

## **Tewksbury Public Library Policy**

### **MEDIATED INTER-LIBRARY LOAN POLICY**

#### **Purpose:**

The Tewksbury Public Library offers mediated inter-library loan (ILL) to expand the scope of materials available to library patrons. If libraries within the Merrimack Valley Library Consortium (MVLC) and the statewide Commonwealth Catalog (CommCat) do not own an item, the library will attempt to borrow the item from other libraries throughout the U.S. for you.

#### **Policy:**

1. Mediated inter-library loan (ILL) service is available to Tewksbury residents and non-residents in good standing.
  - a. Persons who are in temporary residents, or who have a temporary library card, are not eligible for this service.
2. Requests for articles and electronic items can be requested at and public service desk and will be forwarded to the Information Department.
3. Requests of physical materials can be requested at any public service desk and will be forwarded to the ILL staff member.
4. Terms for borrowing ILL items may differ from those of the Tewksbury Public Library.
  - a. These terms are determined by the library that loans the item to the Tewksbury Public Library and can include, but are not limited to, checkout periods, fees for borrowing materials, and postal charges.
  - b. All items must be picked up at and returned to the Tewksbury Public Library.
  - c. Renewals must be requested before the item is due, however, renewals are at the discretion of the owning library, and may not be granted.
  - d. Please note the expanded length of time it takes for the library to request and receive materials owned by libraries outside of the MVLC.
5. There are some limits placed on ILL service.
  - a. Most formats are available for loan; however, the policies of the owning library determine which formats they will or will not send.
  - b. Items less than six months old and popular titles cannot be requested through ILL.
  - c. Items owned by MVLC or available through the Commonwealth Catalog, as well as online electronic materials, will not be requested through ILL.
  - d. Only items in the U.S. are available for request.
6. There may be costs associated with mediated ILL service
  - a. Every effort will be made to borrow items free of additional charges.
  - b. Library staff members will email or call the requestor to let them know of any charges before borrowing the item. If the requestor does not want to pay the charges, the item will not be borrowed.
  - c. Patrons will be responsible for the cost of lost or damaged materials. If the item is subsequently returned, this charge is not refundable.
  - d. Patrons who fail to return an out-of-state ILL item will be charged the lending library's replacement cost and fees as well as any other related expenses. The patron's out-of-state ILL privileges will be suspended if the charges are not paid.