

Interlibrary Loan Policy

Purpose: Interlibrary Loan is an important service that supports the mission of the library by providing enhanced access to library materials and information. The purpose of Interlibrary Loan is to obtain materials not available in our library and in return, to share material from our collection to other libraries.

The library affirms that Interlibrary Loan is an adjunct to, not a substitute for, the library's collection.

Summary:

Loan Period:	3 weeks
Renewals:	no automatic renewals, only if approved by the lending library
Limit:	3 items at a time
Fine:	Fines may be charged in cases where the lending library charges Peterborough Town Library fines for items returned late by our patrons. Replacement fees will be charged for lost items.

ILL service is a privilege that takes considerable staff time and the time of other NH library staff. Patrons who either damage, do not pick up requested ILLs, or have overdue ILLs more than 3 times may have their ILL privileges restricted.

For Patrons:

- The Interlibrary Loan service is available to all persons having a valid PTL card in good standing.
- Patrons must notify staff if they need an ILL before a particular date or if they need to cancel a request.
- Patrons who fail to pick up a requested ILL, damage an ILL item, or have overdue ILLs may be restricted for up to 6 months from using ILL services.
- Patrons will be notified if an item cannot be found via ILL. Otherwise, all ILLs will generally be filled within 2-3 weeks depending on the lending library and speed of NH State van deliveries.
- ILL service is library-to-library. Patrons may not call other libraries and facilitate lending; it must be conducted through the ILL coordinator.
- Requests can be submitted through the online order request form, at the help desk, or by calling the library during regular business hours.
- Patrons are limited to three ILLs at a time. Any additional requests will not be filled until the patron returns one or more of their current ILL items.
- If an item is not found in NH public library system, the library may attempt to lend it from an out-of-state library or from the universities in New Hampshire. Out-of-state libraries are under no obligation to lend to PTL.

- PTL does not borrow items the library owns unless they are missing, lost, long overdue, or the request is part of a batch for a PTL run book group. (PTL does not facilitate private book group ILLs. Please ask about our book bag program.)
- PTL will borrow the following materials for patrons: books, audiobooks, movies, music, articles, periodicals, and magazines. Titles must be published or released at least six months prior to the request. Reference titles are generally not available via ILL.
- Most ILLs require anywhere from two to six weeks or more for completion, as ILL staff may have to make requests to more than one library due to availability. There is no guarantee as to how quickly an item will arrive. ILL staff monitor pending requests daily.
- PTL's loan period for items obtained through ILL is determined by the lending library's due date, plus delivery time. When patrons receive an ILL, a receipt will be included with the due date.
- PTL does not charge fines for overdue ILLs unless the lending library charges a fine. If an ILL is overdue by more than three weeks, patrons may be restricted from further ILL services.
- If ILLs are lost or damaged while in a patron's possession, they will be charged for the replacement. ILL staff will contact the lending library for the replacement price, notify the patron of the price, and adjust the balance on the patron's PTL account accordingly. Payments can be made at the PTL main help desk by cash or check.

For Borrowing Libraries:

Interlibrary Loan Coordinators:

Nancy McMullen – NmcMullen@PeterboroughNH.gov

Nik Beauchemin – NBeauchemin@PeterboroughNH.gov

Phone: 603.924.8040

- PTL lends to all libraries participating in the NHAIS system. We may lend to other public libraries within New England.
- Please use the NH State Library online system to place all requests. If time sensitive, we may accept requests by phone.
- PTL uses the NHSL van service or USPS for delivery.
- PTL only facilitates library-to-library lending. Borrowing libraries and patrons may not pick up their loans in-person unless authorized by ILL staff.
- PTL does not charge overdue fees to lending libraries but does charge replacement fees for lost or damaged items.
- PTL will lend any item in our circulating collection that has been published at least 6 months prior to the date of the request.
- PTL will lend items for 6 weeks.
- PTL does not allow other libraries to place holds for reserve purposes.

Approved by Board of Trustees 5/18/23

Edited and reapproved by Board of Trustees