3.3 Interlibrary Loan

A. Purpose: To provide materials for library customers from other libraries, and to provide other libraries the same service for their customers.

B. New Hanover County Public Library supplements the resources of its own collection through Interlibrary Loan (ILL) and follows the Interlibrary Loan Code for the United States established by the American Library Association.

1) The library does not borrow material from other libraries if the requested item is owned by NHCPL and available for public use, unless it is a title housed in the North Carolina Room.

2) The library does not lend items from its reference, audiovisual, and North Carolina Room collections, or items in high demand.

3) Staff will not process requests for customers who are blocked from regular library loans.

4) The library cannot guarantee if or when a request will be filled.

5) There is a $2.00 non-refundable charge per item payable upon receipt of the material.

6) Any charge from a loaning library will be passed on to the customer.

7) If an item is requested but not picked up by a customer, the $2.00 charge will be assigned to his or her account.

8) Overdue fees are calculated at $.20/day with a $4.00 maximum per item.

9) Renewal requests must be made through the library interlibrary loan staff five days in advance of the due date.

10) The library encourages customers to submit their own requests through the internet via World Cat, an online catalog of the holdings of OCLC member libraries.

11) A customer may have a maximum of 2 ongoing interlibrary loan requests at a time.

D. Designated staff may authorize exceptions to the above policy.