

Concord Public Library
Interlibrary Loan Lending

45 GREEN STREET
CONCORD, NH 03301

ILL TEL: For Libraries: 230-3709; For Patrons: 230-3711 GENERAL INFO: 225-8670

I. Lending Contact

- A. ILL lending personnel at 230-3709, Monday through Friday, 10:00 a.m. - 5:00 p.m., handle Interlibrary Loans and all correspondence relating to this service. Email: ill@concordnh.gov. Fax: 230-3693.
- B. HSA code: HSYE
- C. ILL service is provided library to library.

II. Materials

- A. The following materials are available through Interlibrary Loan:
 - 1. Books, audiocassettes, videocassettes, compact discs, and DVDs.
(Material will not be loaned while status is "NEW" or in heavy demand.)
 - 2. Photocopies of articles in periodicals, newspapers, microfilm.
- B. Concord Public Library will not lend the following through ILL:
 - 1. Periodicals.
 - 2. Newspapers and vertical file material.
 - 3. Microfilm.
 - 4. Government publications: local, state, federal.
 - 5. Reference or non-circulating books.

III. Guidelines

- A. The borrowing library shall make requests using:
 - 1. The preferred method is via NHU-PAC, the New Hampshire State Library ILL online system.
 - 2. E-mail
- B. Telephone and fax requests from other libraries for ILLs are not accepted.
- C. CPL will use NHSL van service or U.S. mail for delivery.
- D. A borrowing library or a borrowing library's patron may not pick up material in person.

- E. The loan period is six weeks, with the exception of DVDs, which will be loaned for three weeks. Renewal will be granted at CPL's discretion. Renewals for DVDs will not be granted.
- F. Libraries requesting ILL materials will not be charged an overdue fee.
- G. The borrowing library must pay for lost or damaged material. Replacement charges for the various formats are listed on CPL's website <www.concordpubliclibrary.net> under Using the Library → Borrowing → Charges.
- H. Packaging/Labeling
 - 1. Books to be returned by U.S. mail must be properly packaged.
 - 2. Appropriate mailing labels/routing slips will be used in sending and returning requests or materials via NHSL van.
 - 3. Music CDs will be sent out in padded envelopes and should be returned similarly packaged.
- I. Photocopy charges/page limitations
 - 1. Photocopy requests subject to Title 17, United States Code.
 - 1. CPL does not charge other libraries for photocopying.
 - 2. Page limit for copying: reasonable requests will be filled.
- J. CPL will not reserve materials for ILLs.
- K. Subject requests are not accepted.

Concord Public Library
Interlibrary Loan Borrowing Policy

1. The Concord Public Library (CPL) offers Interlibrary Loan (ILL) as a service to permit CPL patrons to obtain material from other libraries. The Interlibrary Loan service is available to all persons having a valid CPL card in their name. ILL service is library-to-library only.
2. The initial request should be submitted to the Reference Staff, either in person, by phone (230-3695), or by the online form [www.concordpubliclibrary.net → Using the Library → Interlibrary Loan].
3. ILL requests are limited to five (5) per month, per cardholder.
4. A given item cannot be requested a repeat time, until one full month from date of return has passed.
5. CPL will borrow the following materials: books, audiocassettes, videocassettes, compact discs, and DVDs. Titles must be at least 6 months “old” (determined by publication or release date), and cannot be items that are currently owned by CPL. Reference titles are generally not available via ILL, but we can attempt to request a title if some libraries treat it as a circulating title. Non-book items will be borrowed only from New Hampshire libraries.
6. Book requests should include the following information, which will be verified by Reference Staff:

Full title of book	Author
Publisher	Publication date
ISBN (if available)	Edition details (large type, etc.)

7. Media requests should include the following information, which will be verified by Reference Staff:

Title	Performer(s) and/or director
Release date	Edition details (abridged, non-abridged)
Publisher/distributor: only if special requesting special release	

8. Copies of magazine articles may be obtained from other libraries if CPL has not exceeded the copyright law limit of 5 copies of one magazine title per year. The following information must be submitted and will be verified by Reference Staff:

Full title of periodical	Date of issue
Volume and issue numbers	Page numbers of article needed
Title of article	Author of article

NOTICE

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.

9. In some cases, we may not be able to borrow a particular item for free, as some libraries charge a fee for the loan of material or for photocopied articles. CPL assumes the cost of shipping material, but will not pay for additional lending fees. If it is determined that an item can only be obtained for a fee, ILL Staff will contact the patron to inform them of the potential cost, and to see if they would like to cover it. In such cases the patron will make out a check to the lending library and give the check to the ILL Staff to send to the lending library.
10. Most ILLs require anywhere from two to six weeks or more for completion, as we may have to make requests to more than one library due to availability. There is no guarantee as to how quickly an item will arrive. ILL Staff monitor pending requests daily. Once we receive notification that an item has been shipped, the title will be entered as a HOLD on the patron’s account, with the status “IN PROCESS.”
11. CPL’s loan period for items obtained through ILL is determined by the lending library’s due date, plus delivery time. Concord Public Library will charge a fine of \$1.00 per day per item for overdue ILL materials. Overdue notices are sent for ILL materials. Request for renewal should be made one week prior to Concord Public Library’s due date. Any other restrictions set by the lending library must be strictly observed. A \$5.00 fee will be imposed on an ILL request that was received but not checked out by requestor.
12. Patron requesting renewal will be referred to borrowing ILL personnel at 230-3711. Requests for renewal of DVDs will not be accepted. ILL personnel will contact the lending library for permission and, if granted, will make the necessary due date adjustment. Patron will be notified if the renewal has been granted and will be given the new date or, if the renewal has been denied, told the item must be returned.
13. Please be aware that any item borrowed through ILL is subject to recall from the lending library.
14. The patron must pay for lost or damaged interlibrary loan material. ILL personnel will contact the lending library for replacement price and notify patron responsible.

July 2004; revised July 2008; December 8, 2011; July 17, 2012; August 23, 2013