

Pembroke Town Library

Interlibrary Loan Borrowing Revised

1. Users- This service is offered to all patrons holding a valid card from the Pembroke Town Library. The interlibrary loan borrowing privileges of patrons who are not in good standing are superseded. Failure to return interlibrary loan items on time or to pick up items ordered in a timely manner may result in the suspension of interlibrary loan services.
2. Types of Materials Borrowed- Interlibrary loan is an integral element in collection development. Materials not owned by the library or deemed missing from the library can be requested. Attempts to borrow any type of material needed by our users will be made. Materials less than six-months old will not be requested. Multiple copies for monthly book clubs will be made even if the library owns a copy.
3. How to Submit a Request- Requests may be placed at any library desk, via e-mail, or over the telephone. Forms are available for placing a request. Each request requires a separate form. Patrons are limited to three (3) ILL requests per week, with exceptions made for special circumstances.
4. Turnaround Time- Service will be provided as quickly as possible. The time varies depending upon the lending library and the materials requested. Patrons will be notified by telephone or email when the item is available for pick up after the van delivery.
5. Conditions of Use- The library will strictly observe any conditions for use of loaned materials that are requested by the lending library.
6. Charges- The library will not charge patrons a fee for ordinary borrowing via interlibrary loan. If the lending library specifies a fee the patron will be consulted about the willingness to pay before materials are borrowed.
7. Responsibility- The library will be responsible for materials borrowed on behalf of patrons from the time it leaves the lending library until it is returned. The Pembroke Town Library agrees to pay for overdue charges, damage or loss of material borrowed. These charges will, in turn, be collected from the patrons.

Statistics- The library will maintain records of the materials requested and the status of each request. This information will be reported annually to the New Hampshire State Library.