--ILL patrons must be members of an MVLS library. Scan their card to make sure that they are not delinquent (no ILL service until fines paid); borrowers with Temporary cards and those with New Borrower status must use ILLs in the library and cannot take them out. All interlibrary loan requests are forwarded to MVLS for handling.

--SCP Reference and branch staff will take ILL requests from patrons, and search Polaris for the materials. If holdable in Polaris, place a system hold for the patron.

--If the materials the patrons are seeking are not found in Polaris, complete the online MVLS Interlibrary Loan Request form either in paper form or on the SCPL webpage: www.mvls-info/ILL. (staff may search CDLC online catalog, time permitting).

--Ask patrons if they want MVLS to search beyond CDLC libraries and NYSL where there will be a $2.75 MVLS return postage fee. Mark this on the request form. If they approve a search beyond CDLC, ask if they are willing to pay additional lending fees that the lending library may impose in addition to the $2.75 and write the dollar amount where indicated. The lending fees charged are generally not less than $10.00. Patrons can approve an out-of-area search but not wish to pay lending fees. Ask patrons for a “Not Wanted After” date—the date at which the materials are no longer needed by the patron. The Not Wanted After date for materials held by CDLC libraries should be at least a week ahead, and requests placed beyond CDLC and NYSL must be at least two weeks ahead due to the length of time that it can take materials to reach MVLS and changes in the local delivery system which can delay the arrival of materials.

**Patrons cannot change the “Not Wanted After” date or the maximum amount of lending fees (if any) that they are willing to pay for an interlibrary loan request once it has been submitted to MVLS. Changing these factors requires a new request to be submitted to MVLS; MVLS generally will not request the same title again within six months.

- print the form before submitting it to MVLS. If the patron has filled out a paper form, enter the information on the online form and submit.

--if a patron is making multiple requests, staff may have the patron fill out paper request forms to be submitted to MVLS later if the library is busy. Enter the information onto the online form and submit it to MVLS. At Central, leave all completed request forms in the small black ILL Requests box at the Reference Desk for the ILL librarian.

--MVLS will notify the ILL librarian and the requesting librarian or branch manager when the item has been shipped to MVLS, when the item is in delivery to SCP or a branch, or when the request has been cancelled, and will ask SCPL staff to notify the patron.
--MVLS will barcode the item and write the due date on the label affixed to a yellow paper sleeve, with pre-printed renewal instructions citing the due date and any fees to be collected. Branch and Central staff will check the book out to the patron using the MVLS due date. ILLs have their own specific due dates; use the “Special” loan period in Polaris to check them out. Collect any fees due at the time of pickup, forward them to MVLS in the delivery and mark the fees “paid” in the patron’s borrower account.

--SCP and branch staff should email MVLS-ILL staff at mvls@mvls.info when a patron requests a renewal—ILLs cannot be renewed in Polaris. The patron may keep the book (without fines) while MVLS waits to hear if the renewal was granted. If the renewal is granted, MVLS will update the patron’s borrower record with the new due date and ask SCPL staff to notify the patron.

--When ILL materials are returned, check them in and put them in delivery for MVLS. Fines for overdue ILLs are the same as for SCPL materials of the same type and are generally not waived (only at the discretion of the ILL librarian).

--When an item is overdue, MVLS sends an email to the ILL librarian, and the requesting librarian or branch manager and asks them to contact the patron.

Call the ILL librarian at Central or email MVLS at mvls@mvls.info with any questions.