

## Chesterfield Public Library Interlibrary Loan Policy

An interlibrary loan (ILL) is a transaction in which library material is made available by one library to another library upon request. Such requests may be made via the New Hampshire Automated Information System (NHAIS) ILL service, through electronic mail, by sending an ALA approved ILL form, or over the telephone.

Realizing the impossibility of providing all of the materials that users may wish to have, ILL requests have become an important part of library service. ILL's are not a substitute for library development, but serve to enhance the library's own collection. Frequently asked for materials will be considered for purchase as budget allows.

ILL services are available to all valid Chesterfield Library card holders. Materials can be searched by author, title, or subject, and requests may be made in person, via telephone, fax, or e-mail. ILL request forms will be completed by the person seeking the materials, or by a staff member. The ILL librarian will process the requests within two days. **Non-residents** should make requests through their home libraries.

Materials loaned or borrowed will be sent via the NH State Library delivery van whenever possible. When necessary, materials will be sent via mail service. All transactions are made library to library, and if there are any incurring expenses, they will be paid by the person requesting the material.

NHAIS is for in-state searching, and requests for materials will be processed to search the State Library and nearer libraries first; specifically, Nubanusit Coop members. The search then goes to other NH Libraries. Out-of-state searching requires First Search that is made available through the State Library, or by calling the NH State Library Reference and Information help desk. Users must understand that not all requests can, or will, be filled, and that it may take up to three weeks to receive available materials. There are several delivery van routes in the state, and many libraries are served only once a week. At present, the van comes to Chesterfield Library on Wednesdays. Factors affecting delivery time are: the day the request is made, the location of the library filling the request, and the van schedule for pick up and delivery.

Most materials in the library's collection are available for loan on request. Exceptions are: materials that are on reserve or published within the last three months, in-library reference works, and unique, hard to replace items. CD's, videos, DVD's, audios, and other non-book materials will be lent out at the librarian's discretion. Materials are loaned out for periods of four to six weeks, with renewals depending on the circumstances. Loan times on borrowed materials are set by the lending library. If materials arrive marked "In-library use", they must be used in the library. ILL requests are checked and responded to every day the library is open. Out of state library requests will be considered when an ALA approved ILL form is received.

Libraries requesting photocopies of printed materials up to 30 pages will be done free of charge. However, all libraries are responsible for compliance with the copyright law, and shall inform its users of the applicable portions of the law. (See attached notice concerning copyright restrictions.

Individuals will be notified by telephone, or mail, when ILL materials arrive. Due to the limited loan time, they should be picked up as soon as possible. It is the users responsibility to contact the library to track search progress. Overdue, damaged or lost materials will be billed by the lending library and passed on to the individual to whom it was loaned. Collection procedures follow the same policy as library owned materials. (See: Overdue Policy). Lost or damaged loaned materials will be billed to the borrowing library at replacement cost. Borrowed materials must be returned to this library in order to be processed and returned to the lending library.

Non-resident walk-in ILL requests will be considered for materials that are needed within one week of the request. The following criteria must be met:

1. An ILL form, completed and signed by their local librarian, must be presented to and approved by the librarian in charge.
2. Materials must be returned to this library, or the individual's home library, on or before the due date.
3. The number of requests per individual may be limited if it is determined that ILL's are to avoid Non-resident fees.

Records are kept of all ILL transactions; both loaned and borrowed. The numbers of materials sent and received are necessary for the Annual State Library report.

#### Library Information:

Chesterfield Public Library  
524 Rt. 63  
Chesterfield, NH 03443

Library Identification Code: HSH9

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#### Open Hours:

Mon 10 - 4  
Tues 1 - 8  
Weds 1 - 5  
Thurs 10 - 8  
Sat 9 - 1