

Interlibrary Loan Policies and Procedures

HOW MANY ITEMS MAY I REQUEST?

Patrons may have up to 3 active requests for print/audio-visual material and/or 3 periodical articles at one time. Active means from the time you submit the request until the time it is returned or until you are notified that a request can't be filled. Patrons will need to have a library card in good standing to request items through interlibrary loan services (exception: article requests).

You may cancel interlibrary loan requests, but if it has been shipped it will remain on your account and count as an active request until it is received from and returned to the lending library.

HOW LONG WILL IT TAKE?

On average, requests arrive in 1-3 weeks.

WHAT DO I PAY?

Most items are free. However, occasionally an item can be found only at a library which charges. If this is the case, we will contact you to ask if you wish to proceed before ordering the item.

HOW LONG MAY I KEEP THE ITEM?

Books and sound recordings may be checked out for 21 days, audio/visual material for 10 days. All photocopies, printed or electronic, are yours to keep.

MAY I RENEW ITEMS?

The lending library determines the renewal policy for its materials. Please call or email five days before the item is due so that we have time to contact the lending library and receive a response. Debra.Chatham@SierraVistaAZ.gov ; Debra, at 439-2255

If a renewal is not granted, you may submit another request no sooner than four weeks after the return of the item.

WHAT ABOUT OVERDUE FINES, DAMAGED/LOST ITEMS, OR OTHER FEES?

You will be charged 50 cents per day for each overdue book/sound recording and \$2 per day for each overdue A/V. **There is no maximum amount that may be charged for a late/lost/damaged interlibrary loan item.** We are unable to refund payments and/or accept exchanges for interlibrary loan items. There will be a \$10 processing fee in addition to the lenders charges and all accrued overdue fines.

Once an item has accrued \$10 (for AV) or \$5 (for books) in overdue fines, we will request an invoice from the lender. Once we get the invoice, you will be charged the amount, all accrued fines up to that point, a \$10 processing fee, and any fees and fines the lender chooses to charge. None of this is refundable.

If item is returned without bar-coded strip, you may be charged for the loss of the item and/or any other processing fees, incl. overdue fines.

HOW CAN MY BORROWING PRIVILEGES BE LOST AND/OR REINSTATED?

There are many reasons your interlibrary loan borrowing privileges can be restricted or lost. Regaining your privileges is dependent upon the reason for restrictions. If you have overdue fines or owe for lost or damaged items, you simply need to pay your fines/fees. If you have overdue items, you need to return them. There are occasions when privileges are restricted or lost for other reasons, such as continual misuse of the services *which include but are not limited to*: losing/damaging books, removing the strip on the cover, defacing books, returning books late, returning books to the wrong library. Loss of privileges and/or restrictions are determined on a case by case basis because there are too many scenarios to have a written policy for each potential issue. Interlibrary loan staff will determine loss and reinstatement of privileges based on what they believe will be most effective in each case.

WHAT INFORMATION DO I NEED TO REQUEST A BOOK?

Ideally, the author and title. If a specific volume or edition is needed that should be noted. Please include all information you have.

WHAT INFORMATION DO I NEED TO REQUEST A PERIODICAL ARTICLE?

The periodical name, volume, number, date, page numbers, title of article(s), and author(s). Please include all the information you have.

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