

Interlibrary Loan Fees

Frequently Asked Questions

Beginning October 1, 2009 Timberland Regional Library (TRL) will pass through to patrons any Interlibrary Loan (ILL) fees that other library systems may impose when filling TRL requests for materials.

Why will TRL begin passing along lending charges for ILL requests?

- ▶ In an effort to balance the budget it is necessary to ask borrowers to pay any fees assessed by lending libraries for ILL items they request. TRL always tries to borrow materials for free and *most* ILL transactions *do not* involve a fee. However, sometimes items are only available from library systems that charge.

How will I know ahead of time how much I might be charged?

- ▶ The ILL request form will require that you state the maximum amount you are willing to pay. For example, if you enter \$0 on your request form, TRL will restrict its borrowing request to those libraries that do not charge. If you enter \$20, TRL will still try to get it for free or for the lowest possible amount.
- ▶ If an item cannot be obtained, no fee will be charged.

When will the payment be due?

- ▶ The fee, if any, will be added on your library account. The payment will be due when you pick up the item at your local Timberland library.

What if I can't pick up the material in time?

- ▶ If you don't pick up the material, the fee, if any, will still be added to your library account. You will be responsible for paying the amount before you can check out any items, including the ILL item.
- ▶ Please call your local library and have them extend the hold period so that you do not get charged for something you were not able to pick up.

How long will I be able to keep the material?

- ▶ The loan period is determined by the lending library. Usually, the ILL check-out period is two weeks. The lending library also determines whether or not materials can be renewed.

Can TRL tell me in advance how much it will cost to obtain an ILL?

- ▶ No, this is not possible. We may need to go to multiple libraries to find the item, and there are many variables involved.

What if I want to cancel or suspend the ILL request?

- ▶ Please contact the local library to cancel or suspend the request as soon as possible. Canceling or suspending the hold on the library catalog does not stop the ILL process for that request.
- ▶ If you do not contact the library and the material comes in, you will be responsible for the fee, if any, that the lending library imposes.