



Stevens Memorial Library  
20 Memorial Drive  
Ashburnham, MA 01430  
P: (978) 827-4115  
F: (978) 827-4116  
library@ashburnham-ma.gov

## **Interlibrary Loan Policy**

*Interlibrary Loan (ILL) is a borrowing/loaning agreement between libraries. It is based on a tradition of sharing resources between various types and sizes of libraries and the belief that no library, regardless of its size or budget, is completely self-sufficient. ILL requests are generally thought of as those outside of the library's general network (C/W MARS) or geographical area (Massachusetts), and is used only after those more local resources have been exhausted. ILL service is guided by principles and practices established by the American Library Association, the Massachusetts Library System, and borrowing and lending libraries regardless of location.*

1. To place an interlibrary loan request, you must:
  - Have valid C/W MARS account privileges
  - Have an accurate phone number and mailing address on the account
    - An email address is extremely helpful for the back and forth that is frequently involved in the ILL process.
  - Provide as much information as you have about the item(s) you are looking for
  - Be able to pick up the requested item(s) at the Stevens Memorial Library
  - Be able to return the item(s) to the Stevens Memorial Library. ILL items may not be returned to another C/W MARS library, and they may not be returned in a book drop.
2. The Stevens Memorial Library is willing to request the loan of materials of all types, but patrons using ILL services are cautioned that some types of materials, including but not limited to the following, may be unavailable:
  - Audiovisual material (DVDs, CDs, Blu-Rays, etc.)
  - Bulky or fragile items, or those that are difficult to ship
  - E-books or journals
  - Items published in the past year
  - Rare or valuable materials
  - Reference (non-circulating) materials
  - Textbooks
3. A patron may have no more than four (4) ILL transactions in process at any given time. This includes items currently checked out and those that have already been requested.
4. Borrowed items will be available for pick-up at the library until they are due, at which point they will be returned to the owning library.
5. Please note that the usual SML lending times do not apply to interlibrary loan items, and that items checked out on the same day may have different due dates.



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- a. Items are assumed to be nonrenewable. Should renewal be allowed by the lender, the patron must notify the Library staff seven (7) days before the due date. The Library staff will not automatically request a renewal.
  - b. Renewals are not guaranteed and are at the owning library's discretion.
  - c. All borrowed material is subject to recall by the owning library. Borrowers must respond within one business day if the owning library recalls the item.
6. The Library accepts that postage via Media Mail rate (or other, whichever costs less) is part of ILL business, and absorbs the cost. Should a lender charge a loan fee (that is, a fee over and above postage as described above), the patron must accept or deny the fee in order for the transaction to be processed.
- a. No lending fees will be levied without prior authorization from the borrower.
  - b. Payment of the lending fee is expected upon pickup of the material. The Library will not release material until the fee is paid. In the event that a patron agrees to pay a fee then fails to pick up the material, the Library will add the full amount due as a manual fine of the patron's C/W MARS card.
7. Patrons are responsible for payment of all fines and fees that accrue on overdue items. Fines for overdue interlibrary loaned items vary as each library has their own fine schedule.
- a. Borrowers are responsible for any charges levied by a supplying library for materials lost or damaged while charged out to the borrower. No refunds will be made for lost and paid Interlibrary Loan materials that are subsequently found.
8. The Library will honor any limitation on use (e.g., in-library use only) imposed by the lender.
9. When material cannot be borrowed, locations will be identified for on-site use if possible.
10. Interlibrary Loan service may be limited or suspended for borrowers who repeatedly fail to pick up requested Interlibrary Loan materials, keep materials overdue, or damage or deface materials.