

NEW HAMPSHIRE INTERLIBRARY LOAN
PROTOCOL MANUAL
1999

New Hampshire Automated Information System
Serving the Population of New Hampshire

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FOREWORD

The New Hampshire Interlibrary Loan Protocol Committee was formed under the direction of State Librarian Kendall Wiggin.

The Committee was charged with the following 3 projects:

1. Assess the ILL system as it operates in the state at present and make suggestions for the future
2. Develop guidelines for the operation of the Statewide Reimbursement Program for net lenders
3. Revise the New Hampshire Interlibrary Loan Protocol Manual of 1993.

At the initial meeting in August 1997, all committee members expressed their concerns about the present Interlibrary Loan system. Committee members decided to first address the strengths and weaknesses of the current ILL system, second to develop definitions and guidelines for the reimbursement program, and third to revise the protocol manual. It was decided that all libraries in the state should be surveyed for opinions on the state of ILL and for suggestions for improvement. It was further decided to ask librarians in all libraries to disclose their ILL policies and procedures so as to facilitate proper use of the system. The results of the policies and procedures questionnaire appear in this manual as Appendix G *ILL Charts*.

On March 19, 1998 the committee made a formal report to the New Hampshire Automated Information System (NHAIS) Board. This report included the following elements:

1. Assessment of current use of ILL in NH libraries
2. Recommendations for improvement of the current system
3. Recommendations for the operation of the Statewide Reimbursement Program
4. A plan for revision of the NH ILL Protocol Manual of 1993.

The draft version of the protocol manual was presented to the NHAIS Board in February 1999.

The document was revised during the months of March and April.

Final acceptance of the document by the NHAIS Board occurred in May 1999.

The ILL Protocol Committee strongly recommends that this manual be updated frequently to reflect changes to policy and procedure.

PART I

NEW HAMPSHIRE INTERLIBRARY LOAN CODE

This code is a voluntary agreement adopted by the New Hampshire Automated Information System Board to govern interlibrary lending among libraries in New Hampshire.

I. PURPOSE

It is evident that it is impossible for one library to be self-sufficient. Sharing of library resources is essential for adequate and effective library service. The purpose of interlibrary loan as defined in this code is to obtain library material not available in the local library.

II. DEFINITION

An interlibrary loan is a transaction in which library material, or a copy of the material, is made available by one library to another library upon request.

III. SCOPE

Under the terms of this code, it is permissible to request any type of material on interlibrary loan except those specifically excluded or limited by a library's interlibrary loan policy.

IV. GENERAL RESPONSIBILITIES

1. Every library shall have a current interlibrary loan policy.
2. Staff responsible for performing interlibrary loan transactions shall be completely familiar with the policies and procedures of local and state interlibrary loans including electronic modes of communication.
3. All libraries are responsible for compliance with the copyright law (see Appendix C) and its accompanying CONTU guidelines, and shall inform its users of the applicable portions of the law. An indication of compliance shall be provided with all copy requests.
4. The recommended loan periods for books shall be four weeks. For guidelines to all other materials, see individual library ILL policies.

V. RESPONSIBILITIES OF BORROWING LIBRARIES

1. Each library should provide the resources to meet the ordinary needs and interests of its primary clientele. Material requested from another library under this code should generally be limited to those items that do not conform to the library's collection development policy or for which there is no recurring demand. Borrowing libraries should make every effort to exhaust their own resources before resorting to interlibrary loan. Every library is encouraged to make its users aware of its interlibrary loan service.
2. It is generally accepted that materials are not requested if they are owned.

3. It is the borrowing library's responsibility to provide proper bibliographic citations:
 - a. Materials requested shall be described as completely and accurately as possible following accepted bibliographic practice.
 - b. When the borrowing library has access to an electronic database of holdings of the lending library, it shall provide complete and accurate bibliographic information as it appears on the database.
 - c. Sources of verification shall be given for all items verified in standard bibliographic tools. When the item cannot be verified, the statement "cannot verify" should be indicated, along with the user's source of reference and a list of tools searched.
 - d. Every request shall include the specific date beyond which the material will not be accepted by the user. (not possible with Galaxy)
 - e. The borrowing library should encourage library users to travel to other libraries for on-site access to material when extensive use of a collection is required or the nature of the material requires special handling. The borrowing library should assist the user in making the necessary arrangements.
 - f. A renewal request should be sent in time to reach the lending library not later than the due date. If the lending library does not respond, it will be assumed that renewal, for the same period as the original loan, is granted.
 - g. The preferred method for transmitting interlibrary loan requests is electronic. The ALA form is the required alternative with one request per form.
 - h. Libraries without van service are encouraged to use the service through the closest library on the van route. If postal service is required the borrowing library must include a mailing label when the request is submitted.
4. Interlibrary loan is always a transaction between libraries. The borrowing library is responsible for materials from the time they leave the lending library until they are returned to that library.
5. The borrowing library shall instruct the user to return loans to the borrowing library, not to the lending library or any other library.
6. The borrowing library shall adhere to any restrictions placed by the lending library on use of the materials borrowed.

VI. RESPONSIBILITIES OF THE LENDING LIBRARIES

1. The decision to lend materials is at the discretion of the lending library.
2. A statement of interlibrary loan policy should be made available upon request and should be on file at the State Library.
3. Lending libraries shall respond to requests within two working days by filling the request, denying the request, or acknowledging reserve of the material.
4. If the borrowing library has made a good-faith effort to provide complete bibliographic verification, the lending library shall make every attempt to fill the request.
5. When possible, the lending library shall provide the borrowing library with a reason why it is unable to fill a request.

PART II

INTERLIBRARY LOAN PROCEDURES

I. GENERAL PROCEDURES

1. The borrowing library with bibliographic locator tools (see Appendix A) should forward the request directly to a lending library.
2. If a librarian is not able to locate an item needed by a patron, the librarian should contact the New Hampshire State Library for a location.
3. When possible, the lending library shall provide the borrowing library with a reason why it is unable to fill a request (See Appendix B for list of response codes). Holds will not be placed automatically for ILL requests.

II. PHOTOCOPIES

New Hampshire libraries participating in the New Hampshire Interlibrary Loan System will photocopy materials free of charge to other participating New Hampshire libraries. Libraries may place a copying limit of 30 pages per item. Refer to copyright guidelines when requesting photocopies (see Appendix C).

III. SELECTING A LENDING LIBRARY

Certain protocols should be followed when selecting a lending library. Factors such as geographic proximity, document delivery networks, local ILL systems, as well as past performance of the lender, will influence this choice. Generally, Dartmouth College and the University of New Hampshire should be libraries of last resort.

1. The borrowing library should request the material from a library within the local area; e.g., a library within their consortium, cooperative or other formal or informal district.
2. The borrowing library should request the material from a like-type library. Thus, school libraries should make their first requests of other school libraries, public libraries from public libraries, etc.
3. Libraries should attempt to request material from smaller libraries whenever possible so as to better share the ILL load.
4. New Hampshire locations should be exhausted before requesting from out-of-state libraries.

IV. MODES OF TRANSMITTING ILL REQUESTS

There are several methods for transmitting interlibrary loan requests. Electronic transmission is the preferred method. The goal of a borrowing library is to transmit a request by the fastest and most efficient means. The optimal response time for lending libraries to act on ILL requests is 2 working days.

1. Electronic mail procedures - For libraries with access to NHAIS, Galaxy ILL should be the primary method for transmitting and responding to ILL requests.
3. ALA approved interlibrary loan forms - Libraries without access to electronic mail may use these forms. A borrowing library will send the ILL form to a lending library via mail or van delivery (see Appendix G).

3. Telefacsimile (Fax) - This is an ILL option for some libraries (see Appendix G).
4. Telephone - This method should be used as a last resort, because of "rush" circumstances or a need to discuss the request with the lending library. However, telephone RENEWALS may be accepted.
5. As newer technologies such as the Internet come into wide use, libraries should continue to follow the ILL procedures outlined in this manual.

V. MODES OF TRANSMITTING ILL MATERIALS.

Libraries are encouraged to use the State Van Delivery System for the delivery of materials. Use of the Van System must be approved by designated staff members at the NH State Library. However, the method of sending (and returning) interlibrary loaned materials is up to the local library. The loaning library must notify the borrowing library in advance if there will be any charges.

1. Libraries using the Van Delivery System must comply with the rules for its use as adopted by the Commissioner of Cultural Resources or material will not be delivered.
2. Eligible libraries which are not van delivery stops are encouraged to use the service through the closest library on the van route. Such use must be approved through the State Library.
3. Use of electronic document delivery shall be at the discretion of the lending library; however, libraries are encouraged to use such methods when at all feasible.

PART III

DELIVERY SYSTEM

The New Hampshire Automated Information System (NHAIS) provides the means to locate materials and to make interlibrary loan (ILL) requests electronically. There are a variety of methods for delivering interlibrary loaned materials. Getting needed materials to library users in a timely and cost effective manner are major goals of any delivery system.

Van Delivery

To expedite the delivery of interlibrary loans statewide two library delivery systems exist in New Hampshire. One delivery system is operated by the N.H. State Library and provides service primarily to public and school libraries. The other system is operated under the auspices of the New Hampshire College and University Council (NHCUC) and serves the four-year colleges in the State. The State Library contributes to the operation of the NHCUC van and serves as the transfer point for materials sent between the college libraries and public and school libraries.

Libraries using the State Van Delivery system do not incur any delivery charges.

The Reference and Information Services Section of the NHSL administers the State Library Van Delivery System. Routes are reviewed annually.

Electronic Transfer

Document delivery technology is rapidly evolving and is becoming more widely available in libraries throughout New Hampshire. Libraries capable of sending requested materials via document delivery technology such as telefacsimile and e-mail are encouraged to do so when possible.

N.H. State Library Van Delivery Service

The purpose of the van delivery service is to support and expedite the sharing of resources among New Hampshire's libraries made possible by NHAIS's statewide union catalog. In addition, libraries can use the service to send memos, reports, gifts etc. to other libraries.

Occasionally the van service is used to deliver materials of interest to libraries on behalf of government agencies, non-profit organizations, and various other associations and organizations. Agencies and organizations must first secure permission from the State Library.

Van Delivery Schedule

A Van Delivery Service Directory will be published in July of each year and a copy will be sent to all libraries. When you receive a new copy, please discard last year's edition.

Libraries will be notified via the NHAIS Listserv of any changes to the directory. Please write in these changes on the library's copy. The changes will be incorporated into the next edition.

Guidelines

The following guidelines should be followed when using the N.H. State Library Van Delivery Service.

1. **Types of Material** - The Van Service will accept books, videos, cassettes, films, envelopes of all sizes and boxes.* To send any other type of material, please contact the supervisor of Reference and Information Services at the State Library.

*If the box does not fit in the bin, the library is asked to notify the State Library in advance that there will be an extra box(es) to pick up. To make such a notification, call the Circulation Desk at the State Library (800-499-1232, press 2).

2. **Bins** - In order to expedite the delivery of materials, each library has two bins labeled with the library's name. One bin is supplied by the State Library and each library is asked to purchase the second bin from the State Library.

When making a delivery, the van driver drops off one bin containing the materials being sent to the library and picks up the second bin containing the materials being sent to other libraries.

Prior to the arrival of the van, libraries are asked to place the bin out as close to the entrance of the building as possible.

There are exceptions to the two bin requirement. For example, if materials are placed outside the library in a box which is too small for a bin to fit in, the requirement may be waived.

3. **Addressing Material to Be Sent on the Van** - To ensure that the material is sent to its proper destination, it is important to address the material correctly. Please follow these instructions.

Routing Slip

Use a routing slip, which is at least 2 inches wide and 11 inches long. The State Library does not provide these slips. A sample sheet of these slips appears in Appendix F. A library may use this as a master copy by typing the library name under the "FROM:" section and making photocopies of it.

The following information should be placed on the routing slip in this order (see sample of routing slip in Appendix F).

TO: Town - Enter the name of the town in which the receiving library is located. Please do not abbreviate the name of the town. This may cause confusion (e.g. N. Hampton - is this North Hampton or New Hampton). It is important to include the town to assure proper delivery. For example there is a Weeks Library in Greenland and one in Lancaster.

Library - Enter the name of the library being sent the material. Abbreviations such as PL for public library and HS for high school may be used.

Drop-Off Library - If the material is being sent to a library which receives its materials at another library, enter "FOR" followed by the name of the library to which the material is being sent. For example, if material is being sent to Stephenson Memorial Library, Greenfield via the Peterborough Town Library, the routing slip should be addressed as follows:

Town: Peterborough
Library: Peterborough Town Library
For: Stephenson Memorial Library, Greenfield

FROM - Enter the name of the library which is sending the material, followed by the name of the town if it is not evident in the name of the library.

DATE - Enter the date that the material is being sent.

Lending/Returning - Place a check mark next to the appropriate box to indicate whether you are lending the book to the library or returning the book which your library had borrowed.

Initials - The staff member who is processing the book should enter her/his initials.

Message - The bottom of the routing slip can be used to enter a message, special instructions, etc.

4. Special Address Instructions for the N.H. State Library - When sending materials to the State Library, please include the section to which the material is being sent (Electronic & Government Resources, Fiscal and Administrative Services, Library Development Services, Library Services to Persons with Disabilities, Networks Services, Reference and Information Services, and Technical Services). The "To" part of the address should read as follows:

Town: Concord
Library: NH State Library (or NHSL)
Network Services

4. Packaging of the Material - Material (books, envelopes, videos, cassettes, etc) are placed into open bins which are transferred from and to a van. Material that is picked up is sorted at the State Library and then placed into the appropriate bin. To ensure that the material arrives at its proper destination in good condition, libraries are asked to package the materials in the following manner.

Books - The routing slip should be placed in approximately the middle of the book with the top portion of the slip containing the TO: address showing. At a minimum, one rubber band should be placed around the book.

If the book is in poor condition, the sending library may wish to place the book in a padded bag. The routing slip should be taped onto the front of the bag.

Envelope - Write the same information (to and from addresses) on the envelope as would be placed on a routing slip. If the envelope has been used before, please cross out all old addresses. Fasten the envelope.

Video - A routing slip should be taped to cassette case, and a
Cassettes rubber band should be used to keep the case closed.

Films - Routing slip should be taped to film case.

Boxes - The Box should be taped closed and routing slip should be taped to the top of the box.
Boxes should be of reasonable size and weight. A box is considered manageable if the librarian or other staff member (with the exception of the custodian) can lift it.

Paper Bags- Please do not use paper bags to send material via the van.

NO Van Service

The Van Service does not operate on the following state holidays.

January - New Year's Day
February - President's Day
May - Memorial Day
July - Independence Day
September - Labor Day
November - Veteran's Day
Thanksgiving
Day after Thanksgiving
December - Christmas Day

If one of the above holidays falls on a Saturday, the van will not operate on the previous Friday. If a holiday falls on a Sunday, the van will not operate on the following Monday.

If for any other reason (e.g. bad weather) van service on a particular route(s) does not operate, libraries will be notified via an e-mail message. If your library does not receive van service on a particular day, please check your e-mail before calling the State Library.

"Lost" Material

Approximately 10,000 items are sent via the Van Service each month. A survey taken over a five-month period in 1998 identified 20 books that were reported lost. This represents about .04% of items sent on the van each month. Since the material sent via the van is not tracked (i.e. A list of items sent and received are not signed for by the library or the van driver.), it is not possible to determine who lost the book--the library sending the book, the van delivery service or the library receiving the book.

In accordance with standard ILL protocol, the borrowing library is responsible for material from the time it leaves the lending library until it is returned to that library. If the book cannot be located, regardless of the cause, then the borrowing library should reimburse the lending library for the cost of the material.

Before a book is designated as lost, the following steps should be taken.

1. The Borrowing library should place a message on the NHAIS Listserv, providing information on the title, author, call number, markings, etc. of the book which is missing and informing Ill librarians of when it was discovered missing.
2. All libraries, including the lending library and the borrowing library are asked to check their shelves for the title.

There are steps that all libraries can take to prevent a book or other material sent via the van service from being lost.

1. All libraries should make sure that all material is clearly marked with the name of the owning library.
2. All libraries should make sure that the routing slip is completed correctly.
3. If a library receives material which is addressed to another library, please place it back on the next available van.

Complaints, Questions & Comments

To register complaints, ask questions or make comments, please contact the supervisor of Reference and Information Services of the State Library by telephone or e-mail.

APPENDIX A

Bibliographic Locator Tools

I. BOOKS

1. LOCAL CATALOG - All requests should be checked in the local library's catalog to determine unavailability before placing an interlibrary loan request.
2. NEW HAMPSHIRE AUTOMATED INFORMATION SYSTEM (NHAIS) - The NHAIS computer network contains bibliographic and location records for the book holdings of most New Hampshire public libraries and several high school, academic and special libraries since 1980. A few libraries have entered their entire collections into the system.
3. SPECIALIZED BIBLIOGRAPHIC TOOLS - Many libraries have access to locator tools beyond the local and statewide catalogs or databases. A major example is WORLDCAT, a bibliographic database with holdings information for libraries throughout the world.

II. PERIODICALS

1. NEW HAMPSHIRE STATE LIBRARY - Article Express (or other NHSL delivery Systems)
2. SPECIALIZED BIBLIOGRAPHIC LOCATOR TOOLS - Many libraries include their periodical holdings in their catalogs or databases and/or print their own lists of periodical holdings. The NH Union List of Serials is the most comprehensive list of serials holdings in the state; however, with its last revision having been in 1983, it is seriously out of date. Many specialized tools also exist. Some examples are:
 - A. WORLDCAT
 - B. EBSCO lists, compiled by the vendor for various geographical regions, include the holdings for libraries, which purchase their periodicals through EBSCO.
 - C. Internet
 - D. UCMP - locations for medical journals. Call the NHSL at 1-800-499-1232 to identify holdings from this tool.

If you cannot locate an item, remember that the State Library staff will assist in locating lending libraries.

APPENDIX B

RESPONSE CODES

| | |
|-----|-----------------------------|
| BDY | At bindery |
| CAN | Canceled at user request |
| COP | Needs copyright compliance |
| CST | Cost exceeds limit |
| EXL | Exceeds copy limits |
| INC | Not found as cited |
| LAC | Lacking issue/volume |
| LOS | Lost |
| NCR | Non-circulating |
| NOS | Not on shelf |
| NOT | Not owned |
| NYR | Not yet received |
| ORD | On order |
| OTH | Other |
| POR | Poor condition |
| PRO | In processing |
| UFR | Unacceptable format/routing |
| USE | In use |

APPENDIX C

COPYRIGHT

I. OVERVIEW

The Copyright Act of 1976 (Title 17 of the United States Code Annotated) establishes certain requirements for libraries that participate in interlibrary loan activities involving photocopying or some other form of duplication. Copyright law should be considered when developing a library's lending and borrowing policies.

The following sections of the copyright law have particular importance to librarians:

Section 106 defines the exclusive rights of copyright owners;

Section 107 recognizes the doctrine of "fair use" and limits the exclusive rights of copyright owners granted in Section 106;

Section 108 further limits the exclusive rights of copyright owners, and authorizes the reproduction of copies by libraries in certain situations.

Also of importance is the Commission on New Technological Uses of Copyrighted Works (CONTU) Guidelines for the Proviso of Subsection 108(g)(2). These guidelines define the number of copies, which would constitute substitution for the purchase of a subscription of title by a borrowing library. The guidelines are not part of the law, but are considered in judicial interpretation.

Under the Copyright Act of 1976 and CONTU Guidelines, a borrowing library must:

- * Post a "Display Warning of Copyright" at locations where interlibrary loan requests are accepted.
- * Include an "Order Warning of Copyright" on application forms used to request copies.
- * Evaluate each photocopy in accordance with Sections 107 and 108 and determine whether the request falls within the requirements of the law or the CONTU Guidelines.
- Maintain records as required by law.

Lending libraries also have certain obligations. A lending library must:

- * Accept only those copy requests that indicate that the borrowing library is in compliance with the law or CONTU Guidelines.
- * Include a notice of copyright on all photocopies supplied.

II. COMPLIANCE

When requesting an interlibrary loan that will be filled by a photocopy, the requesting librarians must determine whether the request complies with the Copyright Law or the CONTU Guidelines. Four criteria may be used to determine whether a given reproduction is or is not fair use (Section 107). These are:

- * Educational, not commercial use;
- * The nature of the work. (It is not a "Consumable material such as a workbook")
- * The brevity of the work. The article must be 2,500 words or less;
- * Spontaneity. (There has been insufficient time to secure permission for reproduction from the copyright owner).

Section 108 addresses certain rights not discussed under the concept of fair use as defined above. The key subsection is 108(g) which states: "...Provided, that nothing in this clause prevents a library or archives from participating in interlibrary arrangements that do not have, as their purpose or effect, that the library or archives receiving such copies...for distribution does so in such aggregate quantities as to substitute for a subscription to or purchase of such works."

The law does not define how many copies constitute substitution. This issue is addressed in the CONTU Guidelines. The Guidelines state that a library may not receive more than five photocopies in a single calendar year from a copyrighted journal title published in the last five years. The CONTU Guidelines also address the question of copies of portions of copyrighted works other than periodicals. Libraries may receive no more than five photocopies per year per title as long as the copyright on the material is in effect.

There are exceptions to the CONTU Guidelines. If the library owns the material, but is unable to supply a copy because the item is damaged or lost, the "rule of five" is waived. The rule is also waived if the library has entered a subscription for the title. CONTU Guidelines do not address photocopying of journal articles more than five years old.

III. INITIATING REQUESTS

Once the librarian has determined that a request falls within the requirements of the law or the CONTU Guidelines, this must be noted on the interlibrary loan request form. Each electronic request must also include the appropriate copyright statement. The requesting library must check one of the two compliance code boxes on the ALA approved ILL form. (see Section 12 of Appendix 12, ALA Interlibrary Loan Form Procedures).

Mark the box CCG (Complies with Copyright Guidelines) if the journal was published within the last five years and the request meets one of the following criteria:

- * During the present year, there have been no more than five requests for articles from that journal title, for the last five years by publication date, OR
- * A subscription to the journal has been ordered, OR
- The library has a subscription, but the needed issue is missing, damaged or at the bindery.

Mark the Box CCL (Complies with Copyright Law) if the request confirms to one of these rules:

- * The material is for an individual user and;
 - cannot be obtained at a fair price, OR
 - the material is for a teacher who has complied with Agreement on Guidelines for Classroom Copying (see Copyright Law), OR
 - the requesting library believes the item is within "fair use", OR
 - the material is from a journal, which has a publication date not within the previous five years
- * The material is for the library and:
 - replaces damaged or destroyed materials which cannot be purchased at a fair price, OR
 - the requesting library believes reproduction would be "fair use"

IV. DISPLAY WARNINGS

The copyright law requires a library to post a Display Warning of Copyright at all locations where requests for copies are accepted. An Order Warning of Copyright must be included on any in-house forms, which a library provides for submitting copy requests. The text of both Warning Notices shall read:

NOTICE: WARNING CONCERNING COPYRIGHT RESTRICTIONS. THE COPYRIGHT LAW OF THE UNITED STATES (TITLE 17, UNITED STATES CODE) GOVERNS THE MAKING OF PHOTOCOPIES OR OTHER REPRODUCTIONS OF COPYRIGHT MATERIAL.

UNDER CERTAIN CONDITIONS SPECIFIED IN THE LAW, LIBRARIES AND ARCHIVES ARE AUTHORIZED TO FURNISH A PHOTOCOPY OR OTHER REPRODUCTION. ONE OF THESE SPECIFIED CONDITIONS IS THAT THE PHOTOCOPY OR REPRODUCTION IS NOT TO BE "USED FOR ANY PURPOSE OTHER THAN PRIVATE STUDY, SCHOLARSHIP, OR RESEARCH." IF A USER MAKES A REQUEST FOR, OR LATER USES, A PHOTOCOPY OR REPRODUCTION FOR PURPOSES IN EXCESS OF "FAIR USE," THAT USER MAY BE LIABLE FOR COPYRIGHT INFRINGEMENT.

THIS INSTITUTION RESERVES THE RIGHT TO REFUSE TO ACCEPT A COPYING ORDER IF, IN ITS JUDGMENT, FULFILLMENT OF THE ORDER WOULD INVOLVE VIOLATION OF COPYRIGHT LAW.

A Display Warning of Copyright should be printed on heavy paper or other durable material in type at least 18 points in size, and displayed prominently in the place where orders are accepted. An Order Warning of Copyright should be printed on the order form in type no smaller than 8 points.

Copyright Law emphasizes the need for a notice of copyright at unattended copying machines so that the library is not liable for copyright infringement by individuals using these machines. The recommended working is as follows:

NOTICE: THE COPYRIGHT LAW OF THE UNITED STATES (TITLE 17, U.S. CODE) GOVERNS THE MAKING OF PHOTOCOPIES OR OTHER REPRODUCTIONS OF COPYRIGHTED MATERIALS. THE PERSON USING THIS EQUIPMENT IS LIABLE FOR ANY INFRINGEMENTS.

V. COPYRIGHT RECORDS

The borrowing library should maintain records, which indicate the number of times a journal title or book title has been requested for photocopying. A file, arranged by titles, should be maintained for all requests made for copyrighted books and journals published within the last five years. An alternative method would be to maintain a file by year. These records should be kept for three years in order to comply with the Copyright Guidelines.

Before requesting an interlibrary loan, check the copyright compliance records. According to the Copyright Guidelines, any title, which has been requested, for photocopying more than five times should be considered for purchase.

Libraries might explore the use of the Copyright Clearance Center (CCC) if their photocopy requests do not fall within the copyright law or guidelines. For a fee, the CCC may grant permission to copy materials registered with them.

NOTICE

WARNING CONCERNING COPYRIGHT RESTRICTIONS

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrights material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than provide study, scholarship, or research."

If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

APPENDIX D

ALA INTERLIBRARY LOAN FORM PROCEDURES

ALA interlibrary loan forms should be used for all ILL transactions not requested by E-MAIL. This form has been designed to allow space for all information necessary to identify any specific bibliographic record. Its format is flexible enough to permit requests for nontraditional items as well. Be as complete as possible in filling out the form.

Requests should always be neatly typed or printed one title per form. Retain one sheet of the transaction record for your files. A mailing label or van routing slip should always be included as a courtesy to the lending library.

I. **BORROWING LIBRARY PROCEDURES**

A properly completed form should include the following information

1. **Date** - This is the date the request is made.
2. **Need before** - Indicate a deadline if there is one, allowing time for delivery.
3. **Notes** - Use this area for special instructions or other information.
4. **Call no.** - Please leave blank unless you have verified the call number through the lending library's catalog. Call numbers vary among libraries.
5. **Borrowing Library** - Fill in your full library name and address with zip code, or van instructions.
6. **Patron information** - To maintain your patron's confidentiality, you may wish to use a code instead of the person's name.
7. **Book author; OR, serial title, volume, issue, date pages; OR, Audiovisual title:**
 - (a) Book - Supply author's full name, last name first. Indicate if author is an editor or compiler.
 - (b) Serial - Give complete title of serial. Please do not abbreviate (but if citation is abbreviated please don't guess at full title). Fill in volume and issue numbers, date, and page numbers where the article appears.
 - (c) Audio-visual - Give title of item, format, and production information.
8. **Book title, edition, imprint, series; OR, Article author, title:**
 - (a) Book - Fill in complete title, publisher and date of publication.
 - (b) Article - Give full name(s) of the author(s) of the article. Record the complete title of the article - if untitled indicate subject matter.

9. **This edition only** - If only the specific edition stated in the request is acceptable, then check the box marked "this edition only."
10. **Verified in AND/OR, Cited in:** - Indicate the source of the citation, including volume, year and page if known. A bibliographic source might be Books in Print (include BIP edition, volume, and page number) or an online search (give name of database and any identifying number) or a bibliography in a book or article. If the item cannot be verified in the bibliographic tools your library owns, note the sources you have checked with negative results.
11. **Lending Library** - When you are borrowing directly from a library that owns the material, fill in their name and address. Leave blank if you are sending the request to the State Library.
12. **Copyright Compliance** - See Appendix C for copyright information.
13. **Authorization** - The name of the person who is authorized to request loans.
14. **Type of Request and Cost** - To avoid unexpected charges or delays in filling the request, indicate the maximum amount you (or your patron) are willing to pay. In most circumstances, materials will be loaned or copied within New Hampshire without charge.
15. **Borrowing Library Records** - Fill in when item has been received, and when item is returned. Retain a copy of this form for your records.
16. **Renewals**- To renew a book write the current date in this area on one sheet of the ILL form and return it to the lending library. The lending library will respond with a new due date or a denial of renewal.

II. LENDING LIBRARY PROCEDURES

The library should receive at least two copies of the completed ALA interlibrary loan form, and a mailing label or van routing slip.

A properly completed form should include the following information:

17. **If the item requested is available for loan**, fill in the "LENDING LIBRARY REPORT" section of the ILL form, and the "RESTRICTIONS" section if necessary. Retain one copy for your records and return remaining copies to the borrowing library inside the item loaned.
18. **If the item requested is not available for loan**, fill in the "NOT SENT BECAUSE" section of the ILL form and return the form to the borrowing library.

Appendix E

GALAXY

Interlibrary Loan Procedures

I. *Logon Procedures.

A. Internet connections:

The IP for the State Library's Lilac computer is: 199.92.250.10.

Establish your Internet telnet session to Lilac then proceed with login from the Username as below B 2).

For information on establishing a telnet session please contact your Internet Service Provider.

Disconnecting:

Go to main menu. At "Enter Option:" type 7 and <Enter>

Close telnet session.

B: Modem connections: Communications settings: 8 Databits, no Parity, 1 stop bit,
Terminal emulation: VT100

1) Connecting

- Dial our local (from any exchange in the state) Infopath modem pool access number

950-5048

- Wait for the modems to "handshake." You will usually see "connect 9600" from your communications software. Wait 3 to 4 seconds before proceeding. Infopath will respond with "WELCOME TO INFOPATH PACKET SWITCHING NETWORK."

- At the asterisk * type <N> followed by your six character network user identification (NUI) and <ENTER>. Pause several seconds.

- At the next asterisk * type <.NHSL> and <ENTER> several times with pauses in between until "Username:" appears on your screen.

2) At Username: type your library's unique four character HSA cataloging code <ENTER>. "Password:" will appear on your screen.

- At Password: type your six character NUI which is also your password <ENTER>.

3) The Greeting screen will appear on your screen. Type 1 <Enter> for the Main Menu.

4) Disconnecting

Software Go to the Main Menu; at "Enter Option" type <7> and <ENTER>.

You are now disconnected from the system and "Local>" may appear on your screen.

Hardware You now have to disconnect from Infopath.

5) How you disconnect from Infopath will depend on your communications software. Usually the sequence is:

- +++ (Some modems require <Enter> others do not. Wait for the OK from the modem)
- ATH <Enter>

NOTE: DO NOT just hang up or disconnect your modem without properly terminating your call. This can result in people logging INTO YOUR session or "hanging" up the port. If you experience a problem and can find no way out - break your phone connection, but please check with Network Services at 271-2141. They may be able to help you avoid this in the future.

II. New Hampshire Union Catalog Main Menu: After logging on, this menu will appear on your computer screen.

NEW HAMPSHIRE AUTOMATED INFORMATION SYSTEM
MAIN MENU

- 1) GALAXY OPAC
- 2) ILL
- 3) CATALOGING
- 4) CD DATABASES
- 5) INTERNET
- 6) E-MAIL
- 7) LOGOUT

Enter Option --

To make interlibrary loan requests press <1) GALAXY OPAC>. To read your interlibrary loan files and update transactions press <2) ILL>.

III. GALAXY OPAC

- To initiate an interlibrary loan request press <1) GALAXY OPAC> then <ENTER>.
- This brings up the Online Public Access catalog menu.

OPAC
Welcome to the
Online Public Access Catalog

Command keys:

Press R at any time to return to this screen
Press S to search for items in the online catalog
Press M to read the online Bulletin Board/Community Information
Press H for more instruction

Press a command key or press X to exit:

Press <S> to search for items in the OPAC.

This brings up the Search menu. Your search will result in one appropriate bibliographic record appearing on the screen, under the menu.

GALAXY Interlibrary Loan

- [A] - Display/modify Request-to-Fill**
- [B] - Display Status of Loaned Materials**
- [C] - Cancellation Request**
- [D] - Display Status of Requested Materials**
- [E] - Receive ILL items**
- [F] - Return items to Owning Library**
- [G] - Holdings Maintenance**
- [H] - Library Profile Maintenance**

Enter Option:

[A] Display/Modify Requests-to-Fill

This file contains all the items being requested of your library. After typing <A> and <ENTER>, type <ENTER> again to list all requests in the file. To work on a particular request, type the number of the request and <ENTER>. At the bottom of the screen, the system will ask you to choose an action in response to that title request. If you will not send the title type <U> for (Unfilled), if you plan to send the title today type <S> for (Ship), if you plan to send the item later type <W> for (Will Fill). (Will Fill) is useful if you plan to send an item, but need time to check the shelf, process the loan, etc. When you are ready to send the item you can change the status from W (Will Fill) to S (Ship). Or you may change the status to U (Unfilled) because the book is lost, etc. Do not leave an item in W (Will Fill) status long, because you are delaying the ILL routing process. Requests-to-Fill will remain in your library's ILL file for 3 days {including Saturday & Sunday}. After 3 days the request moves on to the next library. Please access your ILL files daily {when your library is open} to respond to requests and minimize delays in the ILL process. The system will automatically terminate unfilled ILL requests after 14 days. Libraries need to respond quickly so unfilled requests will move on to another library in a timely manner.

[B] Display Status of Loaned Materials

This file lists all the items your library has loaned to other libraries. The current status is given for all items; indicating whether you are about to send an item (Will Fill), you have sent it (Shipped), the borrowing library has it (Received), they have sent it back (Returned), or you have received the item back (Received).

[C] Cancellation Request

This file allows you to cancel an ILL request you have made. Only those requests with a status of Requested can be canceled.

[D] Display Status of Requested Materials

This file lists all the items your library has requested from other libraries. Requests with statuses of (Requested), (Will Fill), (Shipped), (Received), and (Returned) will display.

[E] Receive ILL items

The file lists all items being sent to your library to fill a request you made (Shipped), and it also lists items being returned to you by borrowing libraries (Returned). When an item arrives at your library you need to access this file, and pull up the record for the item in hand. The system will ask if the item has been received. Type <Y> [yes] and <ENTER>; this will notify the system that you have received the item. If the item was (Shipped) to you on loan, the record will now go into the [F] - Return items to Owning Library. If the item was (returned) to you by a borrowing library, the record should now be cleared from the system.

[F] Return items to Owning Library

This file lists all items that your library has borrowed from other libraries {items with a status of (Received)}. When ready to return an item to the lending library, you need to access this file and change the status of the item to (Returned). Do this by typing the number of the record you plan to return and <ENTER>. The system will ask if you want to return it; type <Y> {yes} and <ENTER>. The status of the item will change to (Returned), and the item will display in file [D] - Display Status of Requested Materials {until the lending library has received the item and purged the record}.

[G] Holdings Maintenance

This file allows for the maintenance of holdings within the MARC record for a given library. For information on this function contact the Network Services Section at the New Hampshire State Library.

[H] Library Profile Maintenance

This file allows you to include information about your library that is relevant to ILL users, and to arrange your lender string {Library Search Sequence} in an order that suits your needs. At the GALAXY Interlibrary Loan menu type <H> and <ENTER>. Two choices will appear on the screen; DISPLAY or MODIFY your library profile. To make any changes you need to MODIFY the library profile; otherwise you can DISPLAY your profile to view it without making changes. All interlibrary loan librarians need to access this file and MODIFY their library profile. To do so type and <ENTER>. The system will prompt you to enter your library's 4-digit code. Type that code and <ENTER>. Your library profile will appear on the screen.

Add/Modify Library Profile

Library Code: NHSS

Name: NHSL

Address: 20 Park Street

City: Concord

State: NH

Zip: 03301-6314

Contact: Donna Gilbreth

NCU:

OCLC-1: NHSS

OCLC-2:

ILL: NHSS

Phone: 271-2616

Fax: 271-2205

SHIP TO ADDRESS

SAddress:

SCity: Van Daily

SState:

SZip:

BILL TO ADDRESS

BAddress:

BCity:

BState:

BZip:

Policies: Yes

Library Search: HRCC, HSYN, HSCW, HSVK, HSCZ, HSG9, HSSE,...

Enter [S]ave, [M]odify, [Q]uit:

Libraries with color monitors will notice that each field or category of information on this screen has certain letters highlighted in a different color. To modify the information in that field you need to type the 1 or 2 letter code for the field {i.e., type N for Name} and <ENTER>. For those without color monitors the codes for each field are as follows:

N = Name

SA = SAddress

A = Address

SC = SCity

C = City

SS = SState

S = State

SZ = SZip

Z = Zip

CO = Contact

BA = BAddress

NU = NUC

BC = BCity

O = OCLC-1

BS = BState

OC = OCLC-2

BZ = BZip

I = ILL

PH = Phone

P = Policies

F = Fax

L = Library Search

After modifying the field(s) press <ENTER>. The system asks you to save (S) your changes, Modify (M) your changes, or quit (Q) without making any changes. Enter one of those commands and <ENTER>.

It is important for all libraries to modify their Library Search field, which is the list of lending libraries to which your request will be routed. This should be done according to the guidelines set out in the beginning of this manual. Your library neighbors, members of your cooperative network, like-type libraries should be ranked first. Smaller libraries should come before large libraries {see Part II, Section III of the *ILL Protocol Manual*; "Selecting a lending library"}. The State Library symbol should be placed first, making the State Library your first choice for ILL. Do not leave your search string in the preset alphabetical order; this will place undue strain on libraries at the beginning of the alphabet. To distribute the ILL burden, please follow the manual's guidelines.

ILL Request Sequence

- | | |
|--------------------------------------|------------------------------------|
| 1 - HRCC Wolfeboro Public | 21 - HSTE Hancock Town |
| 2 - HSYN Wadleigh - Milford | 22 - HSE9 Hampstead Public |
| 3 - HSCW Tracy - New London | 23 - HSUW Gordon-Nash |
| 4 - HSGQ Sundown Public | 24 - HSSW Goodwin - Farmington |
| 5 - HSVK Rye Public | 25 - HSS7 Goffstown Public |
| 6 - HSCZ Richards - Newport | 26 - HSEW Gilford Public |
| 7 - HSG9 Pillsbury - Warner | 27 - HSU1 Gale - Newton |
| 8 - HSSE Philbrick-James - Deerfield | 28 - HSHY M E Bartlett - Brentwood |
| 9 - HSC# Peterborough Town | 29 - HSEO Epsom Public |
| 10 - HSGI Pease Public - Plymouth | 30 - HSG1 Cook Mem - Tamworth |
| 11 - HSU3 North Hampton | 31 - HSU% Chesley - Northwood |
| 12 - HRBG Newmarket | 32 - HSVS Brown - Seabrook |
| 13 - HSHG Nesmith - Windham | 33 - HSDS Bedford Public |
| 14 - HSFW Meredith Public | 34 - HSHW Baker Free - Bow |
| 15 - HST3 Lebanon Public | 35 - HSDG Amherst Town |
| 16 - HSTA Lane - Hampton | 36 - HSV(Abbott - Sunapee |
| 17 - HSH& J E Nichols - C Harbor | 37 - HSGA Blaisdell Memorial |
| 18 - HSCK Howe - Hanover | 38 - HSC9 Somersworth Public |
| 19 - HSG5 Hall - Tilton | 39 - HSV7 Sullivan Public |
| 20 - HCFG Hills - Hudson | 40 - HSSI Taylor - E Derry |

Enter [A]dd, [D]elete, [M]ove, [N]ext, [P]revious, [P#]age Number:

To move a library type <M> and <ENTER>. You are prompted to enter the current position number of the library you wish to move, then the new position number for the library. Your screen will adjust to the new placement of the library. To exit press <ENTER>. You will be prompted to Save, Modify, or Quit. Type in your choice and <ENTER>.

Continue to press <ENTER> to back out of the ILL system.

Appendix F

TOWN: Derry

LIBRARY:

Derry Public Library

FROM:

New Hampshire State Library

Reference & Information
Services Section

Circulation Subsection

Date: 2/11/99

Lending: []

Returning: []

Intitials: _____

TOWN: Concord

LIBRARY:

New Hampshire State Library

Reference and Information
Services Section
Attn: Circulation Section

FROM: Derry
Derry Public Library

Date: 2/11/99

Lending: []

Returning: []

Intitials: _____

TOWN: Derry

LIBRARY:

Derry Public Library
for:
East Derry
Taylor Library

FROM:

New Hampshire State Library

Reference & Information
Services Section

Circulation Subsection

Date: 2/11/99

Lending: []

Returning: []

Intitials: _____

APPENDIX G

Individual Library Policies ILL Charts

Libraries arranged according to MAILING address

| Town | Acworth | Allens town | Alstead | Alstead | Alton | Alton | Amherst | Amherst | Andover | Andover | Andover | Antrim | Ashland | Ashuelot | Atkinson | Auburn | Barnstead | Barrington | Bartlett | Bath | Bedford | Belmont | Belmont | Bennington | Berlin | Berlin | Berlin | Berlin | Beth lehem | Town | Beth lehem | Beth lehem | Boscaw en |
|------------------------|---------------|--------------------|------------------|------------------|---------------------|----------------|-----------------|-------------------|----------------|-------------------------|-----------------|--------------------|------------------|----------------|----------------|---------------------|---------------------|-------------------|-----------------|-------------|----------------|---------------------|----------------|------------|-----------------------------|--------------------|---------------|----------------------------|------------------------|------------------------|-------------------|----------------|------------------|
| Library | Acworth Slsby | Allerstow n Public | Fall Mn High Sch | Shedd Porter Mem | Alton Centrl School | Gilman Library | Amherst Twn Lib | Souhegan High Sch | Andover Public | William Adams Bachelder | Proctor Academy | Jas A. Tuttle Lib. | Ashland Town Lib | Thayer Pub Lib | Kimball Public | Griffin Free Public | Oscar Foss Memorial | Barrington Public | Bartlett Public | Bath Public | Bedford Public | Belmont High School | Belmont Public | GEP Dodge | Androscogg in Vall Hospital | Berlin High School | Berlin Public | NH Comm. Technical College | Bethleh em Public | Library | Bethleh em Public | Profle J/S H S | Boscaw en Public |
| METHOD OF TRANS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | METHOD OF TRANS | | | |
| NHAIS ILL | | | | | | * | | * | * | | * | | * | | * | * | * | * | * | * | * | | | * | | * | * | * | | NHAIS ILL | | * | |
| Van/Mail/UPS ALA Form | V M | | VM | VM | M | VM | VM | VM | V | VM | VM | V | V | M | VM | VM | VM | VM | V M | VM | VM | M | | VM | | V | VM | VMU | V | Van/Mail/UPS ALA Form | V | VM | M |
| Fax ALA Form | | | * | * | | * | * | * | | * | * | | * | | * | * | * | * | * | * | * | * | | | | | * | * | | Fax ALA Form | | | |
| Telephone Req | | | | * | | * | * | * | | * | * | | * | | * | * | | * | * | * | * | * | | * | | * | * | * | Telephone Req | * | * | | |
| Walkin To LibrivPatron | | | | | P | | | L | | L | L | L | P | | L | L | LP | LP | L | | LP | L | L | | LP | | | L | Walkin To LibrivPatron | | | | L |
| Ariel/OCLC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | Ariel/OCLC | | | | |
| MATERIAL LENT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | MATERIAL LENT | | | |
| AV Equip | | | * local | | | | | | | | | | | | | | | | | | | | | | | | | | AV Equip | | * | | |
| AV Material | * | | * | | | | | | | | | | | | | | | * | | | | | | | | | * | | AV Material | | | | |
| Aud Bks | | * | | | | * | | | * | * | | * | | | | | | * | * | * | | | | * | | * | | | Aud Bks | | | | |
| Aud Mus | | * | * | | | * | | | * | | | * | | | | | | * | * | | | | | * | | * | * | * | Aud Mus | * | | | |
| CDs | | | * | | | | | | | | | * | | | | | | * | | | | | | * | | * | | | CDs | | | | |
| Theses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | Theses | | | | |
| DocLine | | | | | | | | | | | | | | | | | | | | | | | | | | | | | DocLine | | | | |
| Films | | | * | | | * | | | | | | | | | | | | | | | | | | | | | | | Films | | * | | |
| Genealogy | | | | | | | * | | | | | P | | | * | | | P | | | | | | P | | | | Genealogy | | | | | |
| Gov Docs | | | | | | | | | | | | | | | | | | P | | | | P | | | | * | * | Gov Docs | | | | | |
| Lg Prt Bks | | | | | | * | * | | * | * | | * | * | * | * | * | * | * | * | * | * | * | | | | | * | * | Lg Prt Bks | * | | | |
| Local Hist | | | * | | | | * | | * | | | P | * | | * | * | * | P | * | | | | | P | | * | * | Local Hist | | | | | |
| Magazine | | | | | | * | P | | * | * | P | * | * | P | * | * | | P * | | * | * | * | * | * | * | * | * | * | Magazine | | * | | |
| Microform | | | | | | | | | | | P | | | | | | | | | | | * | | | | | * | Microform | | | | | |
| New Books | | | * | | * | * | | * | * | * | | * | * | * | * | * | * | * | * | * | * | * | * | * | * | * | * | * | New Books | * | * | | |
| Newspaper | | | | | | | P | | | | P | | | P | | | | | | | | * | | P | | * | * | Newspaper | | | | | |
| Patents | | | | | | | | | | | | | | | | | | | | | | | | | | | | Patents | | | | | |
| Prints | | | | | | | | | | | | | | | | | | | | | | | | | | | | Prints | | | | | |
| Records | | | | | | | | | | | | | | | | | | | * | | | | | | | * | | Records | | | | | |
| Ref Books | | | * | * | | | | | P | P | | | P * | | * | | | | | | | * | | P | | * | * | Ref Books | | | | | |
| Reserve Bks | | | | | | * | | | P | | | | P * | | | | | | | | | * | | * | | * | * | Reserve Bks | | | | | |
| Slides | | | | | | | | | | | | | | | | | | | | | | | | | | | | Slides | | | | | |
| Software | | | | | | | | | | | | | | | | | | | | | | | | | | | | Software | | | | | |
| Vert File | | | | | | | P | | | | | | | | | | * | P * | | | | | * | | * | * | Vert File | | | | | | |
| Videos | * | * | | | | * | | * | | | | | | | * | | * | * | * | * | * | | | | | * | * | Videos | | | | | |

Libraries arranged according to MAILING address

| Bow | Bradford | Brentwood | Bridgewater | Bristol | Bristol | Brookline | Campton | Canaan | Canaan | (West) Canaan | Candia | Canterbury | Canterbury | Chr. Harbor | Chr. Sandwich | Charles town | Charles town | Chester | Chester | Chester field | Chichester | Chocorua | Claremont | Claremont | Claremont | Town | Claremont | Colebrook | Colebrook | Colebrook | Concord | Concord | | | | | | | |
|-----------------|----------------|---------------------------|--------------------|--------------------|-----------------------|------------------|----------------|------------------|-----------------|-------------------------|---------------|--------------------|----------------|-----------------------|----------------------|------------------------|--------------------|-----------------|------------------|-----------------------|---------------------|------------------|----------------|--------------------|------------------|------------------------|-------------------------|-------------------|-------------------|---------------------|---------------------|----------------------|--|--|--|--|--|--|--|
| Baker Free Lib. | Brown Mem Lib. | Mary E Bartlett Mem. Lib. | Bridgewater Public | Minot-Sleeper Lib. | Newfound Reg High Sch | Brookline Public | Campton Public | Canaan Town Lib. | Cardigan Mt.Sch | Mascoma Valley Reg. H S | Smyth Pub Lib | Canter Shaker Vill | Elkins Pub Lib | Jas E Nichols Mem Lib | Sam. H Wentworth Lib | Fndat'n for Bib Res'ch | Slsby Free Pub Lib | Chester Pub Lib | White Pines Col. | Chester field Pub Lib | Chichester Town Lib | Chocorua Pub Lib | Fiske Free Lib | NH Comm. Tech Col. | Stevens High Sch | Library | Valley Reg Hosp Med Lib | Colebrook Academy | Colebrook Pub Lib | Upper Conn Val Hosp | Bish Brady High Sch | Col for Lifelong Lng | | | | | | | |
| METHOD OF TRANS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| * | * | * | | | | * | | | | | * | | * | * | * | | * | * | | * | * | * | * | * | | NHAIS ILL. | * | | | | | | | | | | | | |
| V | V | VM | | V | VM | VM | | VM | M | M | V | | VM | VM | V | MU | VM | VM | | VM | VM | VMU | VMU | VM | VM | Van/Mail/UPS ALA Form | VM | | | | | | | | | | | | |
| * | | | | * | * | * | | * | * | * | * | | * | * | * | * | * | * | | * | * | * | * | * | * | Fax ALA Form | | | | | | | | | | | | | |
| | | * | | * | * | * | | * | * | * | * | | * | * | * | * | * | * | | * | * | * | * | * | * | Telephone Req | * | | | | | | | | | | | | |
| LP | | P | | | | LP | | LP | | L | LP | | | LP | LP | P | LP | LP | | LP | LP | LP | LP | | | Walkin To Lib'n/Patron | LP | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | Ariel/OCLC | | | | | | | | | | | | | |
| MATERIAL LENT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | AV Equip | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | * | | | | | | * | | | AV Material | | | | | | | | | | | | | |
| | * | * | | * | * | * | | * | | * | | * | * | * | * | * | * | * | | * | * | * | * | * | * | | Aud Bks | | * | | | | | | | | | | |
| | * | * | | * | * | * | | * | | * | | * | * | * | * | * | * | * | | * | * | * | * | * | * | | Aud Mus | | * | | | | | | | | | | |
| | | | | * | | | | | | | | | | | * | | * | | | | | * | | | | CDs | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | Theses | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | * | * | | * | | | * | | * | | | | DocLine | | | | | | | | | | | | | |
| | | | | | | | | * | | | | | | * | * | | * | | | * | | * | | | | Films | | | | | | | | | | | | | |
| | | | | | | | | * | | | | | | * | * | | * | | | * | | * | | | | Genealogy | | | | | | | | | | | | | |
| | * | * | | | | * | | * | | * | | * | * | * | * | * | * | * | | * | | * | * | | | Gov Docs | | | | | | | | | | | | | |
| | * | | | * | | | | * | | * | | * | * | * | * | * | * | * | | * | | * | * | | | Lg Prt Bks | | | * | | | | | | | | | | |
| | * | | | * | | | | * | | * | | * | * | * | * | * | * | * | | * | | * | * | | | Local Hist | | | * | | | | | | | | | | |
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| * | * | * | | * | | * | | * | | * | | * | * | * | * | * | * | * | * | * | * | * | * | * | * | | New Books | | * | | | | | | | | | | |
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| | | | | * | | | | | | | | | | * | | | | | | | | | | | | Prints | | | | | | | | | | | | | |
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| | | | | | | | | | | | | | | * P | P | | P | P | | | | | | * | * P | Reserve Bks | | | | | | | | | | | | | |
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| | | | | | | | | | | | | | | | | | | | | | | | | | | Software | | | | | | | | | | | | | |
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Libraries arranged according to MAILING address

| Dover | Dover | Dover | Dover | Dublin | Dublin | Dunbar | Durham | Durham | Durham | East | Effingham | Enfield | Epping | Epping | Epsom | Errol | Etna | Exeter | Exeter | Exeter | Town | Exeter | Farmington | Farmington | Fitzwilliam | Francestown | Franconia | Franconia | Franklin | Franklin | Franklin | Franklin | Freedom | Fremont | Gilford | Gilford | | | | | | | | | | | | |
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| Dover | McIntosh | St. Thos Aquinas | Wentworth Douglas | Dublin Pub Lib | Dublin Sch | Dunbar ton Pub Lib | Ezekiel Diamond Lib | Oyster River High Sch | UHH Health Svc Lib | East Kingston Pub Lib | Effingham Free Pub Lib | Enfield Pub Lib | Epping M-H Sch | Harvey Mitchell Lib | Epsom Pub Lib | Errol Pub Lib | see Hano ver | Exeter Area H Sch | Exeter Hosp | Exeter Pub Lib | Library | Phillips Exeter Acdmy | Farmington High Sch | Goodwin Lib | Fitzwilliam Town Lib | G. Holmes Bixby Mem Lib | Abbie Greenleaf Lib | Easton Free Lib | Franklin High Sch | Franklin Pub Lib | Franklin Reg Hosp | Freedom Pub Lib | Fremont Pub Lib | Gilford Mid/ H S | Gilford Pub Lib | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | METHOD OF TRANS | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| VM | | | | | VM | V | VMU | VM | | V | | V | | VM | VM | | | | | VMU | Van/Mail/UPS ALA Form | VMU | | VM | VM | VM | VMU | | M | VM | VMU | VM | M | V | VMU | | | | | | | | | | | | | |
| | * | | | | * | * | * | | | | | | | | * | | | | | * | Fax ALA Form | * | | * | * | * | * | * | * | * | * | * | * | * | * | * | | | | | | | | | | | | |
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| L | | | | | LP | L | | | | L | | L | | L | LP | | | | | L | Walkin To Libn/Patron | L | | LP | LP | | L | | LP | L | LP | LP | P | | LP | | | | | | | | | | | | | |
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| | | | | | | | | | | | | | | | | | | | | | AV Equip | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | AV Material | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| * | | | | | * | * | | | | * | | * | | * | * | | | | | * | Lg Prt Bks | | | * | * | | * | | * | | | | | | | | * | | | | | | | | | | | |
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| | | | | | | | | | | | | | * | | | | | | | * | Prints | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | * | Records | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | * | | | | | | | | | | | | | | | | P | Ref Books | * | | | | P | | P | P | | | | | | | | | | | | | | | | | | | |
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| | | | | | | * | | | | | | | * | | | | | | | | Software | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | * | | | | | | | * | | | | | | | | Vert File | | | | * | | | | | P | | | | | * | P | | | | | | | | | | | | |
| * | | | | * | | | * | * | | * | | * | * | * | * | | | | | * | Videos | * | | * | * | * | * | * | * | * | * | * | * | * | * | * | | | | | | | | | | | | |

Libraries arranged according to MAILING address

| Hanover | Hanover | Harrisville | Haverhill | Haverhill | Hebron | Henniker | Henniker | Hill | Hillsboro | Town | Hillsboro | Hillsboro | Hinsdale | Hinsdale | Holderness | Holderness | Hollis | Hollis | Hookset | Hopkinton | Hudson | Hudson | Jackson | Jaffrey | Jaffrey | Jefferson | Keene | Keene | Keene | Keene | Keene | Keene | Kensington | Kingston | Kingston | Laconia | | | | |
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| Spectra, Inc | US Army Cold Reg Lab | Harrisville Pub Lib | Haverhill Lib Assoc | North Haverhill Lib | Hebron Pub Lib | New England College | Tucker Free Lib | Hill Pub Lib | Deering Pub Lib | Library | Fuller Pub Lib | Hillsboro-Deering High Sch | Hinsdale High Sch | Hinsdale Pub Lib | Holderness Fr Lib | Holderness School | Hollis/Brook/H Sch | Hollis Social Lib | Hookset Pub Lib | Hopkinton see Contocook | Alvins High Sch | Hills Mem Lib | Jackson Pub Lib | Conant High Sch | Jaffrey Pub Lib | Jefferson Pub Lib | Antioch/NE Grad | Cheshire Med Ctr | Keene High Sch | Keene Pub Lib | Keene St Col Mason | Kensington Soc & Pub Lib | Nichols Mem Lib | Sanborn Reg High Sch | Laconia Christian Sch | | | | | |
| | | | | | | | | | | METHOD OF TRANS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | * | | NHAIS ILL | * | * | | | * | | * | * | | | | * | * | * | * | | | | | * | * | * | * | | | | | | | |
| | VM | VM | VM | VM | | VMU | VM | VMU | | Van/Mail/UPS ALA Form | VM | V | | | VM | | M | VM | | | VMU | VM | VM | M | VM | VM | VMU | | | VMU | VM | VM | VM | VM | | | | | | |
| | * | | * | | | * | * | | | Fax ALA Form | * | | | | * | | | | * | | * | * | * | * | * | | | | * | * | * | * | | | | | | | | |
| | | * | | | | * | * | | | Telephone Req | | | | | * | | | | * | | * | * | | | * | | | * | | * | * | * | | | | | | | | |
| | L | L | LP | | | | | LP | | Walkin To Librn/Patron | LP | | | | LP | | | | LP | | | LP | | L | L | L | | | L | | LP | | | | | | | | | |
| | O | | | | | | | | | Ariel/OCLC | | | | | | | | | | | | | | | | | O | | | AO | | | | | | | | | | |
| | | | | | | | | | | MATERIAL LENT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | AV Equip | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | AV Material | | | | | | | | | | | | * | * | | | | | | | | | | | | | | | | | |
| | * | | | | | | | | | Aud Bks | * | | | | * | | | | * | | | * | * | | * | | | | * | | * | * | * | | | | | | | |
| | * | | | | | | | | | Aud Mus | * | | | | * | | | | * | | | * | * | | * | | | | * | * | * | * | * | | | | | | | |
| | * | | | | | | | | | CDs | | | | | * | | | | | | | | | * | | | | | * | * | | | | | | | | | | |
| | * | | | | | | | | | Theses | | | | | | | | | | | | | | | | | * | | | * | | | | | | | | | | |
| | | | | | | | | | | DocLine | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | P | | | | * | | | Films | | | | | | | | | | | | | | | | | | | | * | | | | | | | | | | |
| | * | | P | | | P | | | | Genealogy | | | | | | | | | | | | | | | | | | * | | * | | | | | | | | | | |
| | | | P | | | | * | | | Gov Docs | | | | | | | | | | | | * | * | | | | | | * | * | | | | | | | | | | |
| | | | P | | | | | | | Lg Prt Bks | * | | | | * | | * | * | | | * | * | | * | | | | | * | | * | | | | | | | | | |
| | | | P | | | | | | | Local Hist | | | | | | | * | * | | | | * | * | | * | | | | | | | | | | | | | | | |
| | P | * | P | | | * | | | | Magazine | * | P | | | * | | | | P | | P | | | P | * | | P | | * | P | * | * | | | | | | | | |
| | | | | | | * | | | | Microform | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | * | * | | | * | | * | | | New Books | * | * | | | | * | | | * | | * | * | * | * | * | * | * | | * | | * | * | * | * | * | * | | | | |
| | | | | | | P | | | | Newspaper | * | | | | P | | | | | | | | | | P | * | P | | | P | | | | | | | | | | |
| | | | | | | | | | | Patents | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | Prints | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | Records | | | | | | | | | * | | | | | | | | | | | * | | | | | * | | | | | |
| | P | * | | | | | | | | Ref Books | P | | | | * | | P | | | | | * | * | | | | | | P | | | | | | * | | | | | |
| | | | | | | | | * | | Reserve Bks | | | | | * | | P | | | | | | | | | | | | | | | | | | * | | | | | |
| | | | | | | | | | | Slides | | | | | | | | | | | | | | | | | | | | * | | | | | | | | | | |
| | | | P | | | * | | | | Software | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | Vert File | * | | | | * | | | | | | | | | | * | | | | | | | | | * | | | | | | |
| | * | * | | | | | | | | Videos | * | | | | * | | | | * | | | * | * | | * | | | | * | * | * | * | * | * | * | * | | | | |

Libraries arranged according to MAILING address

| Laconia Mid/Hgh Sch | Laconia Pub Lib | Laconia Lakes Reg Hosp | Laconia NH Tech Col | Lancaster Weeks Mem Hosp | Lancaster Weeks Mem Lib | Lebanon Alice P Day M. Hosp | Town Library | Lebanon Inf/Res Proj Clin Genetics & Child Dev Ctr | Lebanon Lebanon Hgh Sch | Lebanon Lebanon Pub Lib | Lebanon West Lebanon Lib | Lee Lee Pub Lib | Lempster Miner Mem Lib | Lincoln Lin-Wood Pub Sch | Lincoln Lincoln Pub Lib | Lisbon Lisbon Pub Lib | Lisbon Lisbon Reg Sch | Litchfield Aaron Cutler Mem Lib | Littleton Col. for Lifelong Lng | Littleton Lakeway Elem Sch | Littleton Littleton Hgh Sch | Littleton Littleton Pub Lib | Littleton Littleton Reg Hosp | White Mtn Sch | London Leach Lib | London London erry H Sch | Loudon Maxfield Pub Lib | Lyme Converse Free Lib | Lyndebo rough JA Tarbell Lib | Madison Madison Lib | Manchester Assoc Canado Americane | Manchester Central Hgh Sch | Manchester Currier Gallery of Art | | | |
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| V M | VMU | VMU | VM | | VM | | Van/Mail/UPS ALA Form | | | VM | | | M | | V M | VM | | | | | VMU | V M | | | VMU | V M | | VM | V M | V M | | | | | | |
| * | * | * | * | | | | Fax ALA Form | | | | | | | | * | | | | | | * | * | | | * | * | | * | * | | | | | | | |
| | * | * | * | | * | | Telephone Req | | | * | | | | | * | * | | | | | * | * | | | * | * | | * | * | | | | | | | |
| | | L P | | | L | | Walkin To LibrivPatron | | | L | | | | | LP | | | | | | LP | L | | | L | | | LP | | | | | | | | |
| | | | | | | | MATERIAL LENT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| * | | | * | | | | AV Equip | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | * | | | | | AV Material | | | | | | | | | | | | | | | | | | | | | | | | | | | * | | |
| | * | | | | * | | Aud Bks | | | * | | * | | | * | * | | | | | | * | | | | | | | * | * | | | | | | |
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| | * | | | | | | CDs | | | * | | * | | | | | | | | | | | | | | | | | | | | | | * | | |
| | | | | | | | Theses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | DocLine | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | Films | | | * | | | | | | * | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | Genealogy | | | | * | | | | * | * | | | | | | | | | | | | | | | | | | * | | |
| | | | | | | | Gov Docs | | | | | | | | * | * | | | | | | * | | | | | | | | | | | | | | |
| | * | | | | | | Lg Prt Bks | | | * | | * | | | * | * | | | | | | | | | | | | | * | * | | | | | | |
| | * | | | | | | Local Hist | | | * | | * | | | * | * | | | | | | | | | * | | | | | | | | | | | |
| | * | P | | | P | | Magazine | | | P | | * | | | * | * | | | | | | P | P | | | | | * | * | * | | | | | | |
| | * | * | * | | | | Microform | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | * | P | * | | * | | New Books | | | * | | * | | | * | * | | | | | * | P | | | * | | | * | | | | | | | | |
| | | | P | | | | Newspaper | | | P | | | | | * | * | | | | | | P | | | | | | * | | | | | | | | |
| | | | | | | | Patents | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | Prints | | | | | | | | | | | | | | | | | | | | | | | | | | | * | | |
| | | | | | | | Records | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | P | * | | P | | Ref Books | | | | | P | | | * | | | | | | | P | P | | | | | | | | | | | | | |
| | | P | | | P | | Reserve Bks | | | | | P | | | * | * | | | | | | * | * | | | | | | | | | | | | | |
| | | * | | | | | Slides | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | Software | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | * | | | | Vert File | | | | | * | | | * | * | | | | | * | * | | | * | | | | | | | | | | | |
| | * | * | * | | * | | Videos | | | * | | * | | | * | * | | | | | * | * | | | * | | | | * | * | | | | | | |

Libraries arranged according to MAILING address

| Manchester | Manchester | <u>Town</u> | Manchester | Manchester | Manchester | Manchester | Manchester |
|----------------|-------------------------|------------------------|---------------|----------------|---------------------------|--------------------|---------------------|
| Derryfield Sch | Devine Millmet & Branch | <u>Library</u> | Optima Health | Hesser College | Hillsborough City Law Lib | Kloury & Elliot PA | Manchester City Lib |
| | | METHOD OF TRANS | | | | | |
| | | NHAIS ILL | | | | | * |
| VMU | | Van/Mail/UPS ALA Form | M | M | | | V M |
| * | | Fax ALA Form | | | | | * |
| | | Telephone Req | | | | | * |
| L | | Walkin To Lib/Patron | L | | | | |
| | | Ariel/OCLC | | | | | |
| | | MATERIAL LENT | | | | | |
| | | AV Equip | | | | | |
| | | AV Material | | | | | |
| | | Aud Bks | | | | | |
| | | Aud Mus | | | | | |
| | | CD s | | | | | |
| | | Theses | | | | | |
| | | DocLine | | | | | |
| | | Films | | | | | |
| | | Genealogy | | | | | * |
| | | Gov Docs | | | | | |
| | | Lg Prt Bks | | | | | |
| | | Local Hist | | | | | |
| P | | Magazine | P | | | | P |
| * | | Microform | | | | | P |
| * | | New Books | | * | | | * |
| P | | Newspaper | | | | | P |
| | | Patents | | | | | |
| | | Prints | | | | | |
| | | Records | | | | | |
| | | Ref Books | | | | | |
| | | Reserve Bks | | | | | |
| | | Slides | | | | | |
| | | Software | | | | | |
| P | | Vert File | | | | | * |
| * | | Videos | | | | | |

Libraries arranged according to MAILING address

| Town | Manchester | Manchester | Manchester | Manchester | Manchester | Manchester | Manchester | Manchester | Manchester | Manchester | Manchester | Manchester | Manchester | Manchester | Marlborough | Marlow | Mason | Meredith | Meredith | Meriden (Plainfield) | Meriden (Plainfield) | Merrimack | Merrimack | Merrimack | Merrimack | Town | Milan | Milan | Milford | |
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| Library | McLane Law Firm | Memorial High Sch | NH College | NH Comm Tech Col | Notre Dame Col | Sheehan, Phinney Bass & Green | St Anselm Col | Trinity High Sch | Union Leader Corp | UNH Manch | Veteran's Aff Med Ctr | West High Sch | West Side Comm Lib | Frost Free Lib | Marlow Town Lib | Mason Pub Lib | Inter-Lakes J/S High Sch | Meredith Pub Lib | Kimball Union Acadmy | Meriden Lib | Kollarn | Merrimack High Sch | Merrimack Pub Lib | Thomas More Col | Library | Dummer Pub Lib | Milan Pub Lib | Milford High Sch | | |
| METHOD OF TRANS | | | | | | | | | | | | | | | | | | | | | | | | METHOD OF TRANS | | | | | | |
| NHAIS ILL | | * | * | * | | | | | | * | | | | * | * | | | | * | | | | | * | NHAIS ILL | | | | | |
| Van/Mail/UPS ALA Form | M | VM | VMU | VMU | VMU | | VMU | | | VMU | | VM | | VM | VM | | VM | VM | VM | | | M | VMU | M | Van/Mail/UPS ALA Form | | | | | |
| Fax ALA Form | | * | * | * | * | | * | | | * | | | | | * | | | * | * | | | | * | * | Fax ALA Form | | | | | |
| Telephone Req | | | * | * | | | | | | * | | * | | * | * | | * | * | * | | | | * | * | Telephone Req | | | | | |
| Walkin To Librn/Patron | | | L | LP | | | LP | | | LP | | L | | LP | LP | | LP | LP | LP | | | | | L | LP | Walkin To Librn/Patron | | | | |
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| MATERIAL LENT | | | | | | | | | | | | | | | | | | | | | | | | MATERIAL LENT | | | | | | |
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| Theses | | | | | | | | | | | | | | | | | | | | | | | | | Theses | | | | | |
| DocLine | | | | | | | | | | | | | | | | | | | | | | | | | DocLine | | | | | |
| Films | | | | | | | | | | | | | | | | | | | | | | | | | Films | | | | | |
| Genealogy | | | | | | | | | | | | | | | | | | | | | | | | | Genealogy | | | | | |
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| Local Hist | | | | | | | | | | * | | | | | | | | * | | * | | | | P | Local Hist | | | | | |
| Magazine | P | | P | P | P | | P | | | P | | | * | * | | * | P | P | | | | | | P | Magazine | | | | | |
| Microform | | P | | | | | | | | | | | | | | | | | | | | | | P | Microform | | | | | |
| New Books | * | | | * | * | | | | | P | | * | * | * | * | * | * | * | * | | | | | P | * New Books | | | | | |
| Newspaper | P | | P | | P | | P | | | P | | | | | * | | * | P | | | | | | P | Newspaper | | | | | |
| Patents | | | | | | | | | | | | | | | | | | | | | | | | | Patents | | | | | |
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| Reserve Bks | * | | | | | | | | | | * | | P | P | | * | * | * | * | | * | | | P | Reserve Bks | | | | | |
| Slides | | | | | | | | | | | | | | | | | | | | | | | | | Slides | | | | | |
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Libraries arranged according to MAILING address

| Milford | Milton | Milton | Milton | Monroe | Mont Vernon | Moultonborough | Moultonborough | Nashua | Nashua | Nashua | Nashua | Nashua | Nashua | Nashua | Nashua | Nashua | Nashua | Nashua | Nashua | Nelson | New Boston | New Castle | New Durham | New Hampton | New Hampton | New Ipswich | Town | New Ipswich | New London | New London | New London | Newbury | Newfields | Newington | | | |
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| Wadleigh Mem Lib | Milton Free Pub Lib | Nute High Sch | Nute Library | Monroe Pub Lib | Daland Mem Lib | Moultonborough Academy | Moultonborough Pub Lib | Bishop Guertin H S | Chandler Mem Lib | Charter Brook side | Daniel Webster College | Lockheed Sanders | Mt St Mary H S | Nashua High Sch | Nashua Pub Lib | NH Tech Coll | Rivier College | South NH Reg Med Ctr | St. Joseph Hosp | Olivia Rodham Lib | Whipple Free Lib | New Castle Pub Lib | New Durham Pub Lib | Gordon-Nash Lib | New Hampton Sch | Mascenic Reg High Sch | Library | New Ipswich Lib | Colby-Sawyer Col | New London Hosp | Tracy Mem Lib | Newbury Pub Lib | Paul Mem Lib | Langdon Pub Lib | | | |
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Libraries arranged according to MAILING address

| Newmarket | Newmarket | Newport | Newport | Newton | North Hampton | North Conway | North field | Northwood | Northwood | Notting ham | Orford | Orford | Orford | (Center)Ossipee | Pelham | Pelham | Pembroke | Pembroke | Pennacook | Peterboro ugh | Town | Peterborou gh | Peterboro ugh | Piermont | Pike | Pittsburg | Pittsburg | Pittsfield | Pittsfield | Plainfield | Plaistow | Plaistow | | | | | |
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| Newmarket J/S High Sch | Newmarket Pub Lib | Newport Mid High Sch | Richards Free Lib | Gale Lib | North Hampton Pub Lib | North Conway Pub Lib | Hall Mem Lib | Chesley Mem Lib | Coe-Brown Northwood Acdmly | Blaisdell Mem Lib | Orford Free Lib | Orford High Sch | Orford Soc Lib | Ossipee Pub Lib | Pelham High Sch | Pelham Pub Lib | Pembroke Academy | Pembroke Town Lib | Merrimack Valley H S | Con-Val Reg High Sch | Library | Monad rock Hosp | Peterboro ugh Town Lib | Piermont Pub Lib | Pike Lib | Bremer Pond Mem Lib | Pittsburg School | Carpenter Mem Lib | Pittsfield Mid/High Sch | Philip Read Mem Lib | Plaistow Pub Lib | Timber lane Reg High Sch | | | | | |
| | | | | | | | | | | | | | | | | | | | | | METHOD OF TRANS | | | | | | | | | | | | | | | | |
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| | | VM | VMU | V | VMU | V | VM | VM | VM | VM | V | V | VM | V | VM | M | VM | VM | M | Van/Mail/UPS ALA Form | | VM | VM | M | | | VM | | VM | VM | VM | | | | | | |
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| | | L | L | | LP | | LP | LP | | LP | LP | | L | L | | | LP | LP | L | | Walkin To Lib'n/Patron | | | LP | | | | | | LP | LP | LP | | | | | |
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Libraries arranged according to MAILING address

| Plymouth | Plymouth | Plymouth | Plymouth | Plymouth | Portsmo uth | Portsmouth | Portsmo uth | Portsmo uth | Portsmouth | Portsmo uth | Portsmo uth | Ran dolph | Raymond | Raymond | Richmond | Ringe | Ringe | Town | Ringe | Roches ter | Roches ter | Roches ter | Roches ter | Rollins ford | Rumney | Rumney | Rye | Salem | Salem | Salisbury | Sanborn ton | Sanborn ville | Sanborn ville | Sandown | Seabrook | | |
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| Holder ness School | Pease Pub Lib | Plymouth Reg High Sch | Spears Mem Hosp | Plymouth State Coll. | Edge wood Manor | Portsmouth Athenaeum | Portsmo uth HS | Naval Ship Yd | Portsmouth Pub Lib | Portsmo uth Hosp | Straw berry Banke | Ran dolph Lib | Dudley- Tucker Lib | Raymond High Sch | Richmond Pub Lib | Franklin Pierce College | Ingalls Mem Lib | Library | Meet ing School | E. Roch ester Pub Lib | Frisbie Mem Hosp | Roches ter Pub Lib | Spauld ing High Sch | Rollinsfo rd Lib | Byron G Merrill Lib | Dorches ter Com Lib | Rye Pub Lib | Kelley Lib | Salem High Sch | Salisbury Free Lib | Sanborn ton Pub Lib | Sanborn ville Library | Wake field Lib Ass | Sandown Pub Lib | Seabrook Lib | | |
| | | | | | | | | | | | | | | | | | | METHOD OF TRANS | | | | | | | | | | | | | | | | | | | |
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| | VM | VMU | | VM | | VM | | | VMU | | VMU | | VM | | M | VMU | VMU | Van/Mail/UPS ALA Form | | | | VM | | | | M U | VM | VM | | VM | VM | | | | VM | VM | |
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| | LP | LP | | | | L | | | L | | | | LP | | | LP | LP | Walkin To Libn/Patron | | | | LP | | | | | LP | L | | L | LP | | | | | LP | |
| | | | | OA | | | | | | | | | | | | O | | Ariel/OCLC | | | | | | | | | | | | | | | | | | | |
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| | | | | * | | P | | | | | | | | | | | | Theses | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | DocLine | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | Films | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | Genealogy | | * | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | Gov Docs | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | * | | | | * | | | * | | Lg Prt Bks | | * | | | | | | * | * | | * | | | | | * | * | | |
| | | | | | | | | | | | | | | | | | | Local Hist | | * | | | | | | | | | | | | | | | * | | |
| | * | P | | | | P | | | P | | | * | | | P | P | | Magazine | | * | | | | | | * | | | | | | | | * | P | | |
| | | P | | P | | | | | | | | | | | | | | Microform | | | | | | | | | | | | | | | | | | * | |
| | * | * | | * | | P | | | * | | * | | * | | * | * | | New Books | | * | | | | | | * | * | | * | * | | | | | | | |
| | | P | | | | P | | | | | | | * | | P | P | | Newspaper | | | | | | | | | | | | | | | | | | P | |
| | | | | | | | | | | | | | | | | | | Patents | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | Prints | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | Records | | | | | | | | | | | | | | | | | | | |
| | | P | | | | P | | | | | | | | | | * | * | Ref Books | | * | | | | | | * | | | | | | * | | | | | |
| | | P | | | | P | | | | | | | | | | * | * | Reserve Bks | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | Slides | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | * | | * | * | | Software | | | | | | | | | | | | | | | | | * | * | |
| | * | | | | | P | | | * | | | * | | | * | * | | Vert File | | * | | | | | | | | | | | | | | * | * | | |
| | | | | | | | | | | | | | | | * | | | Videos | | | | | | | | | * | | | | | | * | | | | |

Libraries arranged according to MAILING address

| Shelburne | Somersworth | Somersworth | So. Hampton | Spofford | Springfield | Stark | Stewartstown | Stoddard | (Center) Strafford | Strafford | Strafford | Stratham | Town | Stratham | Sugar Hill | Sullivan | Sunapee | Sunapee | Surry | Sutton | Sutton | Swanzy | Swanzy | Swanzy | Tamworth | Temple | Thornton | Tilton | Tilton | Tilton | Troy | Tuftsboro | Twin Mountain | | |
|-------------------|----------------------|---------------------|---------------------|---------------|-----------------------|---------------|----------------------|---------------|--------------------|-----------------------|-------------------|-------------------|------------------------|----------------|----------------|------------------|------------|--------------------|---------------|-----------------------|-----------------|-------------------|------------------|-------------------|--------------|-------------------|------------------|------------------|------------|-------------------------|-----------------|-------------------|-----------------------|--|--|
| Shelburne Pub Lib | Somersworth High Sch | Somersworth Pub Lib | So. Hampton Pub Lib | Spofford Hall | Libbie A Cass Mem Lib | Stark Pub Lib | Stewartstown Pub Lib | Davis Pub Lib | Hill Lib | Laura Johnson Mem Lib | Strafford Pub Lib | NH Com Tech Coll. | Library | Wiggin Mem Lib | Richardson Lib | Sullivan Pub Lib | Abbott Lib | Sunapee MidHgh Sch | Reed Free Lib | Kearsarge Reg Hgh Sch | Sutton Free Lib | Monadnock Reg H S | Mt. Caesar Union | Stratton Free Lib | Cook Mem Lib | Mansfield Pub Lib | Thornton Pub Lib | NH Veterans Home | Tilton Sch | Winnisquam Reg High Sch | Gay-Kimball Lib | Tuftsboro Fr. Lib | Twin Mountain Pub Lib | | |
| | | | | | | | | | | | | | METHOD OF TRANS | | | | | | | | | | | | | | | | | | | | | | |
| | * | * | | | * | | | | * | | | * | NHAIS ILL | * | | * | * | | | | | | | | * | | * | | | | * | * | | | |
| | VMU | VM | VMU | | V | | M | | VM | | | V | Van/Mail/UPS ALA Form | VM | | VM | VM | | | | | | | VM | M | V | | | | VM | M | | | | |
| | | * | | | | | | | | | | | Fax ALA Form | * | | | | | | | | | | * | | | | | | * | * | | | | |
| | * | * | * | | | | * | * | | | | * | Telephone Req | * | * | * | | | | | | | | * | | * | | | | * | * | | | | |
| | L | LP | L | | | | P | | LP | | | | Walkin To Lib'n/Patron | LP | | P | LP | | LP | | | | | L | | LP | | | | L | LP | | | | |
| | | | | | | | | | | | | | Ariel/OCLC | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | MATERIAL LENT | | | | | | | | | | | | | | | | | | | | | | |
| | * | | | | | | | | | | | | AV Equip | * | | * | | | | | | | | | | | * | | | | | | | | |
| | * | * | | | | | | | | | | | AV Material | * | * | * | | | | | | | | * | * | * | | | | | * | | | | |
| | | * | | | * | | * | | | | | | Aud Bks | * | * | * | | | | | | | | * | | * | | | | | * | | | | |
| | | | | | | | | | | | | | Aud Mus | | | * | | | | | | | | | | | | | | | * | | | | |
| | | | | | | | | | | | | | CDs | * | | * | | | | | | | | * | | | | | | | | | | | |
| | | | | | | | | | | | | | Theses | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | DocLine | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | Films | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | Genealogy | * | | * | | | | | | | | * | | | | | | | * | | | | |
| | | P | | | | | | | | | | | Gov Docs | | | | | | | | | | | | | | | | | | | | | | |
| | | * | | | | | * | * | | | | | Lg Prt Bks | * | * | * | | | | | | | | * | | | | | | | * | | | | |
| | | * | | | | | | | | | | | Local Hist | * | | * | | | | | | | | * | | | | | | | * | | | | |
| | P | P | | | | | | | | | | P | Magazine | P | * | P | | | | | | | * | | | | | | | * | | | | | |
| | | * | | | | | | | | | | | Microform | | | | | | | | | | | | | | | | | | | | | | |
| | * | * | | | | | * | * | | | | * | New Books | *P | * | *P | | | | | | | | * | * | * | | | | | | | | | |
| | P | P | | | | | | | | | | P | Newspaper | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | Patents | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | Prints | * | | | | | | | | | | | | | | | | | | | | | |
| | | * | | | | | | | | | | | Records | * | | | | | | | | | | | | | | | | | | | | | |
| | * | * | | | * | | * | | | | | | Ref Books | *P | | P | | | | | | | | | | | | | | | P | | | | |
| | | * | | | | | * | | | | | | Reserve Bks | | | * | | | | | | | | | | | | | | | P | | | | |
| | | | | | | | | | | | | | Slides | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | Software | | | | | | | | | | | | | | | | | | | | | | |
| | * | | | | | | | | | | | * | Vert File | | | * | | | | | | | | | | | | | | | | | | | |
| | | | | | | | * | | | | | | Videos | * | * | * | | | | | | | | * | * | | | | | * | | | | | |

Libraries arranged according to MAILING address

| Union | Unity | Walpole | Walpole | Warner | Warner | Warren | Washingt on | Waterville Valley | Weare | Weare | Town | Webster | Went worth | Westmore land | Whitefield | Whitefield | Wilmot | Wilton | Wilton | Wilton | Winches ter | Winches ter | Windham | Windham | Wolfboro | Wolfboro | Wolfboro | Wolfboro | Woodstock | Woods ville | Woods ville | Woods ville | | |
|-------------------------|----------------------|--------------------------|---------------------|-------------------|-----------------------|---------------------|-------------------|----------------------|------------------------|------------------|---------------------------|----------------------------|--------------------|-----------------------------|------------------------------|-----------------------|-------------------|-----------------------|--------------------------------|-------------------------|-------------------|--------------------------|-------------------|----------------|---------------------|---------------------|---------------------------|--------------------------|----------------------|-----------------|--------------------------------|--------------------|---|--|
| Union Village Lib | Unity Free Lib | No Walpole Pub Lib | Walpole Town Lib | Magda len Coll | Pillsbury Free Lib | Jos Patch Lib | Shedd Free Lib | Oscocla Lib | John Stark H/Sch | Weare Pub Lib | Library | Webster Free Pub Lib | Web ster Mem | Westmore land Pub Lib | White Mtn Reg High Sch | Whitefield Pub Lib | Wilmot Pub Lib | High Mowing Sch | Wilton- Lyndebo rough HS | Wilton Gregg Free | Conant Pub Lib | Thayer High School | Castle College | Nesmith Lib | Brewster Academy | Hug gins Hosp | Kingswood Reg High Sch | Wolfe boro Pub Lib | Mooslauke Pub Lib | Cottage Hosp | Woods ville Free Pub Lib | Woods ville H S | | |
| | | | | | | | | | | | METHOD OF TRANS | | | | | | | | | | | | | | | | | | | | | | | |
| | | | * | | * | * | | | * | * | NHAIS ILL | * | * | * | * | * | | | | * | * | | | * | | | * | * | | | | | | |
| | | | VM | VM | VM | VMU | | | VM | VM | Van/Mail/UPS ALA Form | VM | VM | VMU | VM | V | VM | | | | VM | VM | M | | VMU | V | | | VMU | VMU | | V | | |
| | | | | * | | | | | * | * | Fax ALA Form | | | | * | * | | | | * | | | | * | | | * | | | | | | | |
| | | | | * | * | * | | | * | * | Telephone Req | * | | * | * | * | | | | * | | | | * | | | * | * | | | | * | | |
| | | | LP | L | LP | LP | | | | L | Walkin To Lib/n/Patron | | LP | L | LP | | P | | | | LP | | L | | | | L | | | | L | | | |
| | | | | | | | | | | | MATERIAL LENT | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | AV Equip | | | | | | | | | | | | | | | | | | | | | | | |
| | | | * | | * | | | | * | * | AV Material | | * | * | | | * | | | * | * | | | | | | * | | | | | | | |
| | | | * | | * | | | | * | * | Aud Bks | * | * | | | | * | | | * | | | | * | | | * | | | | | | | |
| | | | | | | | | | | | Aud Mus | * | | | | | | | | | | | | * | | | * | | | | | | | |
| | | | | | | | | | | | CDs | | | | | | | | | | | | | | | | * | | | | | | | |
| | | | | P | | | | | | | Theses | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | DocLine | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | Films | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | Genealogy | * | | | | | | | | | * | | | P | | | | | | | | | | |
| | | | | | | P | | | | | Gov Docs | * | * | | | | P | | | | | | | | | | | | | | | | | |
| | | | * | | * | | | | | | Lg Prt Bks | * | * | | * | * | | | | * | * | | | * | | | * | | | | | * | | |
| | | | * | | | | | | | | Local Hist | | * | | * | * | | | | | * | | | P | | | * | | | | | | | |
| | | | * | P | * | * | | | P | | Magazine | * | | | P | | | | * | | P | | *P | | | | P | P | | | | | | |
| | | | | | | | | | | | Microform | | | | | | | | | | | | | | | | * | | | | | | | |
| | | | | * | * | | | | P | | New Books | * | P | * | * | * | | | * | | | P | | * | | | P | | | | | * | | |
| | | | | | | | | | P | | Newspaper | | | | | | | | | | | P | | P | | | P | | | | | | | |
| | | | | | | | | | | | Patents | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | Prints | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | Records | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | P | P | Ref Books | | P | | | * | | | | | | P | | P | | | | | | | | * | | |
| | | | * | | | | | | P | * | Reserve Bks | * | P | | * | * | * | | | | | P | | P | | | P | | | | * | | * | |
| | | | | | | | | | | | Slides | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | Software | | | | | | | | | | | | | | | | | | | | | | | |
| | | | * | | | | | | | | Vert File | | | | | * | | | | * | | | | * | | | * | | | | | | | |
| | | | | | * | * | | | * | | Videos | * | * | | | * | | | | * | | | * | | | * | | * | | | | | | |