Purpose
Interlibrary Loan provides access to information and resources not available at the Puksta Library. Interlibrary Loan is made possible through the cooperative agreements/efforts of participating libraries throughout the world. In an effort to maintain good working relationships with other libraries, we ask that users return borrowed material on time and in the same condition that it was received.

Eligibility
This service is available to all students, faculty, and staff of River Valley Community College in Claremont and the Keene Academic Center who are in good standing.

Material types
Most material types can be borrowed including books, articles and audio/visual material. Some general exceptions are:

Reference material
Reserve items
Textbooks
Rare and valuable materials

Please note that books published in the last six months and audiovisual materials may be more difficult to obtain, as many libraries restrict lending of these items. **We will not interlibrary loan textbooks currently in use for RVCC classes, as the lending period is far shorter than the length of the semester.**

Submitting a request
To submit a request you may email or call the library or submit the request in writing at the circulation desk. Interlibrary loan request forms are available at the desk. We will respond to your request within one business day of receipt.

Arrival and Pick up of Materials
The amount of time required to fill a request depends on a variety of factors. On average, requests take one to two weeks to arrive, but can take as many as four weeks, so please plan accordingly. **The Interlibrary Loan service is not designed for last minute research.**

We will contact you once an item has arrived or if a request cannot be filled. Items are to be picked up at the circulation desk at the Puksta Library in Claremont, unless other arrangements are made in advance (i.e. pick up at the Keene Academic Center). If an article is received electronically, we will email the article to your CCSNH email account.
Renewals
Loan periods are determined by the lending library and renewals are granted at their discretion. Please plan accordingly, as a renewal may not be possible. If you wish to renew an item, please contact the library one week prior to the due date.

Our Lending
The Puksta Library will respond to Interlibrary Loan requests made through the CCSNH circulation system (Messaging in TLC), NHU-PAC, and the NHAIS-L and NHAIS-ILL listservs. We will also respond to email requests sent to mcoleman@ccsnh.edu, but prefer the above methods. We will not loan reference materials, items currently on reserve, and rare and valuable materials to other libraries. Items are lent for five weeks; we reserve the right to limit the length of a loan for audio/visual materials. Renewals are at our discretion and are for three weeks. Requests are sent using the NHSL ILL van delivery service; if possible, we ask libraries to return requests this way.

For more information, or if you have questions, please contact Megan Coleman, Library Technician at mcoleman@ccsnh.edu or by calling 603-542-7744 ext. 5466.

Last updated August 2014.