

## Policy Statement

As a commitment to meeting the information needs of the community, the Rochester Hills Public Library (RHPL) participates in consortia and networks to provide access to information resources and services it cannot or does not provide on its own.

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## Regulations

1. Interlibrary loan is defined as the borrowing and lending of materials between RHPL and other library systems.
2. The library participates in programs on a regional and national level that enable customers to borrow materials or obtain articles otherwise unavailable to them locally.
3. Customers with a valid RHPL resident library card are eligible to use the interlibrary loan service free of charge.
4. The lending library determines the type of material that may be loaned. Some restrictions may apply:
  - A. New materials that are in high demand.
  - B. Materials that have been designated as reference or noncirculating special collections.
  - C. Sensitive or costly media such as audiovisual formats that could be easily damaged.
5. The lending library or consortia establishes the lending rules that must be followed in regards to the loan periods and renewals.
6. Interlibrary loan requests can be placed by the librarians and in most cases by the customer. Every effort will be made to educate customers how to use customer-mediated interlibrary loan systems to place their requests for materials from other library systems.
7. Staff cannot guarantee an exact delivery time for interlibrary loan materials due to variances in transit methods, work processes and geographic distance. Staff will give the customer, however, an approximate timeframe for the arrival of the materials.
8. Staff will inform the customer how they will be notified that the interlibrary loan materials have arrived. Customer confidentiality will be maintained in the notification process in compliance with

- the Library Privacy Act.<sup>1</sup> The customer always has the option to contact RHPL about the status of the request.
9. When picking up ILL items, customers are required to leave the packaging of the items, including the identification bands, on the items when they are checked out. These identification markers help staff identify interlibrary loaned materials and ensure their prompt return. Customers are also asked to return interlibrary loan items to the RHPL Check Out Desk.
  10. There is an overdue fine of \$1 per day for each interloaned item.
  11. Customers are responsible for the items that they check out, and they will be held responsible and charged for replacement costs as set by the lending library for lost or damaged items.
  12. Customers who abuse the interlibrary loan service may have their privileges revoked by the library director. Customers whose interlibrary loan borrowing privileges have been revoked may request the decision to be reviewed in compliance with the Appeals Process for Disciplinary Actions policy by the board of trustees.

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Approved: January 12, 2009, grammatically revised 4/19  
Rochester Hills Public Library Board of Trustees

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<sup>1</sup> MCL397.603 et seq. Library Privacy Act  
Rochester Hills Public Library Policies