

## **Hooksett Library Interlibrary Loan Policy**

Purpose: Interlibrary Loan is a primary service that supports the mission of the library by providing enhanced access to library materials and information. The purpose of Interlibrary Loan is to obtain materials not available in our library *and* to provide material from our collection to other libraries.

The library affirms that Interlibrary Loan is an adjunct to, not a substitute for, the library's collection. This policy defines those items not available through self-initiated patron requests through our GMILCS automation system.

### **I. Definition**

Interlibrary Loan is a transaction in which the Hooksett Library borrows materials directly from another library on behalf of a patron, or another library borrows materials from the Hooksett Library on behalf of its patron.

### **II. Conditions of Service**

In delivery of Interlibrary Loan services both in borrowing and in lending, the Staff will follow procedures established at the Hooksett Library in accordance with the standards of the American Library Association's Interlibrary Loan Code for the United States, the United States Copyright Law, federal and state laws governing confidentiality of records, the New Hampshire State Library System, and GMILCS, Inc.

### **III. Interlibrary Loan Borrowing**

#### *Patron Borrowers*

Interlibrary Loan Borrowing Service is available to all patrons holding a valid library card from the Hooksett Library. It is important that the patron "contact information" be up-to-date and any attached fines to the patron's record be under \$10.00 at time of pick up. For book clubs with a Hooksett Library patron contact person, a book club book (requested through our interlibrary loan services to book clubs) may be checked out by anyone holding a valid GMILCS Consortium library card.

#### *Types of Materials Borrowed*

Hooksett Library patrons may request specific materials not owned by the Hooksett Library, materials missing from the library's collection, or materials owned by the library that

are being repaired or temporarily unavailable. If a title is owned by the Hooksett Library and currently checked out, it is preferable to place a hold on that item for the patron. If the item requested is for a book club, time essential research, or other “urgent” need, an Interlibrary Loan request may be made for that item. Library Staff has the discretion to make the decision whether an Interlibrary Loan is appropriate at the time of request. Circumstances to consider in this decision include: book club need, title is part of a local school reading list, and whether there exists an extended wait time at the Hooksett Library, yet the title is easily available at other libraries. All formats (i.e. audios, videos, books, journal articles, etc.) may be requested.

### *Conditions of Use*

The Hooksett Library will observe any restrictions or limitations of loaned materials [i.e. “in library use only”, limited loan periods, etc.] that are imposed by a lending library.

### *Loan Period*

Interlibrary Loan items are checked out to patrons for a loan period commensurate with the checkout period of that material type at the Hooksett Library. For Book Club Members, books are set to be due 3 days after the scheduled book discussion. Yet, as noted above, conditions of use may dictate a different loan period. Renewals are possible if all parties involved in the transaction agree to the extended loan period.

### *Charges*

The Hooksett Library does not impose a fee for borrowing materials through Interlibrary Loan from other libraries in New Hampshire. However, out-of-state libraries do often impose fees for various services. If the lending library specifies that it imposes fees for Interlibrary Loan (i.e. postage, insurance expenses, photocopy charges, or general fees), patrons will be consulted about their willingness to pay *before* the materials are borrowed. Once a patron authorizes the charges, he/she is responsible for payment even if the item is not picked up.

In addition, patrons incur an automatic charge of \$5.00 for shipping and handling if it is necessary to obtain the interlibrary loan material from an out-of-state source for which postage will be required to return the item. If a “series” of items are being sent from an out-of-state library, require multiple mailings, and are generated by one patron’s request, shipping and handling costs to the patron may be reduced at the discretion of the Library Director.

### *Responsibility*

The patron is responsible for picking up the requested item at the Hooksett Library within one week of notification. It is also the responsibility of the patron to return the item to the

Hooksett Library in a timely fashion. If an item received through Interlibrary Loan is returned late, overdue fines accrue at the same rate as a Hooksett Library item of the same material type (i.e. book, DVD, audiobook). If an item is damaged or lost, the patron is responsible for the cost or replacement of the item, depending on the lending library's preference, and any processing fee charged by the lending library. Failure to return Interlibrary Loan items on time or to pick up items ordered through Interlibrary Loan could result in fines and /or suspension of Interlibrary Loan privileges. The Hooksett Library will be responsible to the lending library for materials borrowed on behalf of its patrons, from the time the material arrives at the Hooksett Library until the item is returned to the lending library.

#### **IV. Interlibrary Loan Lending**

##### *Borrowing Libraries*

The Hooksett Library will loan materials to all libraries that abide by the standards set forth in Section II, Conditions of Service, of this policy. Additionally, the library will respond to *all* requests from other libraries informing the library of the status (i.e. "filled" or "denied") of their request.

##### *Materials Available*

All materials from the Hooksett Library collection are available for loan except the following: Non-circulating reference collection materials, and non-circulating New Hampshire Room materials, and any item in high demand in the Hooksett Library. NHU-PAC (New Hampshire Union Access Catalog) requests to our library for newly purchased items may be denied if the item has only been on the shelf for one month or less.

##### *Format for Requests*

The Hooksett Library will accept requests for interlibrary loan via NHU-PAC requests, email, mail, fax and phone requests. The Hooksett Library responds to both in and out-of-state requests. For out-of-state requests, an email, or ALA fax or mailed form, is necessary to accompany phone requests.

##### *Loan Period*

Interlibrary Loan items are checked out to other libraries for a loan period of four weeks. READS-TO-GO Book Club Kits may be checked out to other libraries for a loan period of six

weeks or an agreed upon extended period. Renewals are possible if all parties involved in the transaction agree to the extended loan period.

### *Charges*

The Hooksett Library does not charge for lending materials to other libraries through the New Hampshire State Van delivery system. For requests from libraries outside the New Hampshire State Van delivery system, the Hooksett Library reserves the right to pass on any charges incurred, including photocopying, insurance or postage costs. The Hooksett Library will charge the borrowing library for materials that are damaged or lost on Interlibrary Loan. The cost reflects the replacement cost of the item plus a \$5.00 processing fee.

*Hooksett Library Interlibrary Loan Policy Adopted 04/2011, Reviewed 01/2016.*