

Guideline

Inter Library Loans and Multicultural Language Boxes



Introduction

This guideline outlines the circumstances and conditions of placing a request for an Inter Library Loan or Multicultural Language Box via the Central Coast Library's Inter Library Loans service (ILL service).

Statement

In as far as practicable the Library follows the guidelines set out in the Australian Interlending Resource Sharing Code (ILRS).

The ILL service is a value-added service provided by the Library to provide Library customers with access to items not stocked within the Library's lendable collection.

ILL service policies vary by institution. Recent publications, rare or valuable items, and audio-visual material are often unavailable for Inter Library Loan.

The time to satisfy an Inter Library Loan is dependent upon the supplying library and cannot be guaranteed by the Library.

Inter Library Loan and Multicultural Language Box requests incur a non-refundable service fee as outlined in Council's fees and charges. An additional fee may be payable dependent on

fees and charges imposed by the lending Library. Any fees will be communicated to Library customers prior to incurring the fee.

The Inter Library Loans and Multicultural Language Box fee still applies for any items not collected by the Library customer.

The due date for Inter Library Loans and Multicultural Language Boxes is set by the lending Library and is indicated on the item. Library customers may request a renewal with approval dependent on the lending Library's response.

Inter Library Loan requests will not be accepted for items published within the previous 12 months without the approval of the staff in charge of the ILL service. Library customers may request that the Library Service purchase items published within the last 12 months.

Lost or damaged Inter Library Loans and Multicultural Language Box items will be treated according to each lending Library's policy regarding lost or damaged items. If an Inter Library Loan or Multicultural Language Box (or item therein) is returned damaged or is lost the Library Resources staff must be notified. The replacement cost will be determined by the lending Library and communicated to the Library customer.

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A maximum of 5 Inter Library Loans or 5 Multicultural Language Boxes may be requested by a Library customer at any one time.

Related resources

[Collection Management Strategy](#)

[Code of Conduct](#)

[Fees & Charges - Delivery Program and](#)

[Operational Plan](#)

[The Australian Library and Information](#)

[Association - Interlending Resource Sharing](#)

[Code \(IRLS\)](#)

Ask us a question

Please contact us at:

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