

## **Inter-Library Loan Policy**

Interlibrary Loan (ILL) is a method of resource sharing when a library requests material(s) from or supplies material(s) to another library. The Library affirms that interlibrary loan is an addendum to, not a substitute for the library's collection. The Library will use its own resources and those of other libraries in the Reaching Across Illinois Library System before requesting materials from other libraries in the State of Illinois. The Riverdale Library does not support requests for out of state or international materials.

The Riverdale Library is a member of ILLINET (Illinois Library and Information Network) and OCLC (Online Computer Library Center) and makes every effort to conform to the current ILL codes.

### **Customer Responsibility**

The Riverdale Library will offer ILL to any customer in good standing with a valid, system-wide borrowing card. A customer in good standing has a card that is not expired, has a normal status and indicates there are no outstanding fees.

A Riverdale resident who has continuous, documented problems with the R.A.I.L.S./RDS library card such as:

1. R.A.I.L.S Credit Bureau Accounts
2. Fines and Fees accumulating to \$25.00 or more and not paid within 2 months will be handled on the following basis:
  - a. When reserves are placed on materials not owned by the Riverdale Library, a refundable deposit of \$30.00 per item will be required. Deposits will be refunded in the same manner they were given when items are returned. If items are overdue or damaged when returned or the item is lost, fees will be deducted from the deposit before it is returned to the cardholder.
  - b. If the Library owns the requested item, the cardholder will be limited to the Riverdale Library copy. Deposits will not be required for items owned by the Riverdale Library.

It is the responsibility of the customer to return the item(s) by the date due and in the same condition it was received.

### **Submitting a Request**

Customers and libraries may submit requests for an item(s) in person, via phone, email ([rdpl2@earthlink.net](mailto:rdpl2@earthlink.net)) or the Library's OPACs (Online Public Access Computers).

Libraries may use OCLC or the search/holds program provided by SWAN. Requests must provide accurate information (author, title, publishers, call #s etc.) concerning the item(s).

Customers who repeatedly provide inaccurate bibliographic information may be required to submit their requests in either pre-printed or computer database printouts.

## **Fees**

There is routinely no fee charged for borrowing/lending materials from or to other libraries within the State of Illinois. However fees will be charged for:

- Photocopy requests as charged by the supplying library
- Fines as charged by the loaning library
- Expenses for lost/damaged material as charged by the supplying library
- \$1. charge for missing/damaged ILL Routing Tags
- Charges for unreturned/damaged shipping cases/bags

## **As A Borrowing Library**

The Riverdale Library will use ILL when materials requested by customers are not available in our collection. Effective April 15, 2009, borrowing is limited to request from libraries within the State of Illinois. Staff will verify bibliographic citations using appropriate database sources. Items that meet the Library's Materials Selection Policy may be considered for purchase. When Staff places reserves, they should verify compliance with the lending policy of the loaning library. Staff will pursue overdue materials in accordance with Riverdale Library, R.A.I.L.S & OCLC policies and procedures.

With the exception of weekends and holidays, requests for materials are placed within 2 business days. Rush service will be provided if the customer has a deadline of 5 business days or less. Staff will provide this service by placing a hold and calling a lending library.

When materials arrive, Staff will verify that all elements of the item(s) (cases, discs, etc.) are received prior to notifying the customer. Customers will be notified on the same day the hold is trapped. Held items must be picked up within 7 days (excluding weekends) of the hold being trapped. Items not picked up by day 7 are automatically given an "In Transit" status and are no longer available for the requesting customer. They will appear on the "Clear Hold Shelf Report" and sent to the library indicated.

Staff will send overdue notices and monitor the overdue process. Invoicing and reimbursements will be handled through SWAN. Charges for lost/damaged items are determined by the loaning library. Once the loaning library has been reimbursed the item(s) will not be accepted for return or refund.

When requested, Staff will try to renew an item(s) for the customer. However renewal policies are determined by the owning library and cannot be guaranteed.

## **As a Lending Library**

### **Materials**

Effective April 15, 2009, lending is limited to requests from libraries within the State of Illinois. Staff will process all requests for materials within 2 business days. Equipment,

reference and non circulating collections are not available for loan. Riverdale Library will honor requests for most circulating items, but reserves the right to refuse requests for items due to their age, condition, number of copies and other considerations. The loan period will be 28 days with no renewal. Complete issues of magazines will be sent in response to ILL requests. Staff will notify borrowing libraries when materials are not available.

The Library will provide in-state ILL loans without cost. Borrowing libraries will be invoiced for damaged or unreturned items regardless of whether they recover the cost from their customers. Staff will monitor payments from invoiced libraries. Invoicing and reimbursements will be handled through SWAN. Charges for lost/damaged materials are the cost of the material plus a processing fee. Once the borrowing library has been invoiced for unreturned items, the materials will not be accepted for return/refund.

### **Photocopies**

Whenever photocopies of materials are sent in response to an ILL request, Staff will stamp copyright compliance information on the face of the materials. After the first 5 free copies, photocopies will be provided at \$.15 per exposure. Contact Riverdale Library (708-841-3311) for an estimate.

approved 3-11-96; revised 11-11-96; revised 12-18-00; revised 12-10-01;  
reviewed 5-13-02; revised 9-9-02; revised 8-9-04; revised 4-13-09; revised 12-14-09;  
edited 4-12-10; reviewed 2-4-13