

### **INF-1: Reference Services**

Reference services are available in the Library and on-line. Persons with reference requests who are physically in the Library will be served by a trained senior staff member. Such requests will take precedence over phone or e-mail inquiries. All reference questions are treated as confidential. Staff will provide information from and access to authoritative reference sources, and will not offer personal opinion, advice or other interpretation.

Any reference request involving complicated searches or work requiring more than ten minutes of staff time may be handled by the 24/7 AskAway online live chat Reference Service, which is available in the Library and from remote location to Library cardholders.

### **INF-2: Interlibrary Loan**

Interlibrary Loan is a method by which libraries make materials or copies available to other libraries. The libraries borrow materials directly from one another on behalf of a patron.

Interlibrary loans allow libraries to make available to their patrons materials beyond those in the library's collection. This service supports the mission of the Library by providing enhanced access to materials for cardholders.

The Library will lend the following types of materials to other libraries according to the following guidelines:

The Library will lend materials in the following formats:

- Books, audio books, music CDs, videos, DVDs.

It will NOT lend the following types of materials:

- A. Rare, fragile, or valuable material
- B. Material in high demand at the library
- C. Non-circulating materials, including the local history collection
- D. Periodicals\*

\*May supply copies of articles of reasonable length to satisfy ILL requests

The Library recognizes that interlibrary loan is an adjunct to the Library's collection. The Library will exhaust local resources first, including its own collection and those of neighboring libraries. Items requested frequently will be considered for purchase.

The Library generally will NOT request from other libraries items which it owns. An exception will be made for multiple copies of books for book clubs.

The Library will generally not engage in interstate transactions. In the event a patron requests a loan only available from another state, the patron must agree to accept round-trip shipping charges incurred. The Library will only lend to an out-of-state library if our copy is unique on FirstSearch/OCLC.

Interlibrary loans are available to current cardholders in good standing with the Library. Interlibrary loan privileges of cardholders with blocked accounts are suspended until the account is in good standing.

At the current time there is no fee for borrowing via interlibrary loan. The Library will endeavor to collect from the borrower any overdue fees, or charges for lost or damaged materials. There is an overdue charge of \$1 per day for overdue interlibrary loan materials. The overdue charge is subject to change.