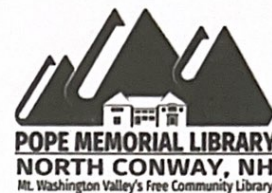


Pope Memorial Library Inter-Library Loan Policy

Approved by the Board of Directors – January 9, 2012



Pope Memorial Library HSA Code: HSEC

Address: P.O. Box 409,
2719 Main Street
North Conway, NH 03860
Phone: (603) 356-2961
Email: staff@popelibrarynh.org
Website: PopeLibraryNH.org

Library Director: Andrea Masters ILL Librarian: Haley Torrey
Hours: Mon & Tue 12-5 pm; Wed & Thu 12-6 pm; Fri 12-5 pm

Interlibrary loan (ILL) is a transaction in which library material, or a copy of the material, is made available by one library to another library upon request. It is a courtesy extended among libraries to fulfill patron requests for materials not owned by the requesting library.

Interlibrary loan is essential to the vitality of all libraries and is a means by which a broad range of materials can be made available to the Pope Memorial Library's patrons.

This interlibrary loan policy has been established at the Pope Memorial Library in accordance with the standards of the American Library Association's Interlibrary Loan Code for the United States, the United States Copyright Law, and the New Hampshire State Library's Interlibrary Loan Protocol Manual.

Interlibrary Loan- LENDING:

Materials will be loaned to all libraries in the State of New Hampshire.

Requests for interlibrary loans will be accepted primarily through NHAIS/NHU-PAC, but also as Standard ALA form (emailed or mailed), or via telephone or email.

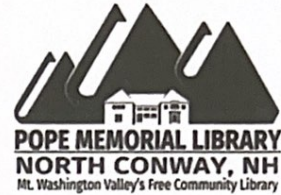
Preferred method of delivery is the NHSL Van Service, but materials will also be handed out in person to librarians and in person to patrons if preceded by phone call or e-mail by the borrowing library.

The Pope Memorial Library lends books, audio books, videos (DVD & VHS), and periodicals with the following possible exceptions:

1. Materials in heavy demand, such as new items
2. Items that are out in circulation, missing, or in need of repair
3. Reference material (such as Ref and Res-H books)
4. Unique items that would be difficult to replace
5. Bulky or fragile items

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Books and audio books are loaned for a period of 6 weeks unless they are in heavy demand; then they may be loaned for four weeks at the discretion of the librarian.

Periodicals and videos (DVDs, VHS) are available for ILL for a period of four weeks.

Renewals are possible if the materials are not in demand and can be made over the phone or via e-mail.

Materials that cannot be loaned may be photocopied (up to 20 pages free of charge) for other libraries participating in the NH ILL system if in compliance with the copyright law and its accompanying CONTU guidelines.

ILL requests to the Pope Memorial Library usually get checked daily and get filled within one or two working days if the item is available.

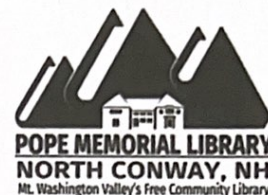
ILL transactions are generally free of charge. If materials get lost or damaged, the borrowing library is responsible for replacement costs.

Interlibrary Loan- BORROWING:

- ◆ ILL requests will be made for library users who have a valid Pope Memorial Library card and no outstanding fees or fines.
- ◆ ILL requests may be denied based on a patron's lack of reliability in returning materials in a timely fashion or in good condition.
- ◆ ILL requests are limited to three items per Pope Memorial Library patron. Additional requests may be accepted at the discretion of the Library Director.
- ◆ ILL requests can be made in person, over the phone, or via email. An ILL request form shall be properly filled out for each item requested.
- ◆ All material formats (i.e. audios, videos, books, journal articles, etc.) may be requested.

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- ◆ The Pope Memorial Library does not impose a fee for borrowing materials through ILL from other libraries in New Hampshire. However, out-of-state libraries do often impose fees for various services. If the lending library specifies fees for Interlibrary Loan (i.e. postage, insurance expenses, photocopy charges, or general fees), patrons will be consulted about their willingness to pay before the materials are borrowed. Once a patron authorizes the charges, he/she is responsible for payment even if the item is not picked up. In addition, patrons incur an automatic charge of \$5.00 for shipping and handling if interlibrary loan material is obtained from an out-of-state source.
- ◆ If a requested item is owned by the Pope Memorial Library but currently checked out, it is preferable to place a hold on that item for the patron. If the item requested is for a book club, time essential research, or other “urgent” need, an Interlibrary Loan request may be made for that item.
- ◆ Library Staff has the discretion to make the decision whether an Interlibrary Loan is appropriate at the time of request.
- ◆ The patron is responsible for picking up the requested item at the Pope Memorial Library within one week of notification.
- ◆ ILL renewal requests must be made 3-4 days before the due date so that a renewal attempt can be made at the lending library.
- ◆ ILLs obtained through the Pope Memorial Library must be returned here and in a timely fashion: no later than the due date and by the time the library closes to ensure delivery via the NHSL Van Service the next day. Overdues are \$1 per day per item.
- ◆ If an item is damaged or lost, the patron is responsible for the cost or replacement of the item, depending on the lending library’s preference, and any processing fee charged by the lending library.