

**Winter Haven Public Library
Interlibrary Loan Policy
PUBLIC NOTICE**

Interlibrary Loan (ILL) offers Library patrons the opportunity to request and receive materials that are not owned by Winter Haven Public Library or the Polk County Library Cooperative. Through ILL, you have access to the circulating collections of all the library systems in Florida, as well as universities and public library systems throughout the United States.

Borrowers must have a valid library card with the Polk County Library Cooperative and be in good standing with the Winter Haven Public Library and outstanding fines not in excess of \$5.

The Winter Haven Public Library does not charge for Interlibrary Loan services, but some lending libraries may charge for copies, postage, and/or insurance for which the patron is responsible for paying.

Requests may be made for books and audio visual materials except those published within the last twelve months and/or high demand titles. A maximum of five (5) ILL requests may be active at one time, this includes pending, in-transit and checked-out ILL items. Any ILL requests received above this limit will not be filled.

Requests can be placed electronically via the online catalog found at the Winter Haven Public Library or through a home computer. Requests by telephone are accepted, but no more than three (3) at a time.

Requested material will be delivered to the Winter Haven Public Library. You will be contacted when the material is available for pickup. In the case there is a question about the requested material or if it is unavailable, a librarian will notify you. If you have questions about your ILL request once it has been placed, please call the Library at (863) 291-5880 and ask for ILL Services.

Loan periods for ILL items are generally 21 days but may vary, since return due dates are determined by libraries from which materials are borrowed.

The renewal of ILL material is dependent upon the restrictions set by the lending library. If you desire a renewal, you must contact the Library at (863) 291-5880 at least three (3) working days before the material is due. Fines will be incurred for overdue materials. Overdue materials can not be renewed.

Returning Materials

ILL material must be returned at the Winter Haven Public Library. To ensure that you receive credit for returning the book, do not remove the lending label on the book.

Fines for overdue ILL's are \$.25 per day per item with a maximum overdue fine of \$5.00 per item. Full value will be assessed for lost, missing, or unreturned items. Failure to return ILL items or habitual late returns may result in the loss of borrowing privileges. No refunds will be issued for found interlibrary loan materials once payment has been made.

Note:

ILL requests will be reviewed by library staff for possible purchase for the Library's collection if the item is not available for loan and readily available. Borrowers may also submit requests for materials via the [Suggest a New Title](#) option on the Library's Web page.