



## **The Colony Public Library Interlibrary Loan Policy**

Adopted by The Colony Public Library Board 04/05  
Revised 01/08; 02/11; 5/15; 04/22

### **I. Interlibrary Loan Program**

In order to increase access to and availability of Library resources and services, The Colony Public Library (TCPL) participates in the Texas State Library & Archives Commission's interlibrary loan program (ILL). The purpose of ILL is to borrow library materials not available at The Colony Public Library and to lend materials found at The Colony Public Library to other participating libraries across Texas and the continental United States.

### **II. Interlibrary Loan Service**

#### **A. Program Eligibility**

1. Interlibrary loan is available to The Colony Public Library customers who meet the following requirements:
  - a) Age 17 or older.
  - b) Cardholder for six (6) months or more.
  - c) The Colony Public Library account currently in good standing with no overdue items and no outstanding fees for lost or damaged materials.
  - d) Agrees to abide by the rules, policies, and procedures of the ILL and its participating libraries.

#### **B. Eligible Materials**

1. The Library will only request materials that are not available in TCPL's collection.
2. All physical formats may be requested (e.g., books, audiovisual materials, periodicals, microfilm, etc.).
3. Some requested materials (e.g., journal articles and newspapers) may be provided in a digital format.
4. Requests for best sellers, recently published items (within the last year), and popular items are unlikely to be fulfilled by a lending library; however, customers may submit a recommendation for purchase to the staff at the Reference Desk or via the Library's website for consideration by the appropriate selection librarian.

### C. Customer Responsibility

1. It is the customer's responsibility to comply with ILL policies and procedures, to pay all required fees, and to return materials on time and in good condition.
2. Materials obtained through ILL are for individual use and are the customer's responsibility from the time they are picked up at the Circulation Desk until the time they are returned to The Colony Public Library.
3. If an item is returned late, or is lost or damaged, the customer is responsible for all fines and/or fees charged by the lending library.
4. Failure to return materials on time may jeopardize The Colony Public Library's ability to borrow items from lending libraries for all customers.
5. The Library reserves the right to suspend or withdraw ILL privileges from customers who do not comply with the Library's policies and/or who abuse the service (e.g., refusal to pay associated fees, consistently returning material late, excessive loss of material, etc.).

### D. Procedure

1. Requests may be made in person or by telephone during the Library's regular business hours at the Reference Desk or may be submitted 24/7 via the Library's website.
  - a) The customer must provide as much information as possible about the requested item.
  - b) The request must include the customer's name, library card number, and current contact information (phone number and/or email address).
  - c) First-time ILL borrowers must submit a completed form in person or via the Library's website, not over the telephone. The customer's record will be updated to reflect agreement with the ILL policy and acknowledgement of the copyright statement.
2. Fees
  - a) The customer is responsible for the cost to return materials to the lending library.
  - b) Occasionally, a lending library will require a fee to loan materials; in that case, the customer will be offered the option of canceling the request or agreeing to pay the fee.

- c) The customer must pay all fees before items can be checked out.
  - d) If a customer does not pick up their requested material before the date the material is due to be returned to the lending library, any related fees will be charged to the customer's account. This charge must be paid before any TCPL materials are checked out on the card and before any further ILL requests will be placed for the customer.
3. The turnaround time varies depending upon the lending library. Materials generally take two-to-three (2-3) weeks to arrive, but may take as long as six (6) weeks or more.
  4. The customer will be notified by phone or email when an item is available for pickup or if the Library is unable to obtain the requested material.
  5. The loan period and renewal options are determined by the lending library; approval of renewal requests is at the sole discretion of the lending library.
    - a) To request a renewal, customers should contact the Reference Desk at least three (3) weekdays prior to the due date. Library staff will attempt to renew the item and will notify the customer regarding the results of the renewal request.
  6. The Library will strictly observe any conditions for use of loaned materials that the lending library may impose (e.g., short loan period, in-library use only, no renewals, etc.).

### **III. Interlibrary Lending**

The Colony Public Library will loan materials to other public, academic, institutional, and corporate libraries located across Texas and the continental United States for use by their customers.

#### **A. Procedure**

1. Individuals must initiate an ILL request through a participating library.
2. The requesting library must submit requests to The Colony Public Library via the online ILL system.

#### **B. Exceptions**

The Colony Public Library will not lend:

1. Reference and other non-circulating materials.
2. Newspapers.

3. Periodicals.
4. Any item with a publication date within the last year.
5. Materials that have a waiting list.
6. Materials that are checked out (holds will not be placed to meet an ILL request).
7. Leased books.
8. Local history collection materials.
9. Digital resources.
10. Physical equipment and kits.
11. Materials deemed unsuitable for lending at the discretion of librarian staff.

C. Loan Period

1. TCPL will loan materials for four (4) weeks.
2. Renewals may be granted depending on local demand.

D. Photocopying

Photocopying service will be provided within the limits of copyright law.

E. Charges

1. The borrowing library will be responsible for fees for lost or damaged items.
2. Charges for lost or damaged items will be in accordance with The Colony Public Library's current schedule of fees.
3. The borrowing library will be responsible for the cost to ship the loaned material back to The Colony Public Library.

F. Fulfillment

The Colony Public Library will notify the requesting library if it is unable to fulfill the request.