

Interlibrary Loan Procedures

Service for Highland Park Patrons

Interlibrary loan is provided within the context of reference service as an access point to information resources that are not available in the collection of the Highland Park Public Library or through CCS.

The Highland Park Public Library follows the guidelines of service as outlined in the Illinet Interlibrary Loan Code and the National Interlibrary Loan Code for the United States.

Interlibrary Loan is a service between libraries. Patrons may not circumvent interlibrary loan procedures by visiting the owning library place a request or pick up materials.

We **will not borrow items that we own** unless our copy is damaged, assumed lost, or missing, or the patron requires an alternate format.

WHO MAY REQUEST: Interlibrary loan service is available to **Highland Park resident cardholders**. Cardholder status must be verified by the librarian taking the ILL request. ILL isn't available to cardholders who have expired cards or blocks on cards due to unpaid lost or damaged items. All requests must be made through the adult or youth reference/RA staff only (A-V staff may take requests for audio-visual materials.).

LIMITS: Each cardholder is limited to **10 items** at any one time. ILLs can be verified in the patrons account record under the ILL tab to verify this number, the patron's "has" to determine the number of ILL items currently requested. Librarians will not take requests to submit on a "delayed" basis. No patron may request the same title more than twice within a twelve-month period. We **do not** request items that are less than 6 months old, please verify publication date. We do not send nor request material outside of the United States.

COPYRIGHT: The library can not provide more than 5 requests for photocopies per calendar year from a periodical title (not issue) if those articles were published within the last 5 years according to section 108(g)(2) **Copyright Guidelines**. Patrons should be notified of copyright guidelines that might affect the ILL request.

INFORMATION REQUIRED: If a patron doesn't have bibliographic info., reference staff will assist them in determining titles on the subject. Selection of the most appropriate titles to meet the patron's information need is determined by the patron.

FORMS: Staff must complete the "in-house" interlibrary loan forms . ILL requests should be placed in the appropriate boxes in the reference office.

LENDING LIBRARIES: Locations should be searched in the following order.

CCS libraries

OCLC/Worldshare libraries (in this order: public, academic, special)

Internet Access locations/Commercial vendors

Requests with deadlines will be given priority. Patrons should be informed that a deadline date is considered an automatic cancellation date by the lending library.

CANCELED REQUESTS: An ILL request will be canceled after **3 unsuccessful attempts** to borrow it from any owning location. Patron will be notified and note will be placed on ILL record in patron

account. The patron may re-submit the request at a later date. Patrons may cancel an ILL request at any time. However, if the patron has agreed to a fee and the lending library charges a fee, the patron must cancel the request within 2 days of placing it to avoid charges. The Library will absorb any costs for requests canceled within 2 days if the item had shipped already and cannot be canceled.

FEES: The patron is responsible for any charges: The patron will be contacted if there is a charge for any item. 1. The librarian taking the request should inform the patron that "free" locations will be searched before requesting from libraries with fees. 2. Fees charged by the lending library for photocopies of other reproduction. Interlibrary loan staff will request the lending library to notify us of fees prior to filling the request. Patron must approve charge before loan conditions are accepted.

When the lending library has a charge, that amount should be recorded on the ILL form. The patron should be notified in advance of this amount by the authorizing librarian. Interlibrary loan staff will place fee on the patron's borrower account when the item is received.

Interlibrary loan staff should clearly mark the paperwork with fee information, so circ. staff can identify these charges when the patron comes to pick up the item. The patron is responsible for any fees if the request was not canceled within 2 days of being placed. **Fees must be collected immediately at pick up.** If the patron arrives at the library without money, the item should be held until they return and make payment. If the patron refuses to pay, s/he may not receive the item. Circulation staff may not pay or waive ILL fees.

RENEWALS: Interlibrary Loan Staff may **renew ILL items once** with permission of the lending library. All renewals should be through the adult or youth reference desks. Patrons may request renewal by phone if they can provide appropriate information (usually the book barcode number). Patrons may not request renewals directly from the lending library. Only ILL staff can renew an item. Do not override renewal on interlibrary loan material.

AUDIO-VISUAL: Audio-Visual ILL request are allowed. Loans of Highland Park material will be determined item by item.

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