



SOUTH SAN FRANCISCO PUBLIC LIBRARY OUT-OF-COUNTY INTER-LIBRARY LOAN POLICY

South San Francisco Public Library offers out-of-county inter-library loan services (ILL) to our library patrons. The goal of the South San Francisco Public Library Inter-library Loan Service is to provide patrons with access to books/materials at libraries nationwide that cooperate with us. The success of this program depends on prompt return of items borrowed. However, because of staff constraints and the costs involved, the following guidelines must be observed.

1. There is a non-refundable processing fee per item requested. The fee is \$3.00 per item for South San Francisco residents and \$5.00 per item for non-residents. Not all interlibrary loan requests are successful due to availability of the item, willingness of owning libraries to loan, etc. Interlibrary loan requests will be accepted for lending libraries in the continental United States plus Hawaii.
2. Patrons must have a current Peninsula Library System (PLS) library card in good standing.
3. If a number of requests are submitted at the same time, there may be a delay in processing them. Please limit your request to three items at a time.
4. South San Francisco residents may request a maximum of twenty items in a calendar year and non-residents may request a maximum of twelve items.
5. Each volume of a title, each reel of microfilm, etc. constitutes one item request and should be submitted on a separate request form. If we are unable to fill your request on the first search and you would like us to try again in the future, the fee will be charged again.
6. If an item is owned by a Peninsula Library System (PLS) library, we must try to obtain it from that library before going out of system/county. If the item exists as reference use only in PLS, we will refer patron to owning library.
7. Patrons should provide accurate bibliographic information (author, title, year of publication, etc.) for items requested.
8. Patrons are responsible for any fees or charges imposed by the lending library. South San Francisco will try to borrow materials from sources that do not charge fees; however, if there are fees or charges imposed by the lending library, including special shipping fees, SSF Library staff will contact the patron for approval before proceeding with the loan request.
9. Items borrowed by SSF Public Library on ILL are subject to loan periods and other restrictions, i.e. library use only. Please note: microfilm reels must be viewed in the library.

10. Items borrowed through out-of-county ILL must be picked up and returned to SSF Public Library.
11. Renewals are allowed per lending library policies and approvals. Please call 650-829-3860 at least five days before the due date of the item to request a renewal.
12. AV materials (except for microfilm) are not available through out-of-county ILL. Due to the difficulty in locating libraries that will loan microfilm reels, patrons may be responsible for identifying lending institutions.
13. We will search for journal articles on our online ILL service. If we cannot locate them online, the patron is responsible for locating lending libraries.
14. In addition to the above constraints, the library will not search for:
 - a) Items SSF Public Library has previously borrowed several times for the same person
 - b) Items SSF Public Library has unsuccessfully tried twice to borrow within the last year
 - c) Circulating items owned by a PLS library
 - d) Items that cannot be verified
 - e) Books likely to be designated "reference only" and, therefore, not loanable
 - f) Items published within the current and previous year
 - g) Textbooks
15. LOST OR DAMAGED MATERIALS

Patron is responsible for entire amount charged by lending library if an item is lost or damaged while checked out to them, plus this library's processing charge for lost/damaged items. Patron is also responsible for paying overdue fines charged by the lending library and this library.

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