

# Interlibrary Loan FAQ

Interlibrary loan is the process a library uses to borrow materials for patrons that are not owned by that local branch library or by the library system that local branch is a part of. Materials borrowed from other libraries and library systems for local library patrons do not fall under the same borrowing guidelines as locally owned materials would. Varying check-out durations, fees and special handling may apply.

Library patrons with a current Lamar County Library System card in good standing may place an interlibrary loan request.

## Borrowing

### **What can be borrowed through interlibrary loan services?**

Lamar County Library System will place interlibrary loan requests for books, audiobooks (CD), videos (DVD), and photocopies. However, it is entirely up to the lending library what they will lend, if they will charge a fee for lending the material, and/or if they are willing to make photocopies. Materials that are currently part of the collection of the Lamar County Library System collection may not be requested through interlibrary loan services. Newly published materials not owned by Lamar County Library System may only be requested through interlibrary loan if they are more than twelve months post-publication or post-release. Materials cannot be borrowed from international libraries. Electronic resources and software cannot be borrowed from other libraries.

### **Are there any limitations on the number of items I can borrow using interlibrary loan services?**

Patrons are limited to five (5) interlibrary loan requests/loans in process at any one given time. "In process" is defined as requests pending, items awaiting check-out by the patron and items currently checked out. As ILL items are returned by the patron, additional interlibrary loan requests may be placed.

## **How long can I check out something that has been borrowed through interlibrary loan?**

The check-out duration for interlibrary loan materials is at the discretion of the lending library and when that item is due back to them. For this reason, ILL materials may have shorter check-out periods than traditional library materials OR may be checked out for longer periods of time. It will vary and is totally dependent upon the lending library.

Failure to return interlibrary loan materials on time and to follow interlibrary loan guidelines can result in the loss of interlibrary loan borrowing privileges, as well as the loss of borrowing ability for Lamar County Library System. For this reason, materials borrowed through interlibrary loan require special attention on the part of both the Library patron and the Library staff. Patron abuse of interlibrary loan due dates, accepted conditions on loans or damage to ILL materials will result in the suspension of a patron's interlibrary loan privileges.

Occasionally, a lending library may RECALL their material. If it is checked out to a Library patron, the Library will notify the patron that the material must be returned as soon as possible.

Library patrons may request a renewal on their interlibrary loan material should a longer checkout be required. **Renewals must be requested before the item is due** and are only granted at the discretion of the lending library. **Lamar County Library System is unable to renew ILL materials past their due date until permission is received from the lending library.**

## **Is interlibrary loan service free?**

Lamar County Library System makes every effort to borrow materials from other libraries free of charge.

Refunds are not given for lost ILL items that are found and have been paid for. Patrons should make every effort to return ILL items by their due date.

## **How long will it take for my request to be filled?**

The time varies depending upon the item requested and how many libraries own it. It also depends upon whether or not the lending libraries are willing to lend it or if it is currently in use by their patrons. There are many variables, and it is very difficult to predict. Materials borrowed through the interlibrary loan network can take from a few days to more than a month. ILL takes time and there are no RUSH requests. If a patron has a time restriction, they need to discuss that with a librarian at their local branch to decide whether or not ILL service is the best method to get that material for them. If a patron's ILL request has been cancelled by potential lending libraries, the Library patron will receive notification by email.

### **What materials are the most difficult to get?**

Most **genealogy** requests for specific titles are cancelled because genealogy materials are generally non-circulating. Patrons are encouraged to submit surname information and/or specific pages for photocopying instead or ask for a photocopy of the index or table of contents from the material of interest.

Current editions of textbooks are difficult to borrow. **Interlibrary loan use of textbooks for college classes is not recommended.** These items are generally not loaned by the lending libraries. Patrons may be able to get older editions of textbooks more easily, but must return them when they are due.

### **How am I notified that my item has arrived?**

Once an interlibrary loan item has come in for a library patron, the Library will notify that patron that their material has arrived by phone call, email or text. **Library patrons with email accounts are encouraged to request email notification for interlibrary loan notices.** Since the length of time an interlibrary loaned item can be borrowed by Lamar County Library System is set by the lending library, interlibrary loan materials should be picked up promptly. If the check-out period expires before the patron picks up the item, it will be returned to the lending library. If a patron fails to pick-up an ILL, library staff will note this on the patron's library account. Failure to pick-up an ILL the second time will result in the loss of ILL privileges.

## **What happens if I return the material late or the item becomes lost or damaged?**

The patron is responsible if the ILL item is lost or damaged. Unpaid fees will go on a patron's library record and may result in losing library privileges and remittal to a collection agency if they are not resolved. There is no "claimed returned" status on ILL materials. Patrons must take care to return all ILL materials on time.

## **Can I submit interlibrary loan requests online?**

Only Library patrons with a current Lamar County Library System card in good standing may place online interlibrary loan requests. If you have an email account that you check regularly, we encourage you to put your email address on your library account for ease of contact. If your e-mail address on record is incorrect or you wish to add one to your record, please contact your local branch. You can also visit the **My Account** section of the Lamar County Library System website to make necessary e-mail address changes.

Whether submitting ILL requests in person at a branch library or online, patrons are limited to five (5) interlibrary loan requests/loans on their accounts at any one time. "In process" is defined as requests pending, items awaiting check-out by the patron and items currently checked out. As ILL items are returned by the patron, additional interlibrary loan requests may be placed.

Requests submitted that exceed this limit of five (5) interlibrary loan requests "in process", **will not be processed**. Patrons may re-submit requests as their account has space to process them.

## **Lending**

Lamar County Library System will lend materials to other library systems for their patrons.

## **What materials can be loaned?**

Lamar County Library System will loan books, audiobooks, DVDs that are more than 12

months post-publication/release; are available for checkout; and have no holds or local patron requests.

### **What materials cannot be loaned?**

The Library will not loan software, downloadable content, electronic resources, items on reserve/hold, reference materials, oversized children's books and periodicals. The Library will not loan materials internationally.

### **What fees are charged for loans?**

There are not any fees for borrowing our material. If an item is lost or damaged, we charge a replacement fee.

### **Do you give refunds for returned lost loans after they have been paid?**

Refunds cannot be issued after payments have been processed.

### **For items that we do not loan, can we make photocopies?**

Yes. We provide printed photocopies for items that cannot be loaned as long as a full citation is submitted with the request. We will only photocopy specified pages of books.

### **How long are items loaned?**

The lending period is 6 weeks, and the renewal period is 6 weeks. More than one renewal is allowed only on a case-by-case basis.