

## Interlibrary Loan Public Policies Greenwood Public Library

### **What is interlibrary loan?**

An interlibrary loan is a transaction where material from one library is made available to another library. Through this system, materials can be obtained for Greenwood Library patrons from almost anywhere in the United States, and we provide materials from our collection to other libraries. Interlibrary loan is used only for requests for items not available in Delaware; if an item is available through the state's Delaware Library Catalog, the patron can obtain the item by placing a hold on it through the library catalog.

### **Who may request an interlibrary loan?**

An adult patron in good standing of the Greenwood Library or another member library of the Delaware Library Catalog in Sussex County may make a request for an interlibrary loan item. In order to keep track of the borrowed item, the patron requesting the item must understand that the item must be picked up and returned to the Greenwood Library (who holds the paperwork on the item) and no other library.

### **What materials can be obtained through interlibrary loan?**

All hard-copy formats may be requested (e.g., books, audiovisual materials, periodicals, photocopies, etc.)

Some items that cannot be requested include:

- Materials already contained in the collection of the Delaware Library Catalog
- Best sellers and newly published materials (within 6 months)
- Reference materials
- Rare books, special collections, and archival materials
- Licensed computer software data files
- Digital materials (eBooks, eAudiobooks)
- Kits and Realia
- LP Albums
- Excessive copies of one title
  - An exception would be for local book discussions, where the need for a discussion is noted and the date of the discussion is provided

### **How do I request an item?**

Requests can be made by visiting the circulation desk at the library, calling the library at 302-349-5309, or by submitting a request online through the library's website at [www.greenwood.lib.de.us](http://www.greenwood.lib.de.us). Required information includes patron name, library card number,

phone number, email address if available, title and author of item requested, item type (book, CD, etc.), and ISBN (if known).

### **How long will it take to receive the materials I requested?**

If a hold has been placed on an in-state item from the Delaware Library Catalog, it will take approximately 3-7 business days for the item to be available. If an item was requested from out of state, it can take anywhere from 2 – 4 weeks for the item to be received. During the current pandemic, this wait time will be at least 3 days longer due to quarantining the items upon arrival at the library.

### **Does it cost anything?**

The Greenwood Library does not charge for interlibrary loan requests. Occasionally the supplying library will charge a lending fee for the service ranging from \$5.00 to \$20.00; if this is the case, the requesting patron will be notified by library staff and asked if they would still like to make the request. The charge will be due for payment when the patron picks up the item.

### **How will I be notified that the item I requested is available?**

Depending on the preference stated on their library card account, patrons will be notified via email, text, or by phone.

### **How long can I keep the item I've requested and can it be renewed?**

Items requested by interlibrary loan have a two-week loan period. Depending on the supplying library's policy, renewals can be requested. Please notify the library 2-3 days before the due date that you would like to request a renewal. The supplying library may impose restrictions on loans that may include using the material in the library only or not allowing photocopying.

### **How many requests can I have active at a time?**

Patrons can have up to 5 active requests at a time. When an out-of-state item is returned, the patron is able to place another request.

### **Is my request confidential?**

As with the circulation records of all patrons in the Delaware Library Catalog, interlibrary loan requests are confidential.

### **What about overdues and other fines?**

Overdue fines will accrue just as they do with Delaware-owned items: \$1.00 a day for DVDs, and \$0.10 for all other items.

If the loaned item is damaged or lost, the patron will be responsible for its replacement. Fines and fees will be determined by the owning library, and replacement copies will not be accepted.

### **What are other important things to know?**

The identifying ILL notice and band must be returned with the item. This enables the staff to know immediately how to handle the item when it is returned.

Material must be picked up and returned to Greenwood Public Library and not to any other library. The paperwork necessary to return the item to its owning library is only available at Greenwood Library; returning the item to another library may delay its return to its owning library or even cause the item to be considered lost. This could result in charges against the patron's account. The material can be returned in the library or in the drop box on Mill St.

Patrons should make every effort to pick up ILL materials in a timely manner. A second notification will be issued after 7 days; if in another 7 days the item is not picked up, it will be returned to the supplying library.

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