

College of Southern Nevada  
Department of College Library Services  
Interlibrary Loan/Document Delivery Policy

Interlibrary Loan/Document Delivery (ILL/DD) serves as the formal means by which libraries around the country and the world share their resources. Our primary mission is to assist faculty and students in obtaining research materials for items which are not available at CSN.

Use of Interlibrary Loan/Document Delivery Services is a privilege extended to CSN students, faculty and staff. Borrowed materials do not belong to us; they are lent to us as a courtesy and must be returned to the lending library on time.

The College of Southern Nevada (CSN) Library's Interlibrary Loan/Document Delivery services are available to all currently enrolled CSN students and currently employed CSN faculty and staff. At this time, there is no charge if borrowed items are returned on or before the due date.

Patrons who abuse their Interlibrary Loan privileges endanger CSN's relationship with other institutions. If materials are repeatedly lost or overdue, a lending institution may choose to revoke CSN's borrowing privileges. Abuse is defined as more than two (2) instances where materials are lost and/or more than 15 days overdue, frequently damaged materials, unpaid fees, or any combination of these offenses. Patrons who abuse their Interlibrary Loan privileges will be restricted to borrowing only two items at a time and the loan period will be reduced to two weeks. Patrons with overdue items will be placed on Registrar Hold and billed for replacement costs. Registrar Hold blocks course registration, receipt of course grades, transcript requests, and graduation applications. Registrar Hold also suspends all library borrowing privileges. Interlibrary Loan services can be refused to anyone who continually abuses the privilege.

Notification Process:

1. When materials arrive, patron is notified via phone call and/or email. Patrons must sign to acknowledge receipt of materials.
2. When materials are five (5) working days overdue, patron will receive a phone call and/or email notification that items are overdue and accruing fines of \$2 per day, per item.
3. When materials are ten (10) working days overdue, students and other patrons will be placed on Registrar Hold and library borrowing privileges will be suspended until all materials are returned and all fines/fees are paid. Patrons will receive another phone call and/or email notification that they've been placed on Registrar Hold, their library privileges have been suspended, and fines are still accruing at \$2 per day, per item.
4. When materials are fifteen (15) working days overdue, patron will be billed for the replacement cost of each item in addition to overdue fines and fees incurred. The faculty member's department will be billed for fines and fees of any faculty member who is unwilling or unable to pay for lost or damaged Interlibrary Loan materials. All holds will remain in place until all items are returned in good condition.
5. Any appeals must be made in writing and submitted to the Director of College Library Services.

Fines/fees include but are not limited to:

Overdue charges:	\$2.00 per day, per item late fee
Damaged items:	Fees for damaged items will be assessed on a case-by-case basis, depending on the amount of damage.
Replacement costs:	Fees for replacing lost/unreturned items will be determined by the lending library and passed on to the borrower if an item is not returned.
Overnight shipping:	Overnight shipping charges will be assessed, if necessary.