

THE COLONY PUBLIC LIBRARY  
INTERLIBRARY LOAN POLICY

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

I. INTERLIBRARY LOAN SERVICE (ILL)

The Colony Public Library participates in the interlibrary loan program that allows the library to borrow materials for its cardholders from other libraries. This service is offered to all cardholders holding a valid library card from The Colony Public Library; the cardholder's account must be in good standing.

II. ELIGIBLE MATERIALS

- a. The Library will only request materials which are not available in The Colony Public Library's collection.
- b. All physical formats may be requested (e.g., books, audiovisual materials, periodicals, microfilm, photocopies etc.).
- c. Exception: the Library will not request best sellers or recently published items; however, the cardholder 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.

III. CARDHOLDER RESPONSIBILITY:

- a. It is the cardholder's responsibility to comply with Interlibrary Loan (ILL) policies and procedures, to pay all required fees, and to return the material on time and in good condition.
- b. Materials obtained through Interlibrary Loan are for individual use and are the cardholder's responsibility from the time they are picked up at the Circulation Desk until they are returned to The Colony Public Library.
- c. If an item is returned late, or is lost or damaged, the cardholder is responsible for all fines and fees charged by the lending library.
- d. Failure to return materials on time will jeopardize the relationship of The Colony Public Library with the lending libraries and may jeopardize the Library's ability to borrow items from those libraries for all cardholders.
- e. The Library reserves the right to suspend or withdraw interlibrary loan privileges from cardholders who do not comply with the Library's policies and/or who abuse the service (e.g., consistently returning material late, excessive loss of material).

IV. PROCEDURE:

- a. Requests may be made in person or by telephone during regular library business hours at the Reference Desk or may be submitted 24/7 via the Library's website.
  - i. The cardholder must provide as much information as possible about the requested item.
  - ii. The request must also include the cardholder's name, library card number, and current contact information (phone number and/or email address).
  - iii. First-time ILL borrowers must submit a completed form in person or via the Library's website. The card holder's record will be updated to reflect agreement with the ILL policy and acknowledgement of the copyright statement.

- b. Fees:
  - i. The cardholder is responsible for the cost to return the material to the lending library.
  - ii. Occasionally, a lending library will require a fee to loan the material; in that case, the cardholder will be offered the option of canceling the request or agreeing to pay the fee.
  - iii. The cardholder must pay all fees before the material can be checked out.
  - iv. If the material is not picked up by the cardholder before the date that the material must be returned to the loaning library, any related fees will be charged to the cardholder's account; this charge must be paid before any materials are checked out on the card and before any further interlibrary loan requests will be placed for the cardholder.
- c. The turnaround time varies depending upon the lending library. Items from within the state of Texas generally take two to three weeks to arrive; items from outside the state of Texas generally take three to six weeks to arrive.
- d. The cardholder will be notified by phone or email when the item is available for pickup or if the Library is unable to obtain the requested item.
- e. 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.
- f. To request a renewal, contact the Reference Desk staff at least three weekdays prior to the due date. Staff will attempt to renew the item and will notify the cardholder regarding the results of the renewal request.
- g. The Library will strictly observe any conditions for use of loaned materials that are imposed by the owning library (e.g., short loan period, in library use only, no renewals).
- h. Photocopies may be kept by the requestor.