



Interlibrary Loan Policy

- A. Any patron with a valid, non-delinquent Metro or Metro Lite card may request an ILL through Hiawatha Public Library regardless of where they live. Library patrons with Quick Cards who would like to make an Interlibrary Loan request must provide the required documentation to get a Metro or Metro Lite card before the ILL request will be considered.
- B. There is a limit of 5 ILL requests per month.
- C. The patron must use their own card when making requests.
- D. ILL requests may be made in person, by phone, via the online catalog request interface, or by email.
- E. When possible, the library may choose to purchase a requested item rather than obtain it through ILL.
- F. Paperbacks will not be requested from out of state in most cases.
- G. If the item is lost, the patron will be charged the price charged by the owning library.

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