



Interlibrary Loan Policy

Approved by the Tempe Public Library Advisory Board

May 2016

Introduction

Interlibrary loan (ILL) is a library materials resource sharing process through which library materials or copies from materials are made available by one library to another. This service enables libraries to reach beyond their own limitations of space, budget, and scope of collection, to offer, through borrowing from another library, access to a range and wealth of materials greater than they are able to provide.

Who may request this service?

Interlibrary loan service is available to any Tempe Public Library card holder with Borrower privileges, who has an account in good standing.

How are requests made?

Interlibrary loan requests are made by completing the *Request an Item* form, available via the library website. One library card may have up to three (3) interlibrary loan item requests at any one time; this includes pending requests as well as currently borrowed items.

What kinds of materials may be requested? Can an ILL be cancelled?

Most print and microform materials may be requested. Materials not available for interlibrary loan include:

- Magazines and newspapers (photocopied articles may be requested)
- DVDs and CDs (including books with supplemental CD-Rom inserts)
- Rare, archival, manuscript, or fragile items
- Software
- Downloadable materials and electronic resources
- Current best sellers or other books published within the last six (6) months

Because of the time, effort, expense and possible lending fees involved in an interlibrary loan request, cancellation is not possible once the request has been submitted to the lending library.

If a request is made, the material received, but the customer does not pick up the material within seven (7) days a fee of \$5.00 per requested item will be charged to the person's library card account.

How does copyright restriction affect photocopy requests?

The Tempe Public Library complies with Federal copyright law and CONTU (National Commission on New Technological Uses of Copyrighted Works) guidelines that establish the following guidelines for copying for interlibrary loan: Requests for photocopies must include the copyright warning and the patron must acknowledge awareness of the copyright warning; the library may request only a total of five (5) articles a year from the last five years of a specific magazine; the library may request only one (1) article a year from any one issue of a magazine.

How long is the lending period for interlibrary loan materials?

The loan period for materials borrowed through interlibrary is three (3) weeks. Interlibrary loan material is not eligible for renewals.

Are there any ILL borrowing fees?

The Tempe Public library will make every effort to request materials from libraries that do not charge an ILL lending fee, as well as offer to patrons the option to request only from libraries that do not charge. However, patrons who wish to proceed without regard to lending fees, or who choose to proceed with a request once they have been informed of a specific lending fee, are responsible for the charges applied by the lending library once that item has been shipped. If lending charges are not paid at the time the material is picked up, they will be attached to the patron's library card record as outstanding fines and fees and handled in the same manner as other charges.

How should ILL materials be returned? What if they are late or are damaged or lost?

Because ILL materials are loaned on good faith, they **MUST** be returned. Interlibrary loan materials **cannot** be placed in the indoor book return or the outdoor book drop; patrons must take care to return items **by hand** to the library Answers Desk with the interlibrary loan sticker still in place on the item. A \$1.00 per day per item overdue fine will be assessed for interlibrary loan materials that are returned past their due date. If there is any damage to an interlibrary loan item or an interlibrary loan item is lost, the patron will be responsible for the lending library's replacement cost. Please note that replacement cost of library items may be as high as several hundred dollars over the purchase price of the item. ILL privileges will be suspended if the borrower damages or loses three (3) items.

How will i be notified of my ILL request?

You may opt to receive an automatic notification via email when the request is submitted online. A second notification will be sent when the ILL order is processed. A final notification will be sent when item is available for pickup.