

**Reviewed and/or revised: 03/04/2019, 12/07/2020**

Robert W. Barlow Memorial Library card holders may request materials from other libraries in Iowa through the Interlibrary Loan (ILL) program. The following terms are in place:

- Any patron with a valid, non-delinquent RWB Library account may request materials through the ILL program. Requests may be made in person, by phone or by email. The RWB Library will utilize the State Library of Iowa's Iowa Shares delivery program for ILL requests.
- Requests can be made of books, magazines, audio books and DVDs.
- There is a limit of four ILL requests per patron at a time.
- There is no postage charge for ILL requests. If the request requires a library to mail the materials, a \$2.00 per item fee will be applicable.
- Once requested material(s) have been received at the RWB Library, the staff will notify the patron by phone. The patron has two weeks to pick up the requested material(s). A second call will be made one week after the initial call. If the material(s) has not been picked up in two weeks, the material will be returned to the original library and the postage fee(s) will be assessed to the patron's account.
- Not all requests are able to be fulfilled. The RWB Library will not send out materials that are less than a year old. Patrons may not request an ILL for an item that is less than a year old.
- There are no fines for overdue ILL materials, however, the patrons will be responsible for any ILL materials in their possession. If the item is lost or damaged, the patron will be charged the replacement cost for the item as per the lending library's request.
- We lend and request materials in accordance with the statewide policies established by the State of Iowa Libraries Online (SILO).
- All ILL request decisions may be decided upon at the discretion of the Library Director.