

## **Interlibrary Loan Policies and Procedures**

### **HOW MANY ITEMS MAY I REQUEST?**

Patrons may have up to 3 active requests for material and/or 3 periodical articles at one time. "Active" means from the time you submit the request until the time it is returned or until you are notified that a request can't be filled. One title per form. TV series count as one request per season.

You may request one singular title per household every four weeks.

Patrons will need to have a library card in good standing to request items through interlibrary loan services.

### **HOW LONG WILL IT TAKE?**

On average, requests arrive in 2-3 weeks.

### **WHAT INFORMATION DO I NEED TO REQUEST A BOOK?**

Ideally, the author and title. If a specific volume or edition is needed that should be noted. Please include all information you have.

### **WHAT INFORMATION DO I NEED TO REQUEST A PERIODICAL ARTICLE?**

The periodical name, date, page numbers, title of article(s), and author(s). Please include all the information you have.

### **WHAT DO I PAY?**

Most items are free. However, occasionally an item can be found only at a library which charges. If this is the case, we will contact you to ask if you wish to proceed before ordering the item.

### **HOW LONG MAY I KEEP THE ITEM?**

Lending periods are the same as they are for regular library material of the same item type.

### **MAY I RENEW ITEMS?**

The lending library determines the renewal policy for its materials. Please call or email five business days before the item is due so that we have time to contact the lending library and receive a response. [Debra.Chatham@SierraVistaAZ.gov](mailto:Debra.Chatham@SierraVistaAZ.gov); Debra, at 439-2255.

If a renewal is not granted, you may submit another request no sooner than four weeks after the return of the item.

### **WHAT ABOUT OVERDUE FINES, DAMAGED/LOST ITEMS, OR OTHER FEES?**

Overdue fines are \$2.00 per day for each item. There is no maximum amount that may be accrued.

Once an item is ten days overdue you will be billed for the replacement cost of the item including any fines and fees that have accrued. There is no maximum amount that may be billed for interlibrary loan material.

Once billed, payment must be made to reinstate library privileges.

We are unable to refund payments and/or accept exchanges for interlibrary loan items.

**If item is returned without bar-coded book strap,  
you may be billed for the item.**

### **HOW CAN MY BORROWING PRIVILEGES BE LOST AND/OR REINSTATED?**

There are many reasons your interlibrary loan borrowing privileges can be restricted or lost. Regaining your privileges is dependent upon the reason for restrictions.

If you have overdue, lost, or damaged items you simply need to return the items or pay the fines if you have been billed for the item(s). If you have overdue items, you need to return them within 10 days of the due date or you will be billed for the item(s). We will be unable to accept return of the item(s) after you have been billed.

There are occasions when privileges are restricted or lost for other reasons, such as continual misuse of the services *which include but are not limited to*: losing/damaging books; repeatedly removing the book strap on the cover; defacing books; regularly returning books late; returning books to the wrong library.

Loss of privileges and/or restrictions are determined on a case by case basis because there are too many scenarios to have a written policy for each potential issue. Interlibrary loan staff will determine loss and reinstatement of privileges based on what is believed to be in the best interest of the Sierra Vista Public Library and its interlibrary loan services.

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