

## ***What is Interlibrary Loan?***

Interlibrary loan (ILL) is a service provided by York County Libraries that allows our members to borrow materials from our Resource Sharing partners that are not available in our own library's collection.

## ***Who can use Interlibrary Loan?***

York County Libraries members in good standing can utilize our Interlibrary Loan service. To be eligible, accounts must be active with no outstanding fees.

## ***How do I make an Interlibrary Loan Request?***

- 1. Search for the Item in [ChiliPAC](#) first.**
  - If the item is not available, move to the next step. If it is available, place a hold on the material with your library card.
- 2. [Submit a Request](#)**
- 3. Wait for Pickup Notification**
  - The library selected on the Interlibrary Loan form will contact you either by email or phone call.
- 4. Pickup and Return of ILL**
  - The library selected on the Interlibrary Loan form will be the location for the pickup of the Interlibrary Loan material. Please return the Interlibrary Loan material to the library you received it from.

If you need to cancel your Interlibrary Loan request, please contact [illma@yorklibraries.org](mailto:illma@yorklibraries.org) or call (717)849-6939.

## ***What can I borrow through Interlibrary Loan?***

You may have up to two Interlibrary Loan hold requests at a time. We strive to fulfill as many requests as we can. Requests for Book format, Large Print, Audiobooks, CDs, Graphic Novels, Articles, and DVDs are permitted.

**The following items cannot be borrowed through Interlibrary Loan:**

- Titles owned by our libraries
- Titles released within the last 12 months
- eBooks and eAudios
- Genealogical materials
- Local History materials

If you submitted an Interlibrary Loan request and the material was released within the last 12 months, we will add it to our recommended purchase queue for consideration.

### ***When will my requested materials arrive?***

Interlibrary Loan requests are processed daily, Monday through Friday. After requesting materials from our Resource Sharing partners, we will place an Interlibrary Loan hold on your library account. It typically takes 2-4 weeks for materials to arrive, though some requests may take longer or may not be fulfilled due to availability or lender policies. Once the materials are ready, your pickup library will notify you.

### ***Where do I pick up and return my requested material?***

When completing the Interlibrary Loan form, the pickup library you select is where you will collect the requested material.

Please check our website for library hours. <https://www.yorklibraries.org/find-a-library-in-york-pa/>

Failure to pick up your requested material will result in a \$5 non pick-up fee.

Please return Interlibrary Loan materials to the library where you picked them up. If you return them to a different YCL location, please inform the staff at your pickup library. Remember to keep the orange checkout bookmark inside your Interlibrary Loan materials for returning. Do not place Interlibrary Loan materials in the dropbox; please return them to the service desk.

### ***How do I renew my Interlibrary Loan materials?***

To request a renewal, please contact your pickup library. We will send a renewal request to the lending library, which may take up to 7 days to process. If a renewal is not possible, we will attempt to request another copy of the material for you.

### ***Are there any fees for Interlibrary Loan Service?***

We will request your materials only from free resource sharing libraries. If we cannot find a free resource sharing library, we will contact you before proceeding with the request.

There is a \$5 fee assessed for failing to pick up an item.

Overdue fines are \$1 per day per item. Members are responsible for the cost of damaged or lost Interlibrary Loan items; the cost is determined by the lending library, with a minimum charge of \$25 for lost items.

## ***Copyright Information***

The copyright law of the United States (title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be “used for any purpose other than private study, scholarship, or research.” If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of “fair use,” that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

## ***Contact Information:***

Email: [illma@yorklibraries.org](mailto:illma@yorklibraries.org)

Phone: Interlibrary Loan Office 717-849-6939 or 717-849-6914

Office Hours: Monday - Thursday 8:00 a.m. – 5:00 p.m. ET

Friday 8:00 a.m. – 2:30 p.m. ET

Manager: Dana Ferree

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