



EXTRAORDINARY SKIES.
UNCOMMON GROUND.

Interlibrary Loan Policies and Procedures

HOW MANY ITEMS MAY I REQUEST?

Patrons may have up to 3 active requests for print/audio-visual material and/or 3 periodical articles at one time. Active means from the time you submit the request until the time it is returned or until you are notified that a request can't be filled. Patrons will need to have a library card in good standing to request items through interlibrary loan services (exception: article requests).

You may cancel interlibrary loan requests, but if it has been shipped it will remain on your account and count as an active request until it is received from and returned to the lending library.

HOW LONG WILL IT TAKE?

On average, requests arrive in 2-3 weeks.

WHAT INFORMATION DO I NEED TO REQUEST A BOOK?

Ideally, the author and title. If a specific volume or edition is needed that should be noted. Please include all information you have.

WHAT INFORMATION DO I NEED TO REQUEST A PERIODICAL ARTICLE?

The periodical name, date, page numbers, title of article(s), and author(s). Please include all the information you have.

WHAT DO I PAY?

Most items are free. However, occasionally an item can be found only at a library which charges. If this is the case, we will contact you to ask if you wish to proceed before ordering the item.

HOW LONG MAY I KEEP THE ITEM?

Books and other items may be checked out for 21 days, audio/visual material for 10 days.

MAY I RENEW ITEMS?

The lending library determines the renewal policy for its materials. Please call or email five business days before the item is due so that we have time to contact the lending library and receive a response. Debra.Chatham@SierraVistaAZ.gov; Debra, at (520) 439-2255.

If a renewal is not granted, you may submit another request no sooner than four weeks after the return of the item.

WHAT ABOUT OVERDUE FINES, DAMAGED/LOST ITEMS, OR OTHER FEES?

Overdue fines may be charged by the lending library. Once an item is ten consecutive days overdue (5 days for AV material), we will request an invoice from the lender. Once we receive the invoice, you will be charged the amount invoiced plus a \$5 processing fee. None of this is refundable. We are unable to take material back once you have been billed.

There is no maximum amount that may be charged for interlibrary loan material. With the exception of a \$5 processing fee, all fines and fees are at the discretion of the lending library.

We are unable to refund payments and/or accept exchanges for interlibrary loan items.

**If item is returned without bar-coded book strap,
you may be charged for the loss of the item.**

HOW CAN MY BORROWING PRIVILEGES BE LOST AND/OR REINSTATED?

There are many reasons your interlibrary loan borrowing privileges can be restricted or lost. Regaining your privileges is dependent upon the reason for restrictions.

If you have overdue, lost, or damaged items you simply need to return the items or pay the fines if you have been charged for the item(s). If you have overdue items, you need to return them within 10 consecutive days (5 for AV) or you will be billed for the item(s). We will be unable to accept return of the item(s) after you have been billed.

There are occasions when privileges are restricted or lost for other reasons, such as continual misuse of the services *which include but are not limited to*: losing/damaging books; repeatedly removing the book strap on the cover; defacing books; regularly returning books late; returning books to the wrong library.

Loss of privileges and/or restrictions are determined on a case by case basis because there are too many scenarios to have a written policy for each potential issue. Interlibrary loan staff will determine loss and reinstatement of privileges based on what is believed to be in the best interests of interlibrary loan services.

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