

The Bentonville Public Library offers interlibrary loan (ILL) service to BPL cardholders in good standing. This service is not available to patrons with a temporary internet card or a three month temporary card. The purpose of this service is to provide materials that are not available at BPL. The library reserves the right to refuse to borrow or loan items contingent on cost and/or other lending factors.

## Interlibrary Loan Procedures

Patron will fill out a request sheet for an interlibrary loan item, realizing that after submission to OCLC it may take several weeks to get a response for the request. Therefore, it is recommended that sufficient time is allotted to fill a request for items needed at specific times.

If an item is not obtainable after BPL submits five (5) requests, the patron will be contacted to see if they want to continue the search for the item.

Interlibrary loan materials will be checked out to BPL patrons for a two week period. The two week checkout period will begin upon notification that materials are ready to be picked up. After three (3) attempts to contact patron with no response, items will be sent back to the lending library.

Interlibrary loan items will be picked up and returned at the reference desk. ILL items may not be returned via the book drops.

Renewals for interlibrary loan items are not allowed under any circumstances.

## Conditions and Terms of Service

In order to provide the best level of service to all Bentonville Public Library cardholders, patrons may have no more than three (3) interlibrary loan requests in process at any time. The library director reserves the right to make exceptions to this limit on a per patron basis.

The following items are not available for loan: reference items, genealogy items, newspapers, magazines, videos, audiobooks, CDs, microfiche and microfilm, GED or other study guides, or any item published within the last six months.

Due to the cost of interlibrary loan services, a patron's interlibrary loan privileges may be suspended or revoked if materials are not returned on time, items are damaged, or if the patron does not pick up requested items.

Interlibrary loan service at BPL is restricted to libraries and other lending institutions within the continental United States.

No requests will be made for items that the Bentonville Public Library owns but are unavailable due to circulation status or other uses.

Patrons wishing to request interlibrary loan materials must be 18 or older.

## Fines and Fees

Patrons will be assessed a \$2.00 fee per interlibrary loan request. This is a cost-recovery fee offsetting various library resources, allowing BPL the ability to provide ILL services. Staff will make every reasonable attempt to locate and borrow the item.

Fines for overdue ILL items are \$1.00 per day, with a \$10.00 maximum overdue fee.

Replacement costs for lost or damaged ILL items are assessed by the loaning library, plus a processing charge of \$5.00.

Some items will not be available without incurring additional borrowing fees. At this time we are unable to request items that require fees for borrowing and copying.

### ILL At a Glance...

- Request forms available at the Reference desk
- \$2.00 per request
- Limit of three (3) requests per person
- You will be notified when the item arrives, or if the item cannot be found or borrowed
- Pick-up & drop-off ILL items at Reference desk

*BPL is a member of Amigos and adheres to the Amigos Resource Sharing Agreement and the American Library Association's Interlibrary Loan Code. BPL participates in ILL as both a "requesting" and "supplying" library.*