



NORWALK PUBLIC LIBRARY INTERLIBRARY LOAN SERVICE

AVAILABILITY:

If the Norwalk Public Library System does not own materials that you are seeking, we will try to borrow them from another library for you through the interlibrary loan system. This service is only available to Norwalk Public Library cardholders. If you do not own a Norwalk Library card, you must request interlibrary loan service from your hometown library.

You may ask for items in any format including non-print, reference or rare materials, but we cannot guarantee that the libraries owning the requested items will lend them. The lending libraries also reserve the right to recall any items before the indicated due date if their patrons have need of the material. No more than 5 requests may be pending at any one time. It can take 2-6 weeks to fulfill a request. We will not ask for materials owned by the Norwalk Public Library System unless lost or unaccounted for. We may choose to buy requested materials instead of obtaining them through interlibrary loan. If we choose to purchase an item you request, we will reserve it for you and notify you when it is available.

FEES / FINES:

We will first attempt to obtain the items from Connecticut libraries. If an item is only available outside of the state, there will be a minimum charge of \$5 in addition to any other applicable fees described below.

The Norwalk Public Library will not charge you for interlibrary loans within Connecticut, unless the lending library charges us. In the event that we are charged, we will cover the first \$5. You will be required to reimburse us for any charges in excess of \$5.

You should indicate on the request form how much you are willing to pay per item requested. (\$5-\$10 is a good guideline). You may indicate \$0, if you do not wish to pay anything, but, doing so would limit you to in-state requests. We will notify you if the item is not available in-state before requesting it. We will always attempt to get the item from a library that does not charge fees, however, we cannot guarantee to obtain the item at no cost. You should expect to pay at least \$0.10 per page for photocopies of articles. Some libraries, particularly academic and special libraries, automatically charge a minimum \$10 fee.



FAILURE TO PICK UP REQUESTED INTERLIBRARY LOAN MATERIAL WILL RESULT IN A \$5 FINE PER ITEM!

PROCEDURE:

Requests may be placed at the Information Desks in the Adult or Children's Departments of the Main Library, 1 Belden Avenue or at the South Norwalk Branch Library, 10 Washington Street. They may also be placed by fax or phone: Main Library 203-899-2780 x 15106 or 15109; fax 866-7982 to the attention of the information department, or online from the [ReQuest Database](#). This is a statewide database that you must login to using your library card barcode. Once in the database, type in the title, author or keyword of what you are looking for, click on the correct title from the list. Once you are into the item record there should be a button on the right side of the screen "Request this Item" , click on that to interlibrary loan the item from another library. Materials must be picked up and returned at the library where you placed the request.

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