

Provincial Library Service Interlibrary Loan



Frequently Asked Questions

Provincial Library Service – Interlibrary Loan FAQs

What is interlibrary loan?

Interlibrary loan is a service provided by the Provincial Library Service wherein materials not owned by our system may be borrowed for a three-week period from libraries in other provinces.

The interlibrary loan service of the Provincial Library Service is co-ordinated from our headquarters in Morell. Request forms submitted at any of our 26 local public libraries are forwarded to staff in Morell who then process the interlibrary loan request.

Who can submit an interlibrary loan request?

Interlibrary loan service is available to any Provincial Library Service patron in good standing (i.e., card is not blocked due to unpaid fines, non-return of overdue materials, incorrect address, etc.) Patrons must have a library card before submitting a request. If you do not yet have a borrower's card, please visit your local public library and fill out a registration form. You must show one piece of identification indicating a current mailing address in order for a library card to be issued.

How do I submit an interlibrary loan request?

Interlibrary loan request forms are available at your local public library. It is important to fill out the form as completely as possible and to include **all** the patron information requested. Interlibrary loan requests cannot be submitted via the telephone or by email.

Is there a limit on the number of requests I can have at a time?

A library patron may have up to three *active* requests for loans at a time. *Active* means either on order or in use. There are no limits to the number of requests for photocopies, although costs may play a role in limiting the number.

What can I request through interlibrary loan?

Materials generally available include:

- books published after 1930 and published at least two calendar years previous to present date,
- microfilm and microfiche, and
- copies of magazine articles.

Materials that *cannot* be requested include :

- books owned by the Provincial Library Service (including books shelved in our Reference collection),
- books published in the last two calendar years (i.e., current year plus last year),
- reference materials,
- rare and fragile material,
- textbooks,
- mass market paperbacks,
- entire issues of magazines, and
- audiovisual materials (e.g., audiobooks, videos, music CDs, DVDs, etc.)

How long does it take to receive the material I requested?

Usually, requests are filled within two to six weeks. However, it may take longer to receive some items, especially materials in high use at the lending library. At times, the search for your material may take eight weeks or longer. If you require the materials by a specific date, please indicate this on the request form. If we do not receive the material by your required date, your request will be cancelled. If you are waiting for a request, please ask the staff at your local library to contact the interlibrary loan staff for an update as to its status. *Please do not resubmit the request.*

How much does it cost to use interlibrary loan?

The library will absorb some of the costs associated with interlibrary loan. Although some libraries will lend books or provide photocopies free of charge, others charge for the loan of a book or the provision of a photocopy. If a lending library charges a fee to provide a book or photocopy through interlibrary loan, the Provincial Library Service will pay these charges up to a maximum of \$40 per fiscal year per patron. After this limit is reached, patrons will be charged for any additional costs incurred.

The library patron is responsible for any charges assessed by the lending library for damages to an interlibrary loan item that occurred while the item was on loan to the patron. If an interlibrary loan item is not returned to the Provincial Library Service, the library patron will be responsible for the cost charged by the lending library, plus a \$25 non-refundable processing fee.

How are interlibrary loans signed out to patrons?

Interlibrary loans require the creation of a temporary record for the borrowed material. When an interlibrary loan arrives, it is signed out in the patron's name, then forwarded to the pickup library. Our interlibrary loan service is co-ordinated from Provincial Library Service headquarters in Morell, so it may take several days for the interlibrary loan to arrive at the pickup library. If you check your patron record in the interim, you may see that the interlibrary loan will be among the titles listed as being signed out to you, even though you may not yet have received word that it is available for pickup. Please wait for the pickup library to contact you re the arrival of the interlibrary loan.

How will I know when the item I requested has arrived?

When the item arrives, you will be notified by mail, email or telephone by staff at the library you designated as the pickup point.

Where do I pick up my interlibrary loan?

You pick up your interlibrary loan at the library that you designated as the pickup point on the request form.

How long can I keep the material?

The loan period for interlibrary loans is three weeks. Renewals are NOT possible, so please ensure that the item is returned by the due date. Fines are charged for materials returned late; overdue charges accumulate at the rate of \$0.15 per day. Photocopies are usually yours to keep.

Where do I return materials?

Materials must be returned to where you picked them up. Please hand the materials directly to library staff, rather than leave materials in book drop. This will ensure that the material is correctly checked in.

Can I renew an interlibrary loan?

Interlibrary loan materials cannot be renewed, so please be sure to use the material in the time that it is on loan to you.

Can I request an interlibrary loan more than once?

Due to the costs in staff time and loan fees, it is not possible to request an item more than once. Please be sure to read the material while it is on loan to you.