

2.4 Interlibrary Loan/Network Transfer

The Chelmsford Library subscribes to the American Library Association's Interlibrary Loan Code for the United States.

Interlibrary loan service is essential to the vitality of libraries of all types and sizes, as a means of greatly expanding the range of materials available to users. Lending between libraries is in the public interest and should be encouraged. This code is intended to make interlibrary loan policies among those libraries adopting it as liberal and as easy to apply as possible. Interlibrary loan should serve as an adjunct to, not a substitute for, collection development.

Loans of books, movies, magazines, audiobooks, and other physical items may be made through Merrimack Valley Library Consortium (MVLC) Network Transfers, Commonwealth Catalog requests, Interlibrary Loans, and Article Requests:

- MVLC Network Transfers are materials requested through the Merrimack Valley Library Consortium (MVLC) catalog. Patrons can search for and request items by going to https://mvlc.ent.sirsi.net/client/en_US/chelmsford/ and logging in with their library account credentials.
- Commonwealth Catalog Requests are materials requested through the statewide catalog of most libraries in the Commonwealth of Massachusetts. Patrons can search for and request items that cannot be found in the MVLC catalog by going to <https://commonwealthcatalog.org/home?cid=MASSVC&lid=MVLC-CHELMSFRD> and logging in with their library account credentials.
- Interlibrary Loans (ILL) are requests made by staff on behalf of patrons to libraries that are not a part of the MVLC or Commonwealth Catalog systems. In order for an interlibrary loan request to be made, the item must be one that could not be obtained either from the MVLC Network or the Commonwealth Catalog.
- Patrons may contact the Reference Desk staff to place a request, or to check on a request they may contact the Interlibrary Loan staff (978-256-5521 x120 or ILL@chelmsfordlibrary.org).
- Non-Chelmsford residents will be charged a fee (non-refundable) for this service; patrons may check with their home library to see if they will request it free. Cash or checks will be accepted; please make checks payable to Chelmsford Library Gift Book Fund.
- On occasion, an ILL cannot be processed because the owning library is charging a higher fee than the Chelmsford library is able to absorb. In such cases, the patron will be contacted to see if they are willing to pay the fee.
- Article Requests may be made for articles from magazines, journals, or other sources. Many articles are available in the Library research databases, which patrons can search through the Library website with their login credentials. If the article is not available in Library databases, Reference Desk staff can request it through the Boston Public Library and email it to you when it arrives (there will be a fee to print).

2.4-1 Guidelines for Network Transfers and Interlibrary Loans

MVLC and Commonwealth Catalog requests will be placed by (or on behalf of) patrons directly into the MVLC or Commonwealth Catalog systems. Patrons will be notified by email, text, or phone when the requested item is available for pickup, or if there is a problem with the request.

- Successful Interlibrary Loan requests will be processed by Library staff, who will contact the patron by phone or email to pick up their item. Unsuccessful OCLC requests may be due to the owning library charging a higher fee for the item than the Chelmsford Library is able to absorb; in those cases, the patron will be contacted to see if they are willing to pay the fee.
- Any patron who fails to pick up an out-of-system item may lose the ability to place ILL requests.
- Any patron who returns an out-of-system item late may be charged an overdue fine and may lose the ability to place ILL requests.

Approved, Library Board of Trustees, December 2015

Readopted 11/8/2023