

INTER-LIBRARY LOAN (ILL) PROCEDURES

In accordance with the “Saratoga Springs Public Library Planning and Policy Manual” of the Saratoga Springs Public Library, the Library Director, or designee, establishes the following procedures to facilitate the efficient and effective operation of the Inter-Library Loan (herein after ILL) process.

1. Customers may have no more than three ILL requests pending at a given time. As requests are filled, new requests may be submitted.
 - a. The Library Director or designee may approve exceptions to this limitation when circumstances so warrant.
2. A form requesting the ILL may be filled out on the website at www.saratogasprings-ut.gov/library under “Policies.”
 - a. The Library will then try to request the item through available resources. It can take up to 6 weeks for items to arrive via this process; customers will be notified either when the item arrives or the request is denied by all libraries.
3. Payment for an ILL item’s postage is billed to the customer when the item arrives at the Library.
 - a. Failure to pick up or use an ILL item after proper notification by the Library does not relieve the customer of the ILL charges.
 - b. Such charges will be assessed against the customer’s record and must be paid before any further ILL requests will be processed or any further ILL materials are loaned to the customer.
4. Some materials borrowed through ILL may be renewed. The decision to permit renewal, however, rests with each lending library, and the request to renew must be submitted separately on an item-by-item basis.
 - a. A request for renewal can be made by sending an email to the Library at library@saratogasprings-ut.gov. Please include your library card number, name, phone number, and the title of the item you would like renewed in the email request.
 - b. Regardless of when a request to renew is made, the item must be returned to the Library when it is due or it will accrue a daily overdue fine as determined by the lending library.
 - c. After the item is returned, the Library will then hold the item until the lending library approves the renewal, after which the customer will be contacted to pick up the item with its new due date.
 - d. If the renewal is denied, the Library will notify the customer that the item cannot be renewed and will then return the item to the loaning library.
5. A request to cancel an ILL request can be made by sending an email to the Library at library@saratogasprings-ut.gov. Please include your library card number, name, phone number, and the title of the item you would like canceled in the email request.
 - a. Payment for an ILL item’s postage is billed to the customer when the item arrives at the Library and may still apply if the lending library has already shipped the item.

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- b. Such charges will be still be assessed against the customer's record and must be paid before any further ILL requests will be processed or any further ILL materials are loaned to the customer.