

# INTERLIBRARY LOAN POLICY

## A Larger Collection...

If you haven't found what you want in the [Hershey Public Library Catalog](#), our Interlibrary Loan Service (ILL) may provide an opportunity to borrow an item for you from another library. Requests may be submitted electronically by using the following:

[Interlibrary Loan Book and Media Request Form](#) – for books, audiobooks on CD, MP3 audiobooks, music on CD, and DVDs.

[Interlibrary Loan Article Request Form](#) – if you want a magazine/periodical article.

All items requested via these forms must be picked up at the Hershey Public Library (HPL). Questions not answered below should be directed to the Interlibrary Loan Department via email at [denisephillips@derrytownship.org](mailto:denisephillips@derrytownship.org) or by calling 717- 533-6555 extension 3723.

## Interlibrary Loan Service

ILL is a service that allows any registered borrower, in good standing, to request items that HPL does not possess and/or own such as books, audiobooks, DVDs and articles from other libraries.

## Who May Use Interlibrary Loan Service (ILL)?

All Hershey Public Library cardholders with a current account in “**good standing**”, as defined by the Borrowing Policy, may request materials through the ILL.

## How Do I Request Materials Through the ILL Department?

Requests may be made in one (1) of three (3) ways:

- Online using the electronic form;
- In person at the Public Services Desk, using the paper form; or,
- Over the phone after verifying contact information

## Is There a Limit to the Number of Requests I Can Make through the ILL?

Patrons are limited to five (5) requests per week.

If we are unable to fulfill your request, you will be notified.

## May I Combine My ILL Requests on One Form?

No. Patrons must complete a separate request for each item being requested. All requests should be clearly printed and include accurate and complete information for the requested item. Do not use abbreviations.

### **How Soon Will My ILL Request(s) Arrive?**

Allow at least two to four weeks after the request is made for the item to arrive. Arrival times vary and depend on the availability of the item and the time it takes to deliver it to the HPL. Some requests may take four to six weeks to arrive.

### **How Will I Know When My Requested Book or Article is Available?**

Information regarding the arrival of items, approval or disapproval of renewal requests, overdue fees and recalls, unfilled requests, and any other pertinent matters will be communicated to the patron by phone, email, or text as specified in their patron registration. Because it is not always possible to speak with the borrower when telephoning, it is often necessary to leave a message with another individual answering at the number listed on the request form or answering machine. We suggest that email, text, and voice messages be checked regularly if you are expecting materials through ILL.

### **How Much Does the ILL Service Cost?**

The Hershey Public Library does not currently charge any fees for ILL services for borrowers in good standing. If an item is lost, damaged, or not returned, the patron shall be responsible for the replacement cost, plus any additional fees assessed by the lending library. As defined in the Borrowing Policy, fines may be assessed for overdue materials. Patrons shall be responsible for fees charged by lending libraries. In the case of a fee being charged for an item, the Library will contact the patron requesting the item to determine if the patron is willing to pay the fee for the item. The fee must be paid before the item is sent from the lending library.

For ILL articles that need to be printed, a patron must pay the current per-page cost for printing before borrowing the article.

Patrons shall be responsible for paying the ILL fee even if they do not pick up the item.

Patrons who request an item via ILL and fail to pick up the item (once they have been notified by Library Staff of its arrival) will be assessed a fee between \$2.50 to \$5.00 for each unclaimed item, in addition to any fees or charges assessed by the lending library. These charges will be reflected on the patron's account.

### **How Long May I Keep ILL Materials?**

The length of time varies. Each individual lending library or institution determines the loan period and all patrons shall return ILL materials within the applicable time period.

## **Can I Renew ILL Materials?**

Renewals are at the sole discretion of the lending library and cannot be guaranteed. If an item is marked NO RENEWALS, the lending library will not extend the loan period under any circumstances. If more time is needed, the staff will attempt to renew the item and notify the patron if the item may or may not be renewed. Lenders usually determine a renewal within 2-7 days. Renewal requests must be made to the ILL Department **3-4 business days** before the due date. Overdue materials cannot be renewed.

## **May I Return an ILL in the Bookdrop?**

Yes, unless stated otherwise

## **What If I Lose Or Damage ILL Materials?**

Patrons are liable for the replacement or repair costs of materials in their possession if loss or damage occurs. The replacement cost for a lost or damaged book is determined by the lending library.

Patrons will be billed for lost or damaged materials at the current replacement cost established by the lending library. If the item is more than 30 days late, the patron's account will be charged an initial replacement cost of \$100 per item on day 31, plus a non-refundable \$10.00 processing fee. If the lending library determines the item's replacement cost is higher or lower than \$100, the patron will be charged or credited accordingly.

## **What Types of Materials Can I Ask For Through ILL?**

- Books (older than six months) that the Hershey Public Library does not already own
- Photocopies of newspaper, magazine or journal articles that you cannot access through the Library's Power Library (All patrons must comply with copyright laws of the United States (Title 17, United States Code).
- Items currently owned by the Hershey Public Library that are listed as missing, lost or long overdue
- Audiobooks on CD
- DVDs
- An item that is in a format different than the format the Hershey Public Library possesses and/or owns. For example, requesting a Large Print copy of an item that the Library owns a print copy.

## **Are There Certain Items that I Cannot Request Through ILL?**

- Newly published books (within six months of publication date)
- Magazines
- Items that are in the Hershey Public Library catalog

- Reference and non-circulating items

Members must wait 3 months to resubmit a request for an item they have already borrowed through the ILL service.

Please speak with Library staff about opportunities for book clubs. The Library is sometimes able to request multiple copies of items on behalf of book clubs.

### **Must I Be Present to Pick Up the Requested ILL Item?**

ILL materials may only be checked out on the card of the patron whose name appears on the request form. The requesting patron's library card or ID must be presented at the Public Services Desk in order to pick up any material. No exceptions will be made to this policy. ILL materials will be held on the regular hold shelf. Patrons will have **until the due date on the ILL item** to pick it up before the item is sent back to the lending library. Be sure to pick up your request as soon as you receive notification to have the maximum time possible with the item.

### **How Do I Cancel an ILL Request?**

Once placed, ILL requests cannot be cancelled.

### **Borrower's Responsibilities**

Library users must return materials at the end of the loan period and return recalled materials immediately. Materials obtained through the ILL service shall be returned when due and shall not be kept out and absent from the lending library for an unreasonable length of time. Patrons who do not comply with all regulations will lose any further ILL privileges.

Patrons must leave the paper strap on the book or be charged a \$5 fee if it is purposefully removed.

### **The Following Will Not Result in Reduced/Canceled Fees:**

- Failure to note due dates or to renew on time
- Lack of knowledge of loan regulations
- Disagreement with library or loan policy
- Inability to pay overdue fees or other charges
- Failure to receive overdue or recall notices
- Unwillingness to take responsibility for materials loaned to a third party

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