

CALUMET CITY PUBLIC LIBRARY INTERLIBRARY LOAN SERVICE POLICY

Interlibrary Loan is defined as a transaction in which library materials or photocopies of materials are made available by one library to another upon request. This greatly increases patron access to information resources, reduces the need for duplication of holdings, and lessens the strain on library budgets. Books, periodicals, special collections, audio-visual materials and photocopies of non-circulating material may be requested through Interlibrary Loan.

There are three codes or policy statements governing Interlibrary Loan to which the Calumet City Public Library subscribes:

American Library Association National Interlibrary Loan Code of 2008
<http://www.ala.org/rusa/resources/guidelines/interlibrary>

ILLINET Interlibrary Loan Code of 2008
http://ediillinois.org/ppa/docs/00/00/00/01/32/27/20080915185039_1da130.pdf

RAILS (Reaching Across Illinois Library System)
Interlibrary Loan Policy Statement of 2012
<http://railslibraries.org/resource-sharing/ill>

Request Guidelines

- Interlibrary Loan inquiries should be directed to staff in the Adult Services Department at (708) 862-6220, ext. 2.
- Requests should provide as much bibliographic information as possible. Incomplete or illegible citations may require clarification and may cause a delay.
- ALA Request Forms may be sent via fax to: (708) 862-0872
- Direct Loan Requests, available to RAILS member libraries only, may be placed via phone by calling: (708) 862-6220, ext. 2.
- E-mail requests may be sent to: ill@calumetcitypl.org

Lending Policy

- Calumet City Public Library will initiate processing of requests within one working day and complete the transaction within three working days of receipt.
- Calumet City Public Library will notify the requesting library within one working day of receipt of request, if material is not being sent.
- Materials sent by Calumet City Public Library in padded envelopes or protective packaging must be returned in the original packaging. Items damaged in shipment due to insufficient packaging are the responsibility of the borrowing institution.

Loan Periods

- Books: 4 weeks from date checked out at the Calumet City Public Library - may be extended for an additional 2 weeks at the request of the borrowing library when there are no outstanding requests for that book and the book is not overdue. Requests for library sponsored book discussion groups may be extended to the end of the week the discussion group meets.
- DVDs: 4 weeks from date checked out at Calumet City Public Library - no renewals.
- CDs (including music and books on CD), Playaways & USB formats: 4 weeks from date checked out at Calumet City Public Library - may be extended for an additional 2 weeks at the request of the borrowing library when there are no outstanding requests for that book and the book is not overdue.
- Reference materials: Loan conditions to be determined by the Calumet City Public Library Head of Adult Services or the Library Director on an item-by-item basis. Call (708) 862-6220, ext. 2 before submitting request.
- Serials/Periodicals: 4 weeks from date checked out at Calumet City Public Library - may be extended for an additional 2 weeks at the request of the borrowing library when there are no outstanding requests for that book and the book is not overdue. Current issues of serials/periodicals will not be loaned until the next issue arrives.

Borrowing Policy

- Calumet City Public Library users (those patrons holding Calumet City Public Library cards, RAILS system cards or Reciprocal Borrowing Cards) may make Interlibrary Loan requests.
- Patrons must have a valid library card with no outstanding fees or fines. Materials borrowed by the Calumet City Public Library are loaned to the patron under the lending policies established by the Calumet City Public Library, unless the policies of the owning institution are more restrictive, in which case those policies apply.
- Patrons can monitor the status of their RAILS requests via the web-based SWAN catalog. The status of out-of-system requests may be determined by calling (708) 862-6220, ext. 2.
- When making requests, complete bibliographic information helps ensure accuracy and promptness of fulfillment. Author's name (and correct spelling) title (and correct spelling) volume, issue date, page numbers, preferred media, (cassette vs. CD, video disc vs. video tape, etc.) and any other pertinent data help assure receipt of the desired item. Complete patron information is required – name, library card number, phone number (home or work) and address or e-mail address if desired.
- Patrons may request up to 20 ILL items at one time, whether found in SWAN or through OCLC. Photocopy requests are limited to five photocopies of articles with a maximum of 20 pages per article. Additional requests for ILL items or photocopies may be made when the number of outstanding requests becomes less than 20, either via fulfillment, hold cancellations or hold expirations. Material circulation limitations are as follows:
 - 5 issues of any periodical title
 - 5 audio materials of each format (CDs, Playaways or USB)
 - 4 DVDs
 - 4 books per topic (for adults)
 - 5 books per topic (for children)
- Patrons may make requests electronically either via the Internet at the library catalog website, or at the Calumet City Public Library via the OPAC terminals. Patrons may seek assistance from Adult Services staff prior to placing electronic requests.

- Order of request fulfillment begins with RAILS, and then proceeds to in-state institutions outside RAILS. In-state requests fulfilled by out-of-system libraries come through OCLC. We do not initiate or fulfill loans outside of Illinois.

RAILS requests may take three days or longer. Out-of-system, in-state requests can take as little as one week or as many as six weeks. Interlibrary Loan materials are only delivered Tuesday through Saturday, excluding holidays. This should be considered when placing requests Saturday through Monday.

- Interlibrary Loan materials are held at the Circulation Desk under the patron's last name for a period of seven days. Items not picked up after notification will be returned to the lending institution. It is essential that patrons keep their Calumet City Public Library card information up-to-date with correct name, address and phone number or e-mail address to insure they are contacted promptly. Every effort will be made to contact patrons, but no additional effort will be made to contact those with disconnected phone numbers or those who have moved.
- Calumet City Public Library has no control over the loan period or policies of lending institutions.
- Photocopy requests can be sent via ILDS delivery or fax. ILDS helps assure the best copy quality, while fax assures minimum delivery time. Fees may be assessed for rush or urgent requests by the providing institution. These fees are the responsibility of the patron. The patron will be notified in advance if any fees are to be assessed.

Fees will be assessed for items, components or packaging that are overdue, damaged or lost. Interlibrary Loan overdue materials are \$.25/day for all items except DVDs, which are \$2.00/day. Fee schedules for damaged or unreturned items are assessed by the lending institution and are the patron's responsibility.

Last revised 2/17/15