



Tom Green County Interlibrary Loan Policy

Borrowing From Other Libraries for TGCL Patrons

Interlibrary Loan services allow patrons to obtain materials from participating libraries throughout the United States that are not currently owned by the Tom Green County Library System.

ILL Requests Limits and Restrictions

In order to request an Interlibrary Loan, the patron must have an active card and fines not exceeding \$5.00. Patrons with an Internet Only card can submit a request, however their account must be upgraded to full access in order to actually check out materials when they arrive.

Patrons are limited to **5** active Interlibrary Loan requests at a time. “Active” requests are defined as requests pending, in processing, awaiting pick-up, and items currently checked out. Once items are checked in by the patron, it will take 1-3 business days for processing to be cleared from “active” status and allow another request to be placed. Patrons can choose any of our three branches to pick up or return ILL materials at.

Interlibrary Loan materials will not be renewed. Late items will be charged 10c per day.

TGCL reserves the right to further limit the number of requests as circumstance dictates.

What can be borrowed through Interlibrary Loan?

TGCL will place interlibrary loan requests for books, audiobooks, DVDs, VHS, music CDs, and journal articles.

Patrons can request any of these materials, however they should be aware that many libraries will not lend books published within one year, rare books, genealogical materials, study guides, textbooks, etc.

Journal articles requests must include: the journal or magazine title, the volume/issue number, year of publication, article title, author name, and accurate page numbers.

Patrons should be aware that even if an item can be found in the WorldCat system, we still may not be able to receive it. A notification will be sent if a request cannot be filled. Patrons with email accounts are encouraged to provide email for notification rather than phone numbers for interlibrary loan updates. This is the fastest method to receive notifications. However, phone notifications are also available.

What cannot be borrowed?

TGCL will not place interlibrary loan requests for materials that are currently part of our collection. Rare exceptions may be made based on staff discretion.

E-books and e-Audiobooks cannot be borrowed through interlibrary loan.

TV series can be requested, but they must be requested one season or volume at a time. If a patron attempts to place a request for the entire series of a show, the request will not be honored. If the entire series is somehow sent to TGCL, the patron will be lent only the first season. They can then request subsequent seasons individually.

Submitting a request and checking ILL status

Patrons may place an Interlibrary Loan request or check the status of a current request in person at any of our three branches, by calling any of our branches, or by sending an email.

Patrons can also place requests and check the status on their own through the TGCL website. Please ask any of our staff for instruction.

Turnaround time and check out time.

The time it takes to receive requests varies depending upon the material requested and how many libraries own it. It also depends upon whether or not the lending libraries are willing to lend it or if it is currently in use by their patrons. There are many variables, and it is very difficult to predict. Materials borrowed through interlibrary loan can take anywhere from a week to 3 weeks to arrive, occasionally even longer. ILL takes time and there are no RUSH requests.

Loan periods are determined by the lending library and will vary for every item. Generally the lending period is between 3-6 weeks. Items will not be renewed.

TGCL places a yellow band around ILL materials to let the patron know when that item is due back and to differentiate the item as ILL rather than a TGCL owned item. **Patrons should not remove this ILL band from the materials.** It provides the patron with important information about the material, and it also notifies library staff that this material requires special handling.

Occasionally lending libraries will set conditions for the use of their materials. In some cases this will require that loaned materials be used only in the library and not be checked out for use at home.

Long overdue, lost, or damaged items

The patron is responsible for all fees/fines which are incurred during check-out and if the item is lost or damaged. All items are subject to the lending library's rules and regulations. The lending library determines replacement costs and fees, which may be expensive depending on the materials.

Upon notice that an item cannot be returned or is damaged, TGCL staff will contact the lending library as to the charge for that material. Charges, as well as overdue fees, are the responsibility of the borrower. These charges will be reflected on the patron's library account and may impact borrowing privileges.

If an ILL item exceeds one month overdue time, the patron is subject to full charge for the item. If at any time after this one month period TGCL receives an invoice for replacement cost for the materials, the fee will be applied to the patron's account. This fee **will not be waived** even if the long overdue materials are returned. The patron may choose to simply keep the materials rather than return them, as the lending library now considers them lost and the fee must be paid regardless.

Patrons should be aware when requesting materials that include multiple volumes or items such as audiovisual materials that include multiple cases/discs. The patron is responsible for the entirety of the set. If one volume, case, disc, etc. is lost or damaged, the patron will be charged for the entire set, not just the one piece.

TGCL Lending to Other Libraries

The Tom Green County Public Library will lend materials, including books, audiobooks, DVDs, and music CDs that are available for checkout and have no holds or local patron requests.

TGCL will not loan:

- Downloadable content
- Books published within the last year
- Items designated as "high demand"
- Reference material
- Genealogical material
- Bound or current issues of magazines and newspapers
- Rare, archival, manuscript, or fragile items
- Other materials at the discretion of staff.

All materials loaned via interlibrary loan will have a loan period of 56 days. Materials not in demand can be renewed for an additional 30 days, excluding DVDs.

TGCL does not charge any fees for borrowing our material. If an item is lost, damaged, or long overdue, we charge a replacement fee. Refunds cannot be issued after payments have been processed.