



## **Interlibrary Loan Policy**

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### Policy

The Welland Public Library provides patrons with the opportunity to obtain materials not owned by the Library through Interlibrary Loan. This service is coordinated by the Southern Ontario Library Service (SOLS) and the Library adheres to the guidelines for Interlibrary Loan as set out by SOLS.

### Borrowing/Lending Limitations

Whenever possible any material requested will be loaned to requesting libraries. The following materials may be restricted to in-library use or may not be loaned:

- Rare, fragile and/or valuable books or materials. For example, Local History materials, limited editions.
- Books in current and/or recurring demand. For example, bestsellers and course and project material.
- Current editions of standard reference materials. For example, almanacs, directories, encyclopedia.
- Materials of an unsuitable format for interlibrary loan. For example, loose-leaf guides and manuals, pop-up books, oversize materials.
- Magazines and newspapers
- DVDs, compact discs,
- Items with a publication date of less than one (1) year ago.
- Some circulating technology. For example, laptops and tablets.

### Eligibility

Anyone with a valid Welland Public Library card in good standing will have access to the service.

### Borrowing Charges and Fees

While the interlibrary loan process is to be a free service, if a cost is identified by the lending library, library staff will notify the patron. The patron will then have the opportunity to refuse the cost and the item will not be requested.

If the request is authorized but the patron no longer needs the materials when it arrives, the patron is still liable for any costs that the Library has incurred.

All interlibrary loan materials will be subject to the same rules as regular library materials with regards to overdue fees. Any material borrowed by the Welland Public Library that is lost or damaged will be subject to replacement costs set by the lending library and the patron will be invoiced accordingly. Replacement titles will not be accepted in lieu of payment. Failure to pay for lost interlibrary loan materials may result in the loss of borrowing privileges.

### Submitting Requests

Patrons can request interlibrary loan materials in person at any Welland Public Library branch location. . When submitting a request, patrons must provide their name, contact information and current library card number. Patrons should provide the author, title, and any other identifying information (i.e. ISBN) on the Interlibrary Loan form and submit it to the library.

The library also makes it possible for patrons to borrow items from other libraries using the patron initiated interlibrary loan service available through its website. This service is coordinated through SOLS.

### Processing Time

It can take several weeks to obtain some materials, depending on the availability or type of material requested. Patrons will be notified when the requested item arrives, or if the requested item is not available through interlibrary loan.

### Confidentiality

The privacy of customers will be protected as per the Municipal Freedom of Information Protection of Personal Privacy Act R.S.O. 1990, Chapter M.56 Patrons have access to their own records or records for any minors under their care upon presentation of their Library Card. Records will be retained as per the Patron Records Policy (Cir 1-1.1)