



## Network Transfer Policy

NOBLE was founded to foster the sharing of resources among our member libraries. To facilitate the process, all members agree to the following policies and procedures.

Network transfers, items shipped from one NOBLE library to another to fill a request, will circulate for the standard loan period of 14 days with two renewals for books, periodicals and audiobooks, and seven days with two renewals for CDs and DVDs. Renewals are only allowed if there are no other holds on the item.

Only full or associate members of NOBLE may request items through the NOBLE system for hold shelf or other library checkout redistribution to their constituents. NOBLE libraries must not distribute library cards nor passwords to non-NOBLE libraries. NOBLE libraries should advise non-member libraries to use the Massachusetts Library System to request items for their users.

### 1. Lending libraries are expected to:

- a) be as generous as possible in lending materials. If items are holdable to patrons picking up at your library, they should also be holdable for pickup at other libraries. Libraries may restrict holds for special circumstances, such as:
  - items that are difficult to transport through the delivery system;
  - items restricted to an academic campus, including materials required for a course, textbooks, or academic popular collections to support non-course reading;
  - videogames;
  - rental collections;
  - summer reading materials;
  - and community read titles.
- b) share new items, with restrictions limited to the system's one-time age-based hold protection settings of either two weeks, one month or three months.
- c) check and respond to requests at least once a day.
- d) mark "missing" within two days those items that are requested and cannot be found on the shelf.

### 2. Borrowing libraries are expected to:

- a) review hold reports and acquire titles repeatedly requested
- b) request items only to fill a specific patron's request except for library-operated book discussion groups.
- c) refrain from placing holds on titles in order to fill a display.
- d) use the uniform network transfer loan period when checking out materials.

- e) return an item immediately to the owning library after its loan to the original requesting patron unless another hold request is triggered.
  - f) remove items from the hold shelf after hold shelf expiration. .
  - g) collect and keep fines for any NOBLE materials in order to eliminate a patron's delinquency. For those libraries that don't collect fines, they may waive all fines for items borrowed from and returned to their libraries.
  - h) send funds collected for lost materials to the item's owning library by check or money order as specified on the Dashboard with identifying bibliographic and patron information via U.S Mail. Credit/debit card payments through the patron's account on Evergreen are encouraged as the payment and bibliographic information transfer occurs automatically.
  - i) provide compensation or replacement, when requested, if damage or loss occurs, in accord with the preference of the owning library.
  - j) contact the patron to obtain missing parts before sending the item back to the owning library. Use the Mark Item Missing Pieces process to change the item's status to Incomplete. After one month, the incomplete item should be returned to the owning library packaged with a delivery slip but NOT CHECKED IN first. Include an explanatory note so the item is not checked in at the owning library.
  - k) contact the owning library when an item is returned in damaged condition by the patron prior to putting into delivery to inquire as to how to proceed.
3. Libraries seeking multiple copies of a title for a book group have the option of using a Book Group Card. Holds are placed for the Book Group Card rather than for individual patrons. The card or cards must have the Permission Group of Book Group.

In book group card loans, it is understood that:

- a) Copies may be displayed for pickup by patrons
- b) Copies may be held for pickup by patrons longer than normal
- c) Copies must be checked out to patrons on their personal card
- d) Copies may be recirculated to additional patrons in the book group
- e) Copies may be away from the owning library for 4-6 weeks
- f) Uniform network transfer loan policies will apply to patron loans, standard loan period of 14 days with two renewals for books, periodicals and audiobooks, and seven days with two renewals for CDs and DVDs.

Lending libraries can decide what they are able and willing to supply on a case-by case basis.

For community reads and other larger scale needs, libraries should check availability in the NOBLE catalog and contact libraries directly or post to the NOBLE-info group to find libraries who are interested in lending.

4. Violations of this policy should be reported to the Executive Director. The President and/or Executive Director will speak with directors of libraries with significant validated complaints. If the issue is not resolved, the matter will be brought before the Executive Board.

*Approved at the Meeting of the Members: 5/18/2000*

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3/16/2017; 6/14/2018; 11/21/2019; 5/16/2024; 3/19/2026*