



## Interlibrary Loan Policy

### **Mission Statement**

To encourage the love of reading, provide access to reliable information, support the pursuit of knowledge, promote life-long learning for all citizens of Robeson County and contribute to the economic vitality of the county itself.

### **Interlibrary Loan Service**

Interlibrary Loan (ILL) is a service that allows you to request materials that Robeson County Public Library does not own from a network of North Carolina libraries. RCPL participates in the OCLC ILL system. While there is no guarantee that all requests can be filled through ILL, RCPL staff members will happily submit requests.

### **Eligibility**

Patrons must have a current library card with borrowing privileges to request an ILL. A patron cannot have fines over \$10.00 or any lost items on their library account.

### **Fees for Interlibrary Loan Requests**

While RCPL is proud to provide ILL service, it does involve extra cost to the library, so the following fees will be charged when applicable:

- \$1.00 fee for each ILL item, due at the time of pick-up.
- \$.50 per day overdue fine for each ILL item. Maximum overdue fine is \$10.00 per item.
- \$5.00 fine for failure to pick-up each ILL item.
- Lost or damaged ILL items – If a patron loses or returns a damaged ILL item, their library card account will be charged the full replacement cost of the item as determined by the ILL lending library. Costs vary by materials and libraries, so patrons are encouraged to treat ILL items with special care.

If the request cannot be filled, the \$1.00 fee will not be charged.

ILL fines and fees exceeding \$10.00 will prevent a patron from checking out or renewing any RCPL items or other ILL items until they are paid.

If loss occurs, full payment for the replacement cost is required before new requests are considered.

Also, patrons are encouraged to search through RCPL owned materials that may substitute the need for an ILL request. Library staff is available to assist patrons with collection questions.

### **ILL Requests**

To request a book through ILL, patrons must complete an ILL form for each item. Patrons should provide the book's correct title and author, plus additional information such as ISBN, publication date or edition. No cancellations are allowed after the request is in process.

A patron may not have more than 5 active ILL requests at one time. A request is considered active from the time it is submitted until the book is returned to the lending library.

Patrons should be aware that it may take 2 to 6 weeks for a requested item to arrive. Patrons will be contacted by phone or email when their request arrives. If a request cannot be filled, patrons will be notified by phone or email.

RCPL will hold ILL items for pickup for 7 days after patron notification. ILL items must be picked up from and returned to the Robeson County Public Library in Lumberton, NC.

The lending library determines the loan periods. Due dates are noted on the ILL slip on each book. Renewals may or may not be available, depending on the lending library. Patrons should request renewals 3 days before the due date.

When returning ILL items, the cover label should be attached. ILL items need to be returned inside the library to a staff member. ILL items should not be dropped in the book return.

### **Difficult to Obtain Items**

Patrons are advised that many libraries do not loan recently published, rare, or fragile materials. These are examples of items that may be difficult to obtain through ILL:

- Very expensive books
- Rare or old books
- Reference material
- Genealogical material
- Internationally published material

### **Items RCPL Cannot Request**

- Books that RCPL owns or has ordered but not yet received. Patrons may place a regular hold on these items.
- Audiovisual materials [DVDs, CDs, Audiobooks]
- Books that were published less than a year ago.

### **Request to Purchase**

If a patron is looking for an item not owned by RCPL, the library may consider purchasing it for our collection, especially if it is a recently published or popular title. Patrons are encouraged to fill out a request to purchase form. All purchase suggestions are reviewed by the collection development staff, who make decisions to purchase materials based on RCPL's collection development policy. Patrons will be notified by phone or email if their request is chosen for purchase.

### **Transfers Between RCPL Libraries**

If a patron is interested in an item owned by one of our libraries, a hold can be placed on the item and transferred to the library of their choice at no charge.