



# Newport News Public Library Official Policy

Effective Date: 11/30/2020



SECTION	POLICY #	SUBJECT
<b>200 – Circulation</b>		<b>Interlibrary Loans</b>

## Interlibrary Loan (ILL) Policy

### ILL Borrowing

Borrowing for the purposes of Interlibrary Loan (ILL) is defined as when Newport News Public Library (NNPL) borrows materials or requests copies from other library systems for our patrons. Patrons may request an ILL in person, over the phone, or using the ILL web form at [nnpl.org](http://nnpl.org).

#### Who is eligible to borrow

- ILL service is available to any adult (over 18) who has a valid adult NNPL All Access library membership in good standing (no blocks or fines/fees over \$5 or outstanding ILL fines or fees of any amount) and has signed the ILL Borrowers' Agreement (see below).
- E-card, Juvenile cards, Connect Card, or NN Public School Student borrower types may not request ILL materials.

#### Patron request limits

- Patrons may have a total of five (5) pending and/or satisfied ILLs requests at one time.
- Patrons may not request the following through ILL: Items published within the last 12 months, items that NNPL owns or has on order, including non-circulating items, e-books, e-audiobooks and other electronic formats. *However, patrons may request alternate formats of items owned by NNPL. For example, a patron may request a large print edition of a title if NNPL owns the regular print edition.*

#### Satisfied Requests

- At the branch, satisfied ILL requests are not held on the patrons' self-service reserve shelf, but are kept in a secure location.
- Satisfied ILL requests are held for 10 days.
- Requests for copies: If the patron wishes for staff to print an article, current library printing charges will apply. The document can also be sent to the patron's email.

#### Fines

- Fines: There is a \$.50 per day overdue fine on all ILLs not returned. ILLs have the same grace period that is used for all NNPL materials. The maximum fine per item is \$15.00.

#### Renewals

- Renewal requests on ILL materials must be submitted to the branch where the ILL request originated at least five (5) business days (Monday-Friday) before the due date.
- The new due date is determined by the owning library.

- Patrons cannot renew ILLs by contacting the owning library directly.
- Patrons may keep their ILL while the renewal request is pending.

### **Recalls**

- ILL lenders have the right to recall an ILL at any time. If this happens, patrons will be contacted by branch staff and instructed to return the ILL as soon as possible within 5 days. The ILL due date will also be changed in the ILS to 5 days from the recall date. If the ILL is not returned within this period, overdue fines begin to accrue at the regular ILL fine rate.
- Branch ILL staff should work with the patron to find another copy to borrow.

### **Invoicing for billed, damaged or lost items**

- If an ILL becomes long overdue, damaged, or lost, the owning library determines how much the patron will be charged.
- NNPL pays all ILL replacement charges on behalf of our patrons and patrons reimburse NNPL.
- Billed:
  - Once an ILL becomes over 30 days overdue and an invoice from the lender has been received, the patron no longer has the option to return the ILL, and must pay NNPL the charges in order to restore their NNPL borrowing privileges.
  - The patron may keep the item after paying for it.
- Damaged or lost:
  - If an ILL is damaged or lost while in possession of the patron, the ILL coordinator will contact the lender on behalf of the patron.
  - Once the charges for the ILL are added to the patron's account, all associated overdue fines, if any, are deleted from the account.
  - However, if the damaged or lost ILL is also more than 30 days overdue, the policy for billed ILLs is followed.
- No refunds are issued for borrowed ILLs that have been paid for by NNPL or are in the process of being paid for by NNPL.

## **ILL Lending**

Lending for the purposes of Interlibrary Loan (ILL) is defined as when other library systems or institutions request to borrow NNPL materials or requests copies of materials owned by NNPL.

### **Who is eligible to borrow from NNPL**

- **Copy requests:** Copy ILL services are available free of charge to any library or institution, including those outside of the US, as long as the institution offers reciprocal free copy service to NNPL and the copies can be delivered electronically.
- **Physical items:**
  - ILL lending service is available free of charge to any public, academic or private libraries or institutions in the continental US that offers reciprocal free ILL lending services to NNPL.
  - In order to continue to borrow from NNPL, the borrower's account must be in good standing, should not have any billed items over 6 months old or display a pattern of abuse of borrowing privileges.
  - Borrowing privileges can be denied or restored at the discretion of the ILL Coordinator and in compliance with *Interlibrary Loan Code for the United States* (Sections 4.10, 4.16).

**Lending policies**

- Requests may be submitted to NNPL using WSILL or the fillable ALA-approved ILL form (submitted via email to [nnpl-ill@nnva.gov](mailto:nnpl-ill@nnva.gov)) or by fax to 757-926-1365.
- NNPL items are generally loaned for 30 days, but the loan period can be increased at the ILL staff member's discretion if requested by the borrowing library.
- Renewals, if approved, are for another 30-day period. ILLs may be renewed up to 3 times.

APPROVAL  
