

## **Circulation – 12**

### **Interlibrary Loan**

The Brockville Public Library Interlibrary Loan (ILL) service provides patrons with an opportunity to obtain materials not owned by our library. This service is coordinated by the Southern Ontario Library Service.

To ensure appropriate use of interlibrary loan, the library adheres to the terms of the CLA/ASTED Interlibrary Loan Code.

The Brockville Public Library both borrows and lends materials.

Eligibility: The library provides interlibrary loan service to all current library members in good standing.

Cost: There is no charge for this service unless specified by the lending library or if photocopied material is required.

Borrowing Limitations: Materials not available through interlibrary loan include:

- Reference materials
- VHS videos or DVD's
- Computer software

On occasion, some libraries will allow reference materials to be borrowed with the condition they remain in our library for in-house use only.

Submitting requests: There are two ways to access the interlibrary loan service:

1) A library customer can fill out an ILL request form available at the circulation desk, or make a request by phone or email. The information required is as follows: the patron's full name, library card number, telephone number and/or address.

2) A customer can initiate his own ILL requests using the library's Patron-Initiated Interlibrary Loan Service. The interlibrary loan staff must set this up for the customer. A separate request must be made for each item. A customer may have no more than six (6) requests per week.

The Library will not request titles owned by the Brockville Public Library unless the item is overdue more than three months and presumed lost.

Turn-Around Time: It can take as little as one day to as much as four (4) weeks or longer to obtain some materials, depending on the availability or type of material requested. The customers will be notified by phone, or by email when the requested item arrives.

Returns: Materials must be returned with the original date due slip around the front cover of the book. Interlibrary loan items may not be renewed. Failure to return borrowed materials on time may jeopardize future borrowing privileges for you and this library.

Responsibilities: Overdue interlibrary loan materials will result in the immediate loss of privileges for that service. The borrower is responsible for fines/and or fees received from the lender as a result of the borrower's misuse of loaned material. Failure to pay for fines/and or fees incurred will result in suspension of interlibrary loan privileges.