

OPERATIONAL POLICY
THE PROVISION OF INTERLIBRARY LOAN SERVICES
YORK COUNTY LIBRARY SYSTEM

Effective: [4/1/2014](#)

Last Updated: 4/9/14

The libraries of the York County Library System: Collinsville Community Library, Dover Area Community Library, Kreutz Creek Valley Library Center, Red Land Community Library, Village Library, Dillsburg Area Public Library, Glatfelter Memorial Library, Kaltreider-Benfer Library, Guthrie Memorial Library, Mason-Dixon Public Library, Martin Library, Arthur Hufnagel Public Library of Glen Rock, and Paul Smith Library of Southern York County have agreed to utilize a single *Interlibrary Loan Policy*. This policy provides guidance to all those who deliver library services and informs the public of the ways in which the libraries make Interlibrary Loan services available.

Borrowing materials through Interlibrary Loan:

Who can use the service? - Interlibrary Loan (ILL) services are available to anyone with a current York County Library card in good standing with no fees on their account.

What does the service cost? - Currently our libraries offer interlibrary loan items free of charge. However, a fee for service may be necessary in the future. Also some lending libraries charge fees to lend their materials to us. Should this happen, we will share the pricing information with the requestor. They need to authorize the ILL Department to proceed with the transaction and prepay the lending library's fee for service.

Prepayments can be made with a credit card (American Express, Discover, Master Card, or Visa) through our website (<https://pos.yorklibraries.org/donate>) in person, or by phone (717-846-5300 x-239-Cash) will be accepted. The Interlibrary Loan mailing address is: Interlibrary Loan, Martin Library, 159 E. Market St., York, PA 17401.

Making a request – Members are encouraged to submit requests via our website (<http://www.yorklibraries.org/resources>), by phone, in person, by email illma@yorklibraries.org, or U.S. mail.

Please provide the following information when making a request: Your Name, Library Card Number, Title of the item, Author, Format (book, book on CD, DVD, music CD or other and provide details), ISBN/ISSN if known, and your pickup location (any of our 13 libraries or the Art Institute of York). If there is a deadline for receipt of material (month/year) include it at the time of the initial request. Feel free to include any other comments that might aid in locating the item. The ILL Request Form on our website makes providing this information easy.

We will need the email address and phone number of the requestor to alert them when their interlibrary loan item(s) are available or to ask questions during the process.

We respect your privacy and do not reuse or share your personal information or Interlibrary Loan requests with anyone.

The Interlibrary Loan staff has discretion to fill a request by buying and adding a requested item to our collection instead of borrowing it from another library. If this happens, the requestor will be contacted and become the first person to borrow the item when it arrives. The Interlibrary Loan staff will place a hold request for the customer.

Some materials are very difficult to obtain. While we can try, we may not locate a library willing to lend something.

Hard to locate materials include:

- College Textbooks
- Graphic Novels
- Reference Materials
- Audio-Visual Materials ~ including DVDs, CDs, & Audiobooks

Unfortunately, other types of materials are not able to be borrowed at all. Unavailable items include:

- Items owned by the libraries in the York County Library System
- Current bestsellers
- Newly published materials (materials less than 1 year old)
- Local History Materials
- Entire magazine issues - Requests for copies of specific pages from magazines or journals are possible.
- Rare or Valuable Materials
- eBooks, eAudios, eVideos, eMusic
- Software & Video Games
- Genealogy Materials
- Obsolete media formats unless the material is not available in any current format

How long will it take to get here? - The time required to receive requested material can vary considerably, depending on availability of material, location of the lending institution, and shipping method. Generally, interlibrary loan requests are received within two to four weeks. If there is a deadline for receipt of material (month/year) include it at the time of the initial request.

Requested materials will be delivered to the York County library of your choice (or the Art Institute of York). We will contact the customer when the material is available for pickup. If any questions about a request come up, please contact the Interlibrary Loan Department.

Pick up – When an interlibrary loan item arrives and the customer is notified they have a week to pick up their item(s). If the item is not picked up in seven days, the customer will be charged a \$25 fee per item in addition to any fees charged by the lending library. We will also return the item to the lending library. If someone repeatedly fails to pick up Interlibrary Loan items, they may no longer be able to utilize the service.

Be sure to leave the yellow/orange ILL bookmark slip inside the borrowed item until you return it.

Please understand that all issues regarding borrowed items are under the control of the lending library. These would include approving renewal requests, accruing any fines or fees, setting the date the materials are due back to us, etc.

Late Fees - The York County Library System places extended use fees on all materials borrowed through interlibrary loan that are returned after their due date. The customer becomes responsible to pay late fees to our libraries in addition to any fines/fees charged by the lending library. York County Library System extended use fees for Interlibrary Loan materials as of 9/2013 is: \$1.00 per day per item.

If an interlibrary loan item is damaged or lost while checked out, the customer will be responsible for the replacement cost of the item and/or fees assessed by the lending library.

In-Library Use Only - Most materials borrowed through ILL may be checked out of our libraries. Occasionally though, the lender may restrict materials to *In-Library Use Only*. This means the materials may be used here in the library but cannot leave the building. When someone requests to use materials that are limited in this way, we will ask for some collateral (ID, keys etc.) to be held until the materials are returned to the desk.

Photocopies – Customers are welcome to request photocopies of materials not available to be lent through ILL, such as magazine articles and pages from reference materials. Lending libraries may charge for the copies. Should this happen, we will share the pricing information with the requestor. They need to authorize the ILL Department to proceed with the transaction and prepay the lending library's fee for service.

Please contact the Interlibrary Loan Department for questions concerning photocopy requests. Note: Requests for photocopies must comply with U.S. Copyright Law.

Renewing Interlibrary Loan Materials - The lending library decides if a borrowed Interlibrary Loan item can be renewed and if so, for how long. Anyone desiring a renewal **must** contact the Interlibrary Loan Department (717-846-5300 x239 or illma@yorklibraries.org) before the item is due.

Returning Interlibrary Loan Materials – ILL materials can be returned inside the library where the item(s) were checked out.

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YORK COUNTY LIBRARY SYSTEM BRANCHES & MARTIN LIBRARY

Effective: 4/1/14

Last Updated: 3/5/14

Lending materials through Interlibrary Loan:

The branches of the York County Library System and Martin Library are a willing lender to libraries throughout Pennsylvania. Martin Library also lends throughout the Continental United States. Requests from other libraries are accepted through Access PA, OCLC, phone, fax, email or U.S. Mail.

Our ILL loan period is five weeks for all items. Renewals may be possible for up to four additional weeks at the discretion of the ILL staff.

Loan requests will be answered within two business days of submission.

Our libraries do not lend or borrow outside the Continental United States.

Our libraries do not charge to lend to other libraries via ILL. We do not charge borrowing libraries late fees for overdue materials. However, if materials are damaged, lost or not returned we will charge the borrowing library a fee equal to our cost to make a replacement item shelf ready.

Materials we will not lend:

- Items less than 1 year old
- Items in current high use
- Reference books
- Non-circulating items
- Genealogy & local history materials
- Rare or valuable materials
- Software, video games, & equipment
- Entire magazine issues - Requests for copies of specific pages from magazines are possible.
- Digital materials including: Ebooks, eAudios, eVideos, or eMusic
- Items in poor condition