

NETWORK TRANSFER & INTER-LIBRARY LOAN POLICY

USAGE.28

REQUESTING MATERIALS FROM OTHER LIBRARIES

In addition to borrowing materials from the J. V. Fletcher Library's collection, patrons may request items from other libraries, either from within the Merrimack Valley Library Consortium (MVLC) using a "network transfer", or from other public libraries in Massachusetts and farther afield using inter-library loan (ILL).

1. Patrons may submit a network transfer request for an item ("placing a Hold") for material from our library or other libraries in the MVLC via:
 - the online catalog;
 - calling the Information Services Desk at 978-399-2304;
 - contacting us via email at reference@westfordlibrary.org;
 - in person.
2. Patrons may submit ILL requests at the J. V. Fletcher Library via:
 - the library's website;
 - the Commonwealth Catalog (ComCat) website at www.commonwealthcatalog.org;
 - calling the Information Services Desk at 978-399-2304;
 - contacting the Interlibrary Loan Librarian at reference@westfordlibrary.org;
 - in person.
3. Only items not owned by an MVLC library may be requested via ILL. ComCat is the preferred method of requesting ILL items, and will be consulted first, before attempting to look beyond that system. The library will restrict its search for materials in other libraries to those in the United States.
4. Patrons with lost materials or fines of \$20 or more may not request or borrow ILL items until the lost materials or fines are paid.
5. Items requested from a library within the MVLC usually arrive within two to three business days, but delays are possible. Items from a library outside of the MVLC take longer; please expect at least a two week transit time. When a requested item is available for pickup, borrowers will be notified by e-mail, text, or phone.
6. The loan period for ILL materials is dependent on the lending policy of the loaning library. Materials must be returned by the due date. Overdue materials may also be subject to replacement fees imposed by the lending library. All fees assessed by the lending library will be the responsibility of the borrower. The patron must agree to this charge before the item(s) can be requested. The Library will absorb postage costs associated with receipt of and return of the item(s).
7. Borrowers are responsible for any charges levied by a lending library for materials lost or damaged while checked out to the borrower. No refunds will be made for lost and paid ILL materials that are subsequently found. Any patron who fails to return an out-of-state ILL item will be charged the lending library's replacement cost and fees as well as any other related expenses.
8. ILL materials checked out from libraries outside of the MVLC must be picked up and returned to the J.V. Fletcher Library. However, MVLC network transfer materials may be picked up or returned to any library within the MVLC.
9. The J.V. Fletcher Library reserves the right to suspend or revoke ILL privileges for borrowers who repeatedly keep ILL items overdue, or damage or lose materials.

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LOANING MATERIALS TO OTHER LIBRARIES

The J. V. Fletcher Library lends to other libraries from its own collection and accepts requests via mail, e-mail, ALA Inter-Library Loan Form, phone or fax from other libraries. While the library will do all it can to facilitate requests, we reserve the right to deny a request for any reason, most notably condition or rarity of the item requested. Returnable materials will be shipped via the Massachusetts statewide delivery system whenever possible, or via USPS Library Mail. The loan period for returnable Interlibrary Loan materials is 60 days. Renewals may be provided at the J. V. Fletcher Library's discretion.

Approved by the Board of Library Trustees: 6.5.23