20. Patrons with overdue WorldCat materials will have their library card barred when the item is 14 days overdue.

### **EXCEPTIONS**

1. We will not request Audio Visual materials outside of Illinois.
2. Patrons should be made aware of the limited availability of certain types of materials. It is difficult to obtain new materials and genealogy items.
3. The library will not obtain the most recent edition of any textbook.
4. ILL staff can place requests in other databases on a case by case basis.

### **GENERAL POLICIES—LENDING**

Requests will be accepted from CCS database, World Cat, fax, phone and email. Lake Villa District Library will lend materials throughout the continental United States at no charge to the borrowing library.

1. Lake Villa District Library will lend books to all libraries within the continental United States. Materials designated as NEW will not be available for Interlibrary Loan.
2. Lake Villa District Library will send materials requested inside the state of Illinois through the van service unless the library is not on the ILDS route.
3. Lake Villa District Library expects replacements cost of long overdue materials. We will invoice the borrowing library. Lake Villa District Library does not give refunds on Interlibrary Loan materials.
4. Lake Villa District Library reserves the right to restrict further borrowing if a library has outstanding overdue materials.
5. Processing fees will be added to the replacement cost. Fines will be waived.
6. Patrons who return materials borrowed at the Lake Villa District Library are responsible until the materials are returned to the Lake Villa District Library.

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7. Lake Villa District Library will allow holds placed on “on order” items for Lake Villa District Library cardholders only.
8. Requests from CCS libraries will be honored through the CCS database for patron requests or fax for requests of multiple titles.

### **BILLING PROCEDURE**

#### **ITEMS BORROWED FROM OTHER LIBRARIES**

Every attempt is made to collect for the loss of an interlibrary loan item from the patron. When the patron pays for the item, the senior circulation clerk checks in the item to remove it from the patron’s record (computer will show item *in transit*). Paperwork and payment is routed to the Head of ILL.

If, however, our patron does not pay for the lost interlibrary loan item, Lake Villa District Library assumes responsibility. Any damage fees and/or processing fees that are assessed by another library are attached to the patron’s record.

Lake Villa District Library will pay for lost ILL materials from other libraries if billed within one year of the due date.

#### **JOURNAL ARTICLES**

The Lake Villa District Library will follow the CONTU (National Commission on New Technological Uses of Copyrighted Works) Guideline when obtaining journal articles.

1. The copy must become the property of the patron.
2. The library should have no notice that the copy will be used for a purpose other than private study, scholarship or research.
3. All articles will include the Warning of Copyright.
4. The library will obtain up to five article titles per patron per journal title.
5. The library will maintain its records of requests for three years.
6. Patrons must have a valid Lake Villa District Library card in order to request journal articles.