

Concord Public Library
Interlibrary Loan Policy (ILL)
45 GREEN STREET
CONCORD, NH 03301
(603) 225-8670

Purpose: Interlibrary Loan is a primary service that supports the mission of the library by providing enhanced access to library materials and information. The purpose of Interlibrary Loan is to obtain materials not available in our library and to provide material from our collection to other libraries.

The library affirms that Interlibrary Loan is an adjunct to, not a substitute for, the library's collection.

For Borrowing Libraries:

1. If libraries would like to contact the Concord Public Library's (CPL) Interlibrary Loan (ILL) staff, please email ill@concordnh.gov. Libraries can also call (603) 225-8670 during our operating hours.
2. The library's HSA code is NHHSYE.
3. CPL provides library-to-library ILL service only. Borrowing libraries and their patrons may not pick up loans in person unless authorized in advance by ILL staff.
4. CPL loans circulating books, books on CD, CDs, DVDs, and periodicals. For article requests, please email ill@concordnh.gov. Requests for items with a "NEW" status or items that are in high-demand by our patrons may be denied. Requests for reference and non-circulating items are handled on a case-by-case basis; please contact ill@concordnh.gov if there is uncertainty about an item.
5. Please make ILL requests using ShareIT, the New Hampshire State Library ILL online system, if possible. CPL staff respond to ShareIT requests within one business day.
6. CPL staff will respond to phone and email requests within three business days.
7. CPL uses the NHSL van service and USPS for ILL delivery.
8. The standard loan period for ILLs is 6 weeks (42 days). Renewals can be requested through ShareIT, email, or phone. Please notify ILL staff in advance if the borrower will need a loan for longer than 42 days.
9. CPL does not charge libraries overdue fees, but does charge replacement fees for lost items. Replacement charges for the various formats are listed on CPL's website (<http://www.concordnh.gov/DocumentCenter/View/7517/Fines-and-Fees-Policy?bidId>)
10. For requests from libraries outside the New Hampshire State Van delivery system, CPL reserves the right to pass on any charges incurred to the lending library, including photocopying, insurance, or postage costs.

11. Photocopy and scanning requests are subject to copyright law (Title 17, United States Code).

12. CPL does not allow libraries to place holds or reserve materials for ILL purposes.

For Patrons:

1. The Concord Public Library (CPL) offers ILL as a service to permit CPL patrons to obtain materials from other libraries. The Interlibrary Loan service is available to all persons having a valid CPL card in their name. It is important that the patron contact information be up-to-date and any attached fines to the patron's record be under \$10.00 at the time of pick up. ILL service is library-to-library only.
2. Requests can be submitted through a patron's CPL account by logging into <https://concord.ent.sirsi.net> with one's barcode and PIN, then clicking "Send a Request." Patrons can also submit requests through NH's ShareIT ILL online service (<https://nhais.agshareit.com>), at the Service Desk, or by calling 225-8670.
3. Due to the number of ILL requests that CPL processes, patrons are limited to five per month. For out-of-state requests, patrons are limited to four requests per month. CPL does not borrow any type of multimedia from out-of-state libraries, only books.
4. An item cannot be requested a repeat time until one full month from date of return has passed. CPL does not borrow items the library owns unless they are missing, lost, long overdue, or the request is part of a batch for book group.
5. CPL will borrow the following materials for patrons: books, audiocassettes, videocassettes, compact discs, articles, periodicals, and DVDs. Titles must be published or released at least six months prior to the request. Reference titles are generally not available via ILL, but CPL can attempt to request a title if some libraries treat it as a circulating title.
6. ILL requests must include the title of the item, format of item it is (i.e. book, CD, DVD, etc.), and the pickup library. Other optional information includes author, ISBN, publication date, edition details, and performer or director. If CPL staff cannot verify the title, the patron will be contacted to confirm the details of the request.
7. Copies of magazine articles may be obtained from other libraries if CPL has not exceeded the copyright law limit of five copies of one magazine title per year (Title 17, United States Code). If patrons would like to request articles, please include the title of the periodical, date of issue, volume/issue number, page numbers of article, title of article, and author of article if possible. If CPL staff cannot verify the title, the patron will be contacted to confirm the details of the request.
8. In some cases, CPL may not be able to borrow a particular item for free. If the owning library will only lend an item for a fee, ILL staff will contact patrons to inform them of the potential cost, and to see if they would like to proceed.

Most ILLs require anywhere from two to six weeks or more for completion, as ILL staff 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.

9. CPL's loan period for items obtained through ILL is determined by the lending library's due date, plus delivery time. When patrons receive an ILL, a neon sticker on the front of the item will inform them of the due date. Patrons will also receive a notice one week prior to the due date if email has been set up on their CPL account. CPL charges a fine of \$1.00 per day per item for overdue ILL materials. Any requests for renewal should be made one week prior to CPL's due date, either by emailing CPL, or calling 225-8670. Any other restrictions set by the lending library must be observed.
10. If patrons would like to renew an ILL, please call 225-8670 or email: ill@concordnh.gov. ILL staff will contact the lending library for permission and, if the renewal is granted, will make the necessary due date adjustment. Patrons will be notified by phone or email if the renewal has been granted and will be given the new date.
11. Please be aware that any item borrowed through ILL may be subject to recall from the lending library. If this is the case, ILL staff will contact patrons promptly and inform them of their options.
12. If ILLs are lost or damaged while in a patron's possession, he/she/they will be charged for the replacement. ILL staff will contact the lending library for the replacement price, notify the patron of the price, and adjust the balance on the patron's CPL account accordingly. Payments can be made at the CPL main library by cash or check. ILLs lost or damaged in transit between libraries are not charged to patron accounts.