

## **INTERLIBRARY LOAN POLICY**

### **Purpose Statement:**

Due to limited budget and space, the Norwalk Easter Public Library supplements its collection with an interlibrary loan service that enables the library to borrow materials from other libraries. Through this service, the library enhances and extends the materials available to its customers and the community.

In return for utilizing interlibrary loan to satisfy the needs of our customers, the Norwalk Easter Public Library agrees to lend its materials to other libraries through the same interlibrary loan network, and to make an effort to have its current holdings listed in the SILO database for accessibility by other libraries throughout the state of Iowa.

### **Borrowing Guidelines**

- Interlibrary loan requests are accepted from Norwalk Easter Public Library cardholders. Outstanding fees must be paid before requests are processed.
- Requests are not accepted for materials owned by the library unless the library's copy is lost, or not available in the desired format (i.e. library owns print format, but customer desires audiobook format)
- There are no fees for interlibrary loan requests; however fees may be assessed for out-of-state interlibrary loan requests. Customers are responsible for additional fees or fines charged by the lending library. Patrons will be notified of charges prior to submission of any out-of-state loan requests.
- Requests will not be accepted for the following formats:
  - Old, rare, valuable materials
  - Reference or genealogical sources
  - Multi-volume sets
  - Issues of periodicals

- Requests may be made in person, by telephone, or via our online catalog system. An Interlibrary Loan Request form must be filled out for each material requested, unless otherwise discussed with library staff. The form is available in the library's online catalog.
- Locating and receiving requested materials usually takes one to two weeks, but can take longer in some cases depending on an item's availability, lender response, and/or mailing time. Notification is made by telephone, email, or text messaging when the material arrives and/or if it is not available.
- A maximum of three active requests per patron are allowed. Active requests are materials being searched for and those on loan.
- Loan periods and renewals are at the discretion of the lending library.
- Interlibrary loan materials must be returned to the Norwalk Easter Public Library, not to the lending library.
- Charges for lost/damaged Interlibrary Loan items will be the cost of the item, a \$5.00 processing fee, and any additional fees required by the lending library.
- In certain circumstances the Interlibrary Loan fee may be waived at the Director's, or designee, discretion.

### **Lending Guidelines**

- We will lend items requested by other libraries in accordance with statewide policies established by the State Library Libraries Online (SILO) system.
- It is up to Director, or designee, decision on if we will lend items that have been owned for less than 3 months.
- In accordance with our ILL contracts, we do not charge other libraries for the use of our books. We reserve the right to charge for large quantities of photocopies.

Adopted by the Norwalk Easter Public Library Board of Trustees February 10, 2003

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