



Frequently Asked Questions

- **What does the Library do with the completed forms or printouts I provide?** When you submit a request form or internet printout, the staff first searches Verso. Sometimes we find the item is already in our database. If the item is not in Verso, the paperwork is passed to the Library Assistant, who searches WISCAT and WorldCat for the item. If it is still not located, the Library Assistant forwards it to the SWLS interlibrary loan clearinghouse.
- **How long does it take to get an item on ILL?** There are many factors that influence the time it takes to receive an item. Popular materials may have a waiting list. If the item is coming from within the state, it will arrive quicker than an item from out of state. Items from within our Southwest Wisconsin Library System will arrive the fastest.
- **Can I call the other library and request an item over the telephone?** Lending libraries use a computer database to manage lending. The lending libraries follow guidelines for shipment, loan length, regional clearinghouses and many other factors. Bypassing the system by contacting a lending library directly slows down the process and is not allowed. Please contact your home library with any questions regarding your request.
- **Why can't I log into WISCAT and request books on my own?** You can! Please contact the Library Assistant for account access and "Rules of the Game" for your own patron-initiated interlibrary loan account.
- **Can I request a specific book from a specific library in Verso?** Verso is programmed to allow patrons to request any copy available, or to select the specific copy. In the request screen, uncheck Any Item, then check the specific copy you want. This is especially useful if requesting an item from your own library or a specific disc from a DVD set.
- **How long will my request stay active?** Most borrowing requests remain active for 6 months.
- **How often does the Library pull borrowing requests or reserves?** We print the list of requests at least twice daily, in the morning and late afternoon. Interlibrary loan items are sorted into delivery bins. Reserve items are labeled and patrons receive an immediate email or a phone call. Patrons with email addresses receive the quickest pickup notifications.
- **What if I can't get there today to pick up my item?** All reserved items are kept for one week from the date they are received or pulled. At the end of that week, the item is returned to its owner library.
- **My telephone number changed and the Library couldn't call me.** The Library makes every effort to contact patrons using email, postal service and telephone. Be sure to inform the Library if your contact information changes.
- **When do Dodgeville's deliveries arrive?** The SWLS delivery van comes on Monday, Wednesday and Friday. Weather and holiday closings affect the delivery schedule.
- **Why is there a white label taped to the cover of my book?** White labels are used for borrowed items from outside the SWLS system. Leaving the label attached to the item helps Library staff process them quicker. Please leave the label on the front cover of the item. If it comes off, simply place it inside the item. Do not retape it.
- **Can I return the items with a white label to another library?** The best way to make certain that your borrowed item is returned on time is to bring it back to the Dodgeville Public Library where the loan originated. Returning it to a different library could result in overdue fines.
- **Can I renew a borrowed item?** Items borrowed from within the SWLS system can be renewed online through Verso, or by calling the Library.
- **Can I renew a borrowed item with a white label?** The Library will request renewal of these WISCAT items. Contact us and leave the name of the item, your name and telephone number, and the amount of extra time you need. The library assistant will telephone you with a new due date. It is important to request renewal at least 5 days before the item is due. Renewals are never granted on overdue items.
- **What if my renewal request is denied?** Items with a white label may be kept by the patron while the renewal is pending. If the renewal is denied, the patron will have 3 days to return the item.
- **I borrowed an item from outside our system and now it is two days overdue.** There is no grace period for items from outside our system. The overdue fee for these items is \$.15 per day for print materials and \$.50 per day for audiovisual materials.