

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.

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, overdues, or fines of \$20.00 or more. 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 **5 books or AV (2 video/DVD) AND 5 articles pending or received** at any one time. Each cardholder is limited to one season of a television series checked out on his/her card at a time. While it is difficult to verify this number, the patron's "has" list can be checked to determine the number of ILL items currently charged. 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.

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: The **patron must provide bibliographic information**. This should be full author and title information. Staff should verify this information with bibliographic sources. **Subject requests will not be accepted** for ILL searches. 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 or patron must complete the "in-house" interlibrary loan form . ILL requests should be placed in the appropriate boxes in the reference office. Staff should **complete the standard ALA ILL form** before submitting a request to another library unless the item is requested online through OCLC or the owning library's catalog. The ALA ILL forms should be stamped "Please notify of any charges in advance" or include a typed request for notification of charges at the top of the form.

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

Public libraries within RAILS.

Nonpublic libraries within RAILS.

OCLC libraries (in this order: public, academic, special, first in Illinois, then Midwest, U.S.)

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.

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. The **patron must be notified of expected fees** prior to processing the request.

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. Circulation interlibrary loan staff will attach this fee to the patron's borrower record when the item is received using the "Bill User" wizard and noting the Reason for Bill as ILL. Item details (author/title) should be recorded in the notes field of the patron record.

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: 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.

AUDIO-VISUAL: Audio-Visual ILL searches are limited to regional locations. Because the HPPL limits the areas to which it sends audio-visual materials, A-V items may not be borrowed from libraries outside of regional geographical area. Loans of Highland Park material will be determined item by item.

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