

<i>POLICY MANUAL</i>	Section No. : LS 1-1.3
	Effective : November 17, 2008
SECTION: Circulation Management	Revised : April 20, 2015; May 15, 2017, June 17, 2019
SUBJECT : Interlibrary Loan	Page 1 of 2

Policy

The Welland Public Library provides patrons with the opportunity to obtain materials not owned by the Library through Interlibrary Loan. The software for this service is coordinated by the Southern Ontario Library Service (SOLS) and the Library adheres to the guidelines as set out by SOLS where applicable

Borrowing/Lending Limitations

When possible, material requested will be loaned to requesting libraries. Some library materials are not available for loan to other libraries through the inter-library loan service. Materials include but are not limited to:

- Rare, fragile and/or valuable books or materials. For example, Local History materials, limited edition titles.
- Books in current and/or recurring demand. For example, bestsellers and and project material.
- Book club sets or multiple copies of the same title.
- Current editions of standard reference materials. For example, almanacs, directories, and encyclopedia.
- Materials of an unsuitable format for interlibrary loan. For example, loose-leaf guides and manuals, pop-up books, and oversize materials.
- Magazines and newspapers
- DVDs, compact discs, and video games.
- Items with a publication date of less than one (1) year ago.
- Circulating Technology. For example, laptops and tablets. Non-traditional collections. For example, board games, educational kits, and museum passes.

Eligibility

Anyone with a valid Welland Public Library card in good standing will have access to the service. Cardholders who make three interlibrary loan requests but do not borrow requested materials may have their interlibrary loan privileges suspended for one year.

Borrowing Charges and Fees

If a cost, aside from the standard postage rate is identified by the lending library, library staff will notify the patron. The patron will then have the opportunity to refuse the cost and the item will not be requested.

If the request is authorized but the patron no longer needs the materials when they arrives, the patron is still liable for any costs, aside from postage, that the Library has incurred.

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All interlibrary loan materials will be subject to the same rules as regular library materials with regards to overdue fees. Any material borrowed by the Welland Public Library that is lost or damaged will be subject to replacement costs set by the lending library and the patron will be invoiced accordingly. Replacement titles will not be accepted in lieu of payment. Failure to pay for lost interlibrary loan materials may result in the loss of borrowing privileges.

Submitting Requests

Patrons can request interlibrary loan materials in person at any Welland Public Library branch location. When submitting a request, patrons must provide their name, contact information and current library card number. Patrons should provide the author, title, and any other identifying information (i.e. ISBN) on the Interlibrary Loan form and submit it to the library.

The library also makes it possible for patrons to borrow items from other libraries using the patron initiated interlibrary loan service available through its website. This service is coordinated through SOLS.

Patrons will be limited to requesting a maximum of two items per month. Requests for multiple copies of the same title will not be considered.

Requests will be processed on a first come, first served basis until the monthly budgetary cap (as determined by the Library) for postage and supplies is reached. Fulfillment of outstanding requests will be delayed to the following month. Unused funds may be rolled over to the following month within the same calendar year.

Requests that require staff to source material from outside of the province of Ontario will no longer be fulfilled.

Processing Time

It can take several weeks to obtain some materials, depending on the availability or type of material requested. Patrons will be notified when the requested item arrives, or if the requested item is not available through interlibrary loan.

Confidentiality

The privacy of customers will be protected as per the Municipal Freedom of Information Protection of Personal Privacy Act R.S.O. 1990, Chapter M.56 Patrons have access to their own records or records for any minors under their care upon presentation of their Library Card. Records will be retained as per the Patron Records Policy (Cir 1-1.1)