

# CCLINC Interlibrary Loan Policies & Hold Procedures

May 2013 (updated January 2016)

## Interlibrary Loan Policies

### ILL Charges

Since North Carolina Community College System (NCCCS) libraries are a resource for all citizens, interlibrary loan will be a free service. CCLINC participants will not charge any fees for ILLs initiated by other CCLINC participants.

### Response Time

Each CCLINC library is responsible for checking the Onshelf Items list in the Holds function daily. Each library should designate a staff member (and a backup) to be responsible for this duty. To facilitate the ILL process, and to encourage timely communication, a list of ILL contacts with e-mail addresses and phone numbers is posted in the NCLOR at <http://explorethelor.org>. (Note: [Click here](#) to request an NCLOR login (e.g., account) to access this document. Please indicate that you are library staff when you submit your request for a login). Save a copy of the ILL contacts list to your computer's desktop for easy access.

If a Hold cannot be filled, it is imperative that a phone call be made or an e-mail sent to the requesting library so the Hold can be placed with another library.

### Loan Periods

Loan periods are set by the borrowing library. The items are placed "In Transit" at the lending library and are "Charged out" at the borrowing library. It is expected that the borrowing library will shorten extended borrowing times (Faculty/Staff) to a 3-week checkout in consideration of the lending library. Other adjustments to standard loan periods may need to be made for special items such as AV media, etc.

### Item Delivery

The CCLINC Lending Services Committee recommends the use of the State Courier service. There are exceptions, however, so it is important to check the policies of the lending libraries to see if they prefer UPS or USPS. A list of CCLINC Library policies is maintained on the CCLINC website at <http://www.nccommunitycolleges.edu/library-services>

Be alert for delivery to separate campus locations for a particular institution.

### Renewals/Recalls

Individual CCLINC libraries may determine their own Renewal and Recall policies. If the lending library does not allow renewals, that information should appear prominently on the wrap accompanying the item as well as on the ILL Contact list. 2 Rev. Jan. 2016

### **Holds Limits**

Holds limits are determined by the User Profile:

Faculty/Staff –unlimited Students—7 Non-students---5

Special students---5 Public ---5

### **Fines**

Lending libraries will not charge fines for overdue ILL materials. The borrowing library may charge its patrons for an overdue ILL item.

### **Damaged or Lost items**

If a book has been lost or damaged by a patron of the borrowing library, it is expected that the borrowing library communicate with the lending library as soon as a problem is identified. Normally, books should not be declared lost until they are overdue 90 days. At that time, the lending library should invoice the borrowing library for the replacement cost of the book. The lending library must invoice the borrowing library within 3 years of the loan date.

### **FAX and E-mail Requests**

A patron may occasionally request several pages from a non-circulating item held at another library. The Lending Services Subcommittee suggests that this type of request be generated by e-mail. If the material is 10 pages or less and the lending library has access to a fax machine, the pages should be faxed without charge to the requesting library. If the item is longer than 10 pages, the request should be sent via the State Courier Service or mailed at no charge to the requesting library. Consider scanning pages to a PDF file and e-mail it.

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