
What if I no longer need an item I requested?

A return shipping fee will be charged for each ILL item requested, but not picked up by the borrower.

Please call the ILL librarian (533-6555, extension 3723) immediately should requested materials no longer be needed. This fee will be waived ONLY if the item has not already been shipped by the lending library.

How long will it take to receive my book?

Delivery of ILL items averages 2 weeks, but can take from 1 to 6 weeks depending on the location of the book, its availability at the lending library and the lending library's response time. Because most requests are sent by automated system, we are unable to give a more specific response time for any item.

How will I know when my materials arrive?

Patrons will be notified by telephone or through email notification when materials are ready to be picked up at the library. While library staff will attempt to speak directly with the borrower when telephoning, it is often necessary to leave a message either with another individual answering at the number listed on the request form, or on an answering machine. We suggest that email and voice messages be checked regularly as **we are unable to request a previously received item for a period of six months.** Patrons will also be notified if we are unable to obtain an item.

Please note: Interlibrary loan materials may only be checked out on the card of the patron whose name appears on the request form; the requesting patron's library card must be presented at the

circulation desk in order to pick up all interlibrary loan materials. We are unable to make exceptions to this policy.

How long may I keep ILL items? The loan period for all ILL materials is determined by the lending library, generally from 2 to 6 weeks. Lending libraries may on occasion recall an item; in such cases the recalled item MUST be returned to the Hershey Library within 24 hours or fines will be charged.



What if I am not finished with the item by its due date?

Because libraries generally give extended due dates to interlibrary loan materials, renewal requests are not encouraged. For unusual circumstances, contact the ILL librarian (533-6555, extension 3723) with requests for extended borrowing **at least 3 days, but preferably 5 days, prior to the due date.** Renewal requests may only be made through the Hershey Public Library's interlibrary loan department who will communicate with the lending library. Renewals are granted solely at the discretion of the library owning the item. If an item is marked **NO RENEWALS**, the lending library will not extend its loan period and renewals may not be requested for any reason.

Interlibrary Loan
Hershey Public Library
701 Cocoa Avenue
Hershey, PA 17033

Phone: 717-533-6555, extension 3723
Fax: 717-534-1666
Email: illhershey@yahoo.com

INTERLIBRARY LOAN POLICY



**HERSHEY
PUBLIC LIBRARY**

**Hershey Public Library
701 Cocoa Avenue
Hershey, PA 17033
717-533-6555**

<http://www.hersheylibrary.org>

INTERLIBRARY LOAN POLICY

Interlibrary loan is a service which enables materials from one library to be borrowed by patrons at another library. It is a privilege extended to library users through the voluntary cooperation of libraries and its success depends on responsible use by all parties. The following information is provided to facilitate the interlibrary loan process. Please become familiar with this policy before placing an interlibrary loan request.

Who may use interlibrary loan (ILL)?

Anyone who is a registered borrower in good standing at the Hershey Public Library may use this service, although borrowers living outside Dauphin, Cumberland and Perry counties (Capital Area Library District or CALD) will only have free access to materials that can be borrowed from other CALD libraries. A fee of \$5.00 per item, payable in advance, will be charged for all materials borrowed from non-CALD libraries for non-resident borrowers.

What items are available through ILL?

Although ILL was developed as a tool for researchers, requests are accepted for most items not owned by the Hershey Public Library, including books, magazine articles, audio books, videos, dvds, music cassettes and CDs. Resources for borrowing audiovisual materials are limited, however, and such items may not be obtainable through ILL. Libraries generally do NOT lend reference materials, current bestsellers, rare or valuable items and items from special collections. **Books published within the last 6 months may not be requested.** A maximum of 5 requests per week per patron may be placed; only one request for multiple-disc dvd sets may be placed per week. Please check the Hershey Library Catalog to make sure the item is not owned by this library before placing a request.

Are Magazines available through ILL? Most libraries will not lend entire magazines, but may provide photocopies of individual articles

for a fee. Many full-text magazine and journal articles can be found on the POWER library, accessible both at the library and from home through our website. If the article you want is not available in this database, please submit your ILL request on a magazine article request form, either electronically or using a paper form available in the library. Lending libraries require a complete citation to process such requests; forms should include date, and/or volume and issue number of the individual magazine in which the article can be found, as well as the page number of the specific article. When requesting magazine articles, patrons are responsible for photocopying charges of at least \$.10 per page. Because many libraries impose a minimum fee of \$5.00 to \$20.00 per article, **maximum charges you are willing to pay, along with complete citations, must be included on request forms before requests can be processed.** We will always, however, attempt to fill requests at the least possible cost. All photocopy requests must be in compliance with copyright law (Title 17, US Code).

How much does ILL cost?

Most usual fees associated with ILL service, such as database searching and shipping are paid by the library for borrowers living within the Capital Area Library District. Non-resident borrowers will be assessed a fee of \$5.00 per item borrowed from outside the library district. All borrowers are responsible for any unusual fees charged by the lending library but will be contacted for approval

before such items are requested. Borrowers are also responsible for any charges incurred for lost or damaged items, and for overdue charges at a cost of \$1.00 per item per day as well as photocopy fees as mentioned above.

How do I request materials through interlibrary loan?

If you have not found the item you need in the Hershey Library Catalog, or, for magazine articles on the POWER library, you may submit either a paper form, available at the circulation and reference desks in the library, or an electronic form from our website. Please be certain to use the correct form for the materials you need, **one form for each item requested. All requests are processed ASAP so please include an actual date if you have a deadline.** Providing as much information as possible helps us identify the specific item you are seeking.

Do I have to know which library owns the item before placing a request?

No. The Hershey Public Library is a member of the AccessPA Database Project and OCLC (Online Computer Library Center) and uses these resources to locate materials for ILL borrowers.

What if I need information on a particular subject but do not know the exact title?

Complete titles are required for processing interlibrary loan requests. To locate a specific title on a subject, the AccessPA Database is available through the POWER library at the Hershey Library website; assistance in using this database is available at the reference desk.

