

Santa Rosa County Library System

Interlibrary Loan Policies

Borrowing Policies

Interlibrary Loan (ILL) is a courtesy provided to library patrons. This service is based on established protocols and good will. Continuous disregard of due dates and/or failure to pick up requested items may result in the loss of ILL privileges for the patron.

1. Borrowing

- a) ILL is a service that allows patrons in good standing to use their Santa Rosa County Library System (SRCLS) card to request print items that SRCLS does not own from other Florida libraries.
- b) ILL is not available to:
 1. any child (a patron not yet 18 years old), unless the child's parent has agreed to be responsible for all charges associated with the child's use of the service (such as fees associated with overdue, lost, or damaged items).
 2. temporary card holders.
- c) SRCLS adheres to the Reference and User Services Interlibrary Loan Code for the United States.

2. Requesting Items

- a) Only books (except books published in the last two years) and articles may be requested using ILL.
- b) ILL requests may be made electronically from home or any SRCLS location using the ILL interface on the library's website. Requests may also be submitted on a paper form that is available at each library location.
- c) To comply with copyright guidelines, the library can request only five articles, published within the last five years, from a particular journal title **PER CALENDAR YEAR**.
- d) Patrons can have up to three active requests in process at the same time. This includes requests already submitted for items not yet received. Requests are considered active until items are returned to the library and checked in. Special circumstances may require a change in the number of new requests allowed.
- e) Requested items can be picked up at the Santa Rosa County Library of the patron's choice. Some materials may not be available for check out and will be designated as "In Library Use Only," such as difficult to replace materials (including those deemed expensive or rare), and materials received for in-house use only.

3. Loan Periods and Returning Items

- a) SRCLS is unable to guarantee if and/or when an ILL request will be delivered. Patrons will be notified by the ILL department if a request is unable to be filled. Please note that wait time can exceed 8 weeks in some cases.
- b) Patrons will be notified when their ILL materials are available for pick up.
- c) The length of time a patron may keep ILL materials varies. Each individual lending library or institution determines the loan period for their materials.
- d) ILL items cannot be renewed.

- e) ILL items that are not picked up by the due date will be returned to the lending library.
- f) Photocopies that are not picked up within four weeks will be discarded. Patrons are encouraged to contact the ILL department if they are unable to pick up an ILL request within the specified time limit.
- g) ILL items may be returned to any library in the SRCLS. Items must be given directly to a staff member; in order to ensure the library has received returned ILL materials, items should not be placed in a book drop nor the attached paperwork removed.

4. Fees

- a) ILL items that are not returned by their assigned due date may incur overdue fees in accordance to the lending library's policies.
- b) Patrons are responsible for the damage, replacement cost, and processing fee of any ILL items that are lost, damaged, or stolen in accordance with SRCLS's policies and as determined by the lending library.
- c) All library privileges will be suspended until fees are paid in full.

5. Loss of Privileges

- a) ILL privileges will be revoked on the second instance of lost or damaged ILL materials.
- b) Failure to pick up requested items three times may result in loss of ILL privileges.
- c) Failure to comply with due dates three times may result in loss of ILL privileges.