

Category: Public Service
Policy Number: 4-7
Policy Name: Interlibrary Loan

Purpose:

To provide access to materials that are not held in the Waterloo Public Library's collections but that are accessible through resource-sharing arrangements with other libraries.

Policy:

Library staff will recommend interlibrary loan service in situations where this is the most appropriate means of providing material to meet the customer's need. A customer may also initiate requests to borrow material from another library for titles not owned by Waterloo Public Library.

A valid Waterloo Public Library membership, in good standing, is required before an item is ordered for the customer.

Not all library material is available for request. The Library will not request or lend items owned by Kitchener Public Library, IDEA Exchange (Cambridge), or the Region of Waterloo Library system; titles published within the last 12 months; titles from libraries that levy fees; or material in non-book formats such as DVD, CD, etc. (microfilm and microfiche excepted).

Normally, requests are first sent to Ontario public libraries. When a match is not available searches may be initiated and public libraries across Canada.

Document Record:

June 2003	Initial Release
June 2015	Reviewed
June 2019	Reviewed
February 2022	Reviewed
June 2023	Reviewed