

**Category:** Public Service  
**Policy Number:** 6-6  
**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 new titles that were published within the current year, or material in non-book formats such as dvd, cd, etc. (microfilm and microfiche excepted).

Postal charges may apply and are not optional.

To allow for situations in which a lending library levies fees, customers are asked to indicate on the form their willingness to pay loan or photocopy charges and to indicate the maximum fee they are prepared to pay. Whether or not a customer still requires a requested item once it has been shipped to the Library, the customer is required to pay any charges incurred

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

**Document Record:**

June 2003	Initial Release
July 2015	Reviewed
June 2019	Reviewed