

Interlibrary Loans (ILLO) Policy

Policy Type: Operational	Policy Number: OP-05
Policy Title: Interlibrary Loans (ILLO)	Policy Approval Date: January 2024
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Introduction:

Resource sharing through our partnership interlibrary loan network is a primary service that supports the mission of the library by providing enhanced access to library materials and information. By participating in resource sharing, Norfolk County Public Library provides library users with access to shared collections, the collections of other libraries, and makes its collections available to other libraries. This policy establishes a commitment to resource sharing partnerships.

1. The library will participate in resource sharing opportunities by:
 - a) offering partnership interlibrary loan service to users in good standing as per Norfolk County Public Library OP-12 Circulation Policy
 - b) using resource sharing as an adjunct to, not a substitute for, the library's collection

2. Interlibrary loan is a process by which the Norfolk County Public Library borrows materials directly from another partner library on behalf of a user, or another partner library borrows materials from the Norfolk County Public Library on behalf of its user through Ontario Library Services software. The library will:
 - a) adhere to the provincial interlibrary loan policies and participation standards (link provided in related documents below)
 - b) make its database of holdings available to the partner interlibrary loan network
 - c) promote awareness of the interlibrary loan service
 - d) request materials not owned by the library or missing from the library's collection
 - e) request any type of library materials
 - f) not request items owned by NCPL and temporarily in use or on reserve
 - g) strictly observe any conditions for use of loaned materials that are imposed by a lending library
 - h) not charge users a fee for borrowing via interlibrary loan
 - i) be responsible for materials borrowed on behalf of patrons and pay for overdue charges, damage, or loss of material borrowed on interlibrary loan

3. Partnership in the interlibrary loan service is offered to libraries that abide by the provincial interlibrary loan policies and participation standards. The library will:
 - a) make available the broadest range of materials for interlibrary loan with the following exceptions:
 - i. equipment

- ii. materials limited by licensing agreements
 - iii. materials designated as non-circulating
- b) reserve the right to refuse to lend other materials or to ask a borrowing library to restrict use of materials lent
- c) circulate items for the same period of time as for regular circulation plus two weeks for shipping time
- d) grant renewals unless the material is needed for another user of the library
- e) charge for damaged or lost materials based on the Norfolk County Public Library OP-12 Circulation Policy

Related Documents:

Norfolk County Public Library – OP-12 Circulation Policy