

Interlibrary Loan Policy

Overview:

Interlibrary loan service is essential to the vitality of libraries of all types and sizes as a means of greatly expanding the range of materials available to users. Lending between libraries is in the public interest and should be encouraged. Interlibrary loan should serve as an adjunct to, not a substitute for, collection development. When resources within the state and then the region have been exhausted, loan requests to more distant libraries should then conform to the provisions of the National Interlibrary Loan Code, 1980.

I. General

Interlibrary Loan (ILL) allows participating libraries to share resources outside of the Polk County Library Cooperative (PCLC). Materials borrowed from libraries outside PCLC do not fall under the same borrowing guidelines as Winter Haven Public Library materials. Availability of the items, due dates, and lending conditions can vary depending on the lending library rules.

Not all items are possible to obtain.

Eligibility:

- All patrons with active PCLC accounts are eligible to use Interlibrary Loan
- Items are only available for pick-up and return at the Winter Haven Public Library

Requests:

- Each patron is limited to FIVE active ILL requests at any time. Additional requests will be canceled
- Requests for materials should be completed online using the Online Interlibrary Loan Request Form
- Patrons should allow approximately 2 weeks for ILL requests to be filled
- Only Books, Audiobooks, and Article Copies may be requested through ILL
- Items published within the last 12 months WILL NOT be eligible for ILL

Other:

- The [Interlibrary Loan Code for the United States](#) and its [Explanatory Supplement](#) shall regulate any matters not explicitly addressed within this policy

- [View Winter Haven's full Interlibrary Loan Policy here](#)

II. Loans

All Winter Haven Public Library Interlibrary Loan requests are completed through OCLC WorldShare and are lent to borrowing libraries for 6 weeks. One renewal is permitted for an additional 2 weeks.

Winter Haven Public Library will ILL the following formats:

- Books
- Large Print Books
- Audiobooks
- Article Copy Requests

Winter Haven Public Library WILL NOT ILL the following formats:

- Items added to the collection in the last 12 months
- Reference materials
- Audiovisual materials
- Electronic Materials

Shipping:

All materials in Florida will be sent through Florida Library Statewide Ground Delivery (DLLI) if possible. Otherwise, Winter Haven Public library will ship the item via USPS Library Mail Rate.

Recall:

The supplying library may recall any loaned material at any time. Patrons are required to return recalled items promptly.

Replacement Charges:

Allocating fees pertaining to the replacement of lost materials or repair of damaged materials lent through interlibrary loan are the responsibility of the borrowing library.

III. COPIES

Fulfillment of Article Copy Requests:

Winter Haven Public Library patrons can submit Article Copy Requests electronically using the same [Online Interlibrary Loan Request Form](#). If necessary, copy requests may be delivered via email as a PDF attachment or with a link to a locally mounted PDF.

Copyright Compliance:

Requesting and supplying libraries must comply with U.S. Copyright Law and be aware of related guidelines for copy requests (e.g. CONTU). Requests for copies (i.e. non-returnable reproductions of articles, book chapters, proceedings papers, etc.) must indicate compliance with Section 108 of the U.S. Copyright Law (denoted on the request as “CCL”) or with the CONTU guidelines (denoted on the request as “CCG”). Requests which lack such indication of compliance should be returned unfilled.

License Agreements:

PCLC libraries must comply with all local license agreements when providing copies from electronic content. For this reason, we do not lend any Ebooks or EAudiobook materials.

Quality:

When scanning, the supplying library should provide a copy that closely reproduces the original article or chapter in appearance, legibility, and completeness with appropriate attention paid to image color and clarity, margins, page orientation, and any accompanying references, plates, or appendices.

IV. Fees

Winter Haven Public library does not charge or accept any Interlibrary Loan lending fees.

Postage:

Winter Haven Public Library (WHPL) will make a substantial effort to obtain materials with no cost to our patrons. However, patrons may request that library staff search for materials outside of the Florida Library Statewide Ground Delivery (DLLI) option for an additional postage fee. This fee will be applied to the patron’s library account at the time of ILL checkout and is dependent on the size, location, and priority of the materials being shipped.

Late Fees:

- Interlibrary Loan materials are subject to a 25c/day late fee with a maximum late fee of \$5
- After an item is seven days overdue it will be marked as “LOST” and a fee for the items’ full price will be placed on the patron account until the item is returned.
- Patron accounts over the WHPL fine limit will not be permitted to make additional requests until the account is in good standing.

Lost or Damaged Items:

- Lost or Damaged Interlibrary Loans are the responsibility of the borrowing library or borrowing patron.

- All fees for lost Interlibrary Loans are subject to the invoice received from the supplying library and will be applied to the WHPL patron's account if the item is damaged or lost.
- This process for a lost Interlibrary Loan can take 2-4 weeks, and Patron accounts over the WHPL fine limit due to ILL fees or Lost Interlibrary Loans will be subject to the same limitations as traditionally blocked accounts until the fine is settled.