

Chesterfield Public Library Interlibrary Loan Policy

Interlibrary loan (ILL) is a service that supports the mission of the Chesterfield Public Library (CPL) by providing enhanced access to library materials and information. The purpose of ILL is to borrow, upon request by a Patron, materials not available in the library, as well as to provide materials from our collection to other libraries. Requests are made by library staff through the New Hampshire Automated Information System (NHAIS) ILL service. Patron requests may be made to the CPL in-person, via e-mail or over the phone.

The library affirms that ILL is an adjunct to, not a substitute for, the library's collection. Rather, it is to serve as an enhancement of the library's own collection. The library will not normally seek loans of materials that have been published within the last six (6) months. Frequently asked for materials will be considered for purchase as budget allows.

ILL services are offered to all CPL patrons holding a valid library card in good standing. There is no limit to the number of requests. Patrons requesting ILL's assume responsibility for the loan. Parents/Guardians are, also, responsible for all ILL's requested by their minor children. Materials loaned or borrowed will be sent via the NH state library van. When necessary, materials will be sent via US mail. If there are any expenses, they will be paid by the person requesting the materials.

Users must understand that not all requests can, or will, be filled and that it may take up to three (3) weeks to receive the available materials. Currently the van comes to the CPL on Tuesdays. Factors affecting delivery service include: which days the request is made, the location of lending library and the NHAIS van schedule for pick-up and delivery. Under normal circumstances, ILL requests will be submitted within two (2) library business days.

Most materials in CPL's collection are available for loan on request. Exceptions include: materials that are on reserve or published with the last six (6) months, materials frequently asked for by CPL patrons, in-library reference works and unique or hard to replace items. Other non-book materials, such as, Audios and DVD's will be lent out at the librarian's discretion. Materials are loaned out for a period up to six weeks, with renewals available depending on the circumstances. Loan times on borrowed materials are set by the lending library. If materials arrive and marked "In-Library Use", they must be used in the library. ILL requests are checked and responded to every day the library is open. Non-resident library requests will be considered when an ALA approved ILL form is received.

Libraries requesting photocopies of printed materials of up to thirty (30) pages will be done free of charge. However, all libraries are responsible for compliance with the copyright law and shall inform its users of the applicable portions of the law.

Individuals will be notified by telephone or e-mail when ILL materials arrive. Due to the limited loan time, ILL materials should be picked-up within seven (7) library business days. Borrowed materials must be returned to the CPL in order to be processed and returned to the lending library.

Overdue, damaged, or lost materials will be billed by the lending library and passed on to the individual to whom it was loaned. Collection procedures follow the same policy as library owned materials. All library privileges will be revoked until the matter is resolved (see overdue policy). Lost or damaged loaned materials will be billed to the borrowing library at replacement cost.

Tallies are kept of all ILL transactions, both loaned and borrowed. The number of materials sent and received is necessary for the state annual library report as well as the annual Chesterfield annual report.