



# **NORTH LAKE COUNTY PUBLIC LIBRARY DISTRICT CIRCULATION POLICY**

## **STATEMENT OF PURPOSE:**

The purpose of the North Lake County Public Library District's (NLCPLD) Circulation Policy is to facilitate the public's access to the information and materials available to them, while protecting and overseeing the library's collection.

## **SCOPE:**

The Circulation Policy encompasses explanations and procedures for being an active member of the Montana Shared Catalog and the Partner Libraries, for circulating materials, obtaining interlibrary loan materials, addressing special needs and situations, and other ongoing functions that allow the Library to best serve its patrons.

## **CODE OF ETHICS:**

Please refer to the Code of Ethics of the American Library Association (Appendix I).

## **MONTANA SHARED CATALOG:**

The Montana Shared Catalog (MSC) is a cooperative project involving more than 177 libraries located in 99 Montana communities. Public, school, academic, and special libraries have pooled their resources together to purchase a robust library automation system. Currently the MSC uses the SirsiDynix Corporation's Symphony<sup>®</sup> product. Each member of the MSC pays an annual fee. In November 2000 the NLCPLD Board of Trustees decided to become a part of the MSC and signed a contract in March 2002. North Lake County Public Library was a founding member of this innovative project.

## **MSC – PARTNERS RESOURCE SHARING GROUP:**

The Partners sharing group is a consortium of libraries within the MSC. Each Partner library opens its collections to the cardholders of all Partner libraries. Within the consortium, a Partner library cardholder in one community can reserve and check out items from a neighboring community or from a library several hundred miles away. Cardholders have access to many more materials, and to more diverse collections, than any one library could offer. These materials can be shared more expediently than with the traditional interlibrary loan system. A Partner library card can be used at any participating library. Materials may be returned and fines and fees paid at any participating library. NLCPLD joined this collaboration in January 2005. The Partner group's best practices are shaped by library staff across the system, and managed by bylaws, an Executive Committee, bi-monthly meetings, and the MSC Partners Resource Sharing Group Policies and Procedures Manual.

## **ELECTRONIC CIRCULATION SERVICES:**

NLCPLD's electronic circulation system records all circulation transactions, including checkouts, discharges, holds, patron information, renewals, and fines. Enterprise<sup>®</sup> by SirsiDynix is the electronic interface that allows users to search the Montana Shared Catalog, whether or not they hold a library card. Those who sign-up for personal accounts by using their assigned

library card number and PIN are able to electronically check his or her library record to review what materials are out and when they are due, find out if fines are owed, renew items, and place or remove holds. The BookMyne mobile app and Shoutbomb texting service also allow electronic access to a patron's account.

### **CHECKOUT PERIODS:**

Checkout periods are in keeping with the Montana Partner Libraries Policies and Procedures (Appendix II).

**Books:** 28-day checkout with the option of up to two renewals, unless there are holds.

**New Books:** 14-day checkout with the option of up to two renewals unless there are holds.

**Grab n Go:** 14-day checkout with no option to renew; these items may not be placed on hold.

**Audiobooks:** 28-day checkout with the option of up to two renewals, unless there are holds.

**Music CDs:** 14-day checkout with the option of up to two renewals, unless there are holds.

**DVDs/Blu-Rays:** 14-day checkout with the option of up to two renewals; limit of three checkouts per cardholder at any given time; Partner items do not count against this limit.

**Playaways:** 14-day checkout with the option of up to two renewals; limit of two checkouts per cardholder at any given time; these items may not be placed on hold.

**Periodicals:** 14-day checkout with the option of up to two renewals; these items may not be placed on hold.

**Equipment:** Checkout periods vary, there is no option to renew; these items may not be placed on hold. Some items have a \$20 fee for use. A complete list with checkout periods and fees is available at the Circulation Desk.

**Uncatalogued Paperbacks and Puzzles:** Paperback books that have not been added to the catalog and jigsaw puzzles are borrowed on the honor system. These are checked out as ephemeral items, meaning they do not have a due date.

There is no grace period, nor is there a limit to how many items may be checked out, with the exceptions listed above. Materials marked with a "Reference" sticker and those in the locked Montana case may not be checked out. This applies to archived materials, as well. The Library Director, at her discretion, may make exceptions to this practice if a patron has a compelling reason.

### **RENEWALS:**

Renewal options are listed above. Renewals may be done by coming into or contacting the library, or by the patron through the mobile app, the online catalog website or Shoutbomb texting service. Exceptions to renewal limits are made occasionally by library staff dependent on conditions, such as illness or weather.

### **HOLDS:**

A patron may place a hold on items that they wish to reserve as long as the items are available for hold within the Partners library group. Holds may be placed by coming into or contacting the library, or by the patron through the mobile app or online catalog website. When a reserved item arrives, the patron is contacted following confidentiality guidelines by telephone, automatic email notice or automatic text (if patron is signed up to receive electronic notices). A patron may pick up an item for another person by providing either the library card or hold

pickup notice of the patron whose hold is being picked up. In lieu of their library card, patrons may use photo ID to checkout materials they have placed on hold for themselves. Holds must be picked up using the library card that the hold was placed on. Items will be held for 7 days awaiting pickup before being returned to the lending library.

### **INTERLIBRARY LOAN:**

NLCPLD offers interlibrary loan (ILL) services, thereby providing its patrons with access to materials owned by libraries worldwide. It is committed to fulfilling both its borrowing and lending roles on behalf of individual patrons and other libraries. ILL services are an essential means of offering maximum accessibility to the widest range of materials possible. The Library follows the Montana Interlibrary Sharing Protocols (2009 revised, see Appendix III), the National Interlibrary Loan Code for the United States (2015 revised, see appendix IV), and to comply with Copyright Law, Title 17 U.S. Code and other applicable licensing and resource sharing agreements. The purpose of the above protocols is to bring order, equity, and efficiency to interlibrary sharing. The NLCPLD uses OCLC WorldShare to facilitate ILLs.

**ILL Borrowing:** Interlibrary loan borrowers must have a library card in good standing. Requests may be made in person, by telephone or email, or through a form on the Library's website. There is a \$3.00 per item charge to help defray the costs of postage, due when the item is received. The Library assumes the balance of the actual charge. Each patron is allowed to have no more than five items checked out at one time. Exceptions may be made by the Library Director or designee on a case-by-case basis. Library staff will check that the item is not available to borrow from a Partner library before proceeding with a request. Occasionally the lending library charges fees to borrow an item; these fees are passed on to the patron with their permission. If the patron chooses not to pay a fee, the item will not be requested. Patrons will be notified when an item they have requested arrives. If an item is marked for "in-library use only," the NLCPLD will make every effort to comply with the request. Checkout periods for ILL items is three to four weeks (depending on the lending library) based upon the date the item is received. The patron is responsible for returning the item on time and in good physical condition. Library staff must submit renewal requests to the lending library, therefore patrons must request a renewal no less than five days before an item is due. Renewals are at the discretion of the lending library. Patrons are also responsible for overdue fines and/or replacement costs. Fines are \$1.00 per day, per item. The lending library determines replacement costs and the patron will be invoiced by the NLCPLD.

**ILL Lending:** Items loaned from the collection include books, audiovisuals, and other designated materials, including photocopies of periodical articles. As a general rule, the library does not lend reference materials, rare books, newspapers, or unpublished documents. There are no lending charges to the borrowing library and no limit to the number of items that can be requested. The loan period is four weeks from the date sent. One renewal per item is allowed, unless the item has holds on it. The borrowing library is charged for lost items with the replacement cost plus a \$2.00 processing fee and \$1.00 barcode fee.

### **DISCHARGES:**

Staff members discharge (check-in) materials as they are returned to the library. Items are inspected for damage and missing pieces at that time. If an item is missing, staff will contact the

patron to request return of the missing item. Items missing pieces will not be checked in until all parts are received. After one month, item will be marked as lost and patron will be billed. Damaged materials will either be sent back to the lending library and the patron will await notification of billing, or if the item belongs to NLCPLD, the patron will be invoiced. Materials are cleaned, repaired if necessary, and then shelved or routed.

### **BOOK DROP:**

An outdoor book drop is provided outside of the main entrance to the Library. The book drop is emptied once each morning and afternoon. Items retrieved in the morning are checked-in as of the previous business day.

### **OVERDUES AND FINES:**

NLCPLD charges a small fine for each overdue item as an incentive for borrowers to return items in a timely manner. This allows other patrons better access to those materials. Fines, which are in keeping with the Partner Libraries Policies and Procedures (Appendix II), are \$0.10 per item per day with a maximum fine of \$10.00 per item. Library users who accumulate \$10.00 or more in fines or fees are blocked and may not place holds, check out materials, or use the public computers until the amount is paid under \$10.00.

Patrons may receive overdue notices via email or text if they are signed up to receive electronic notices. A final notice is mailed if the item is not returned, with information for charges assessed if the item must be marked as lost.

Fees are charged to offset the costs of replacing or repairing lost and damaged items. If the library staff determines that a damaged item can be repaired, a supply cost of \$2.00 will be charged. For items that have been damaged beyond repair or that have been lost, the charge is the replacement cost of the item plus a \$3.00 processing fee. Refunds are not available for lost materials that are returned or found after a patron paid for replacement, as per Partners policy. An identical or better copy of an item may be used in lieu of the replacement cost. The \$3.00 processing fee will still apply.

### **POLICY REVIEW AND UPDATE:**

It is the responsibility of the NLCPLD's Board of Trustees, Library Director, and staff to review and update this policy. The policy will be reviewed every three years.

This policy was approved by the North Lake County Public Library District Board of Trustees on **June 28, 2018**.

Signed by:

Allen Bone, Board Chair  
Abbi Dooley, Library Director

NORTH LAKE COUNTY PUBLIC LIBRARY DISTRICT CIRCULATION POLICY  
APPENDIX I

Code of Ethics of the American Library Association

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

The previous version of this file has long held the **incorrect amendment date of June 28, 1997**; the [Office for Intellectual Freedom](#) regrets and apologizes for the error.

# MSC Partners Resource Sharing Group

---

## Policies and Procedures Manual

Adopted March 18, 2014

Updated September 2017

TABLE OF CONTENTS

INTRODUCTION..... 4

PART ONE: CIRCULATION RULES..... 5

    Cardholders and Libraries..... 5

    Checkout Limits..... 5

    Checkout Periods ..... 5

    Accounts and Fines ..... 5

PART TWO: HOLDS..... 6

    Cardholders and Holds..... 6

    On-Shelf Holds ..... 6

    Clean Holds Shelf ..... 7

    Managing Holds ..... 7

PART THREE: CATALOGING AND PROCESSING ..... 9

    Cataloging: Item Types and Home Locations..... 9

    Processing Items for Partner Sharing ..... 9

PART FOUR: SHIPPING PARTNER MATERIALS..... 10

    Crate Packing Guidelines: ..... 10

    Receiving Partner Materials..... 10

    Transit Management ..... 10

PART FIVE: PROBLEM SOLVING..... 12

    Missing Materials..... 12

    Lost Items..... 12

    Damaged Items..... 12

    User Claims Returned ..... 13

    Trace ..... 13

PART SIX: SPECIAL COLLECTIONS ..... 14

    Floating ..... 14

    Float Management ..... 14

    Items Exempt from Partner Lending..... 14

APPENDIX I: Current Members and Contact List ..... 16

    Float and Return Accounts ..... 16

APPENDIX II: Item Types, Circulation Periods.....	17
APPENDIX III: More on Holds.....	18
The Holds Matrix.....	18
Partner Reports.....	18
APPENDIX IV: Single Partners Card Procedures .....	20

## INTRODUCTION

The MSC Partners Resource Sharing Group (Partners) is a consortium of libraries within the Montana Shared Catalog. Each Partner library opens its collections to the cardholders of all Partner libraries. Within the consortium, a Partner library cardholder in one community can reserve and check out items from a neighboring community or from a library several hundred miles away. Cardholders have access to many more materials, and to more diverse collections, than any one library could offer.

The Partner group's best practices are shaped by library staff across the system, and managed by bylaws, an Executive Committee, monthly meetings, and this document.

These elements are essential for every Partner member's success:

- Membership requires a commitment to sharing resources, and a "borderless" approach to item ownership, clientele and customer service.
- Each Partner library must have the capacity and resources to fulfill its obligations to the consortium and meet increased local demand for materials.
- Libraries must have access to viable transportation options for shipping Partner materials and understand their strategic place in the Partner network.
- The process of sharing materials with other libraries can illuminate differences in cataloging methods, technical services, and collection management. Partner Libraries must follow the standards and guidelines of the Montana Shared Catalog.

For Montana Shared Catalog guidelines on cataloging and circulation, go to:

[http://libraries.msl.mt.gov/Home/statewide\\_projects/montana\\_shared\\_catalog/cataloging](http://libraries.msl.mt.gov/Home/statewide_projects/montana_shared_catalog/cataloging)

*For a list of current Partner member libraries, see Appendix I.*

### A NOTE ON REPORTS

Throughout this document a number of required reports are identified, and guidelines are given for their access and use. These reports help libraries maximize their membership in Partners and meet their obligations to each other. Details about these and other reports, which a library may find useful for collection management and Partner-related tasks, are outlined in Part Six.

## PART ONE: CIRCULATION RULES

### CARDHOLDERS AND LIBRARIES

- An individual may register for a library card at any Partner Library. Each library sets its own eligibility requirements for cardholders.
- A Partner Library cardholder may use his or her card at any Partner Library.
- Cardholders may return Partner items to any Partner Library.
- Partners adopted a Best Practice of one library card per user in the Partners system of libraries, going forward starting May 2017. Please see Appendix IV for the recommended procedures.

### CHECKOUT LIMITS

- An unlimited number of items may be checked out to cardholders with permanent and unrestricted accounts.
- A Partner Library has the discretion to limit the number of check outs for that library's new, temporary, or delinquent cardholder accounts.

### CHECKOUT PERIODS

- Check out periods and renewals are determined by item type.
- See Appendix II for a list of item types, checkout periods, and renewal periods.

### ACCOUNTS AND FINES

- Cardholders are subject to each Partner Library's fine and fee structure. If overdue fines are charged, the fee is 10 cents per day, per item.
- A Partner Library has the discretion to waive fines for their cardholders.
- Library accounts are blocked if fines or estimated fines total \$10 or more.
- Cardholders may pay fines at any Partner Library. Fines paid remain at the collecting library.

## PART TWO: HOLDS

### CARDHOLDERS AND HOLDS

- A cardholder may place up to 40 holds.
- Notification of an available hold is made within 24 hours by phone, email or mail.
- Available holds will expire if not checked out within eight days.
- To pick up a hold for another cardholder, an individual must have proof of permission. Cardholders are subject to the privacy policies of the library they are using for check out.
- Cardholders may elect to pick up their holds at any Partner Library and are subject to the policies of the library they are using for pick up. Staff will not change pick up location of holds unless asked to do so by the cardholder.
- If the pickup location of an available hold is changed, contact the library where the item is currently being held so it can be scanned and put in transit.
- If a cardholder presents an item for checkout that has an on-shelf hold (for another cardholder or Partner Library), proceed with checkout by using the hold override. Other cardholders who have a hold on that item will remain in the queue.
- The default expiration date for a hold is 365 days from the date the hold is placed. Cardholders can change the expiration date when placing a hold, and library staff can modify it at any time.

### CLEAN HOLDS SHELF

This report generates a list of INACTIVE holds that have been cancelled, removed, or expired or a list of ACTIVE holds that have been suspended. These holds need to be cleared from the Holds shelf each day.

Each Partner library accesses a daily Clean Holds Shelf report in the morning. To access report:

1. Open Workflows via your library's login.
2. Go to: Reports > Finished Reports.
3. Select "Clean Holds Shelf."

Managing inactive holds must be done each day of operation. This is because, when a hold is no longer available, WorkFlows assumes the partner library pulled the item off the hold shelf. The system automatically changes the status of the item to one of the following:

- the item is now on hold for the next patron in line. A hold notice is sent to the next patron notifying it is available for pickup.
- the item is in transit. If it remains in transit for longer than 21 days, the item will appear on long intransit reports.
- the item is back on the shelves and available for checkout.

Not managing inactive holds may confound the holds matrix and may result in delayed service for patrons who are awaiting an item as a hold.

If you cannot find an expired hold, this must be resolved. You can either:

1. Contact your patron to see if they have it in their possession and check it out to them.
2. Check own item out to a trace account
3. If it is a partner item, contact the owning library so they can check it out to trace.

## **ON-SHELF HOLDS**

Each Partner Library is expected to manage and process the On-shelf holds daily. Contact MSC staff to set up the Onshelf Items Wizard.

Once the wizard appears in your toolbars, Partners should use the following settings:

1. Right click on Onshelf Items and select Properties
2. Make sure that you are on the Behavior tab (no changes are needed on the Helpers tab)
3. Uncheck the boxes for "Allow Mark Item Missing" and "Allow Unfill Hold"
4. Check the box for "Allow Trap Hold" and "Allow Print List"
5. Choose Display options based on your library's needs and preferences
6. If you would like hold slips or transit slips to print, choose those options at the bottom of the screen. Once checked, you will need to click on each button to configure what will print for each slip.
7. When finished, click OK at the bottom. Next time you close Workflows, make sure you agree to save property changes.

Search for on-shelf items for a maximum of two days. If an on-shelf item cannot be found:

1. Check the item out to your library's Trace account. If another Partner Library has a copy of that item, the hold will move to that copy. (For more on Trace see "Problem Solving".)
2. If your library has the only copy and the hold is for your library's cardholder, remove the hold and notify the cardholder.
3. If your library has the only copy and the hold is for another library's cardholder, notify the requesting library so that they can remove the hold and inform the cardholder.

## **CLEAN HOLDS SHELF**

Each day, the system monitors changes in the status of the items on the holds shelf. If a hold's availability has expired, been cancelled, or suspended, the system automatically traps the item and indicates it is headed for its next destination. Partner Libraries are expected to process the Clean Holds Shelf report or its equivalent every open day.

- Scan each item on the report and route accordingly.
- If you are unable to locate an item on the report, make an attempt to resolve (e.g., patron contact, shelf check, etc.)
- If the item not found on the holds shelf and it belongs to your library, set the item to Trace.
- If the item is not owned by your library and is not found on the holds shelf, contact the owning library to change the item's status.

---

## **MANAGING HOLDS**

There are a number of resources and reports that a Partner library can access to help that library provide excellent customer service to cardholders in the Partner group. Each Partner has a different capacity when it comes to collection and record management. It is recommended that as issues arise, Partner libraries address their needs openly and directly with each other and/or with the group.

Purchase Alerts, Holds to Copies, and List Holds reports run weekly and can be used to troubleshoot issues that impact customer service related to holds. With the aid of these reports, libraries should monitor and act on the changing demand for items, purchasing thresholds, and unreasonable wait time for holds.

## PART THREE: CATALOGING AND PROCESSING

### **CATALOGING: ITEM TYPES AND CIRCULATION POLICIES**

Partner libraries are expected to use a universal set of item types and circulation policies that are mutually agreed on and managed by the Montana Shared Catalog. A spreadsheet of item types and circulation policies used by Partner libraries can be found at:

[http://docs.msl.mt.gov/slrd/statewide\\_projects/montana\\_shared\\_catalog/partner\\_libraries/SharingGroupRules.doc](http://docs.msl.mt.gov/slrd/statewide_projects/montana_shared_catalog/partner_libraries/SharingGroupRules.doc)

Partner libraries are encouraged to keep the number of home locations to what is necessary. However, selection and use of home locations is an individual library decision.

### **PROCESSING ITEMS FOR PARTNER SHARING**

The Partner group requests that item ID barcodes be horizontally placed on the face of all items in the upper left hand corner, approximately a half inch to one inch from the top, and from the spine.



This ensures quick and easy access for staff at large library systems and Partner hubs, and for cardholders that use self-checkout technology.

## PART FOUR: SHIPPING PARTNER MATERIALS

### CRATE PACKING GUIDELINES:

- When crates include materials for more than one library, items must be banded together by library and clearly tagged for their destination on the face of the item or bundle. DO NOT attach the tags with tape. Tag items in the equivalent of a bold 18 point font.
- A crate full of items for one library that is going through a hub library must be clearly labeled at the top of the items with the final destination. This prevents a hub library from completely unpacking and scanning items destined for another Partner.
- Partner Libraries are responsible for managing billing and scheduling with their chosen shipping service.
- All crates must be secured with bungee cords and clearly labeled lids. The label should include full name and address for both sending and receiving libraries. Care should be taken to not overfill crates: overfilling leads to damaged crates and spilled contents. **Fill crates only to the bottom of the handles.**

### RECEIVING PARTNER MATERIALS

- Check in all items upon arrival at destination library.
- If an item's "Route/Transit to" location is FLOAT-RET, check in the item a second time and route accordingly.

### TRANSIT MANAGEMENT

To identify and resolve items that have been In Transit for too long INTRANSIT TO and INTRANSIT FROM reports are run for each Partner library once a week. The reports indicate the date that items were put In Transit. To access the two reports:

Contact MSC Staff to have these reports emailed to you

**OR**

Open Workflows via your library's login.

- Go to: Reports > finished reports.
- Select "Intransit Stats TO"
- Alternately you may use the "In Transit" wizard in Workflows that produces a real time list of everything in transit TO your library.
- Select "Intransit Stats FROM"

Once a week, all libraries must search their shelves for items in transit over twenty-one days. In Transit To and In Transit From reports list these items that are in transit to and from your library.

- If an item is found on the shelf, discharge the item and route accordingly.
- If an item is not found on the shelf, each library must check out all listed items that they own to their Trace account.
- If a missing item on the reports is not owned by either the sending library ("FROM") or destination library ("TO"), then the sending library must notify the owning library that the item must be checked out to their Trace account.

- When the owning library checks an item out to Trace that is the only copy of the item in the system, the owning library must contact all cardholder libraries who have holds on that item so that they can remove their holds.

A current contact list for Partners can be found at the MSC website at:

[http://libraries.msl.mt.gov/Home/statewide\\_projects/montana\\_shared\\_catalog/sharing\\_groups](http://libraries.msl.mt.gov/Home/statewide_projects/montana_shared_catalog/sharing_groups)

## PART FIVE: PROBLEM SOLVING

### MISSING MATERIALS

If a cardholder returns a Partner Library's item with missing pieces (tape, disc, part of kit, etc):

- Do not check in (discharge) the item.
- Contact the cardholder and ask that they return the missing materials ASAP.
- If allowable, renew the item while the cardholder is searching.
- Keep the item at the library where it was returned until the discrepancy is resolved.
- Leave the item checked out to the cardholder until missing materials are returned, or the cardholder is billed.
- If declared Lost, see Lost Item procedures (next section).

If you receive an item with missing pieces from a Partner Library:

- Do not check in (discharge) the item.
- Notify the sending library; sending library will notify previous cardholder and/or a conduct a search as outlined above.
- Keep the item at the borrowing library until the discrepancy is resolved.

### LOST ITEMS

If a patron states that they have lost a checked out item:

- Do NOT check-in the item. In Workflows, use the Mark Item Lost wizard. In most cases the replacement costs will automatically be assessed from the price field contained in the item's bib record.
- If a replacement cost and/or processing fee is not automatically assessed, use whatever default costs are in use by your library.
- Fines paid at collecting library remain at that library.
- Refunds are not available for lost Partner items that are returned or found after patron paid for replacement.

### DAMAGED ITEMS

Items received in transit by a Partner library may arrive in need of repair. If there is no notation of the damage already on the item, the receiving library might consider making note of the type of damage on a separate slip and inserting it in the item so that patrons are not charged for pre-existing damage. If the receiving library deems the damage too extensive to warrant check out to a patron, check the item out to the owning library's FLOAT-RET account with a slip noting the type of damage and place the item back in transit to the owning library.

Partner items may be returned in need of repair or beyond repair. Some Partner libraries will accept a good condition copy with the same ISBN as a replacement for the item. Inquire of the owning library if purchasing a replacement is an option for the patron.

If an item belonging to a Partner Library is returned in need of repair:

- Discharge the item.
- If the item has holds, check the item out to the owning library's FLOAT-RET account, overriding any holds. Otherwise, place it in transit to the owning library. Include an initialized slip explaining what damage was noted and the date.

- Upon receipt, the owning library will assess the damage. If the item is not replaced or repaired and it is the only copy of the item in the system, the owning library must contact all cardholder libraries who have holds on that item so that they can remove their holds.

If an item belonging to a Partner Library is returned beyond repair:

- The receiving library shall follow their internal procedures for damaged billing.
- Once the damaged billing issue has been resolved, contact the owning library and inform them about the item's outcome.
- If requested by the owning library, return the item to the owning library by checking the item out to the owning library's FLOAT-RET account, overriding any holds, including an initialized slip explaining what damage was noted and the date.
- If the owning library does not replace the item and it is the only copy of the item in the system, the owning library must contact all cardholder libraries who have holds on that item so that they can remove their holds.

## USER CLAIMS RETURNED

If a patron claims to have returned an item that is still checked out to the patron:

- First check the shelves before designating an item User Claims Returned.
- When using the User Claims Returned wizard, the system asks for a date that the item was supposedly returned. Use the **actual due date** to prevent fines from being assessed and overdue notices from being generated.
- Items that User Claims Returned should be looked for at least twice a month for a period of three months.

To access the CLAIMS RETURNED report:

- Open Workflows via your library's login.
- Go to: Reports > finished reports.
- Select "claims return report."

To resolve:

- If the item has not been found within three months, contact the owning library. Owing library must resolve the cardholder's record.
- Check the item in (even though the item is not in hand).
- Once checked in, either Discard or replace item with a new copy.

## TRACE

Each Partner Library can access a weekly TRACE report. The Trace account is used when an owning library wants to perform an extended search for items missing from that library's shelves. Items that are checked out to that library's Trace account show up on a Trace report. Library staff can use this report to resolve missing items – either reordering an item or discarding it.

When an item is checked out to Trace and **is the only available copy** to fill a hold **owning libraries must notify libraries that have holds on that item** – so that they can in turn remove holds and notify their cardholders.

## PART SIX: SPECIAL COLLECTIONS

### FLOATING

Partner Libraries can choose to participate in “floating” collections, thereby sharing items between themselves for extended periods of time. Owning libraries may choose which items to float, and to which libraries, based on Float-Map policies. Some libraries float their newest adult fiction, or only within their branches, for example. An item that “floats” stays at the library where it last checked in, regardless of the owning library. An item can be taken off a Float status whenever the owning library wishes to recall it, or when a participating library no longer wishes to house it.

Instead of putting FLOAT items In Transit upon being scanned, Workflows instructs staff to shelve FLOAT items at the library where they were last discharged/received. They will remain there until activated for a Hold or until the current library chooses to return them to the owning library.

When a library wishes to return FLOAT items to the owning library:

- Check the item out to the owning library’s Float Return account
- Ship the item to the owning library
- While the item is in transit, Workflows will indicate its location as FLOAT-RET

If a float item arrives at a library that is not within the allowed float-map policies for that library, the item will automatically be placed in transit back to the previous owning library, unless the item is there to fill a hold.

When the owning library receives a Float-Return, the item’s “Route/Transit to” location will show as FLOAT-RET. Scan the item a second time and Workflows will give the new location for the item.

*For a current list of Partner Library Float Account codes, see Appendix I.*

### FLOAT MANAGEMENT

A library may use the FLOAT-NB (New Book) spreadsheet to determine which items have been floating for six months and need to be recalled to an owning library. The Montana Shared Catalog emails this spreadsheet to participating libraries on the first of the month.

A library may also use an OFF-NEW report to determine items whose NEW status has expired after six months and needs to be changed to a regular status. This report is available in Finished Reports only to libraries who request MSC staff to create it.

When using either FLOAT-NB or OFF NEW reports to change library locations for floating items:

- Put a **copy level** Hold on each item for the owning library’s Float account.
- Change the pick-up location to the owning library. (Note: Pick-up location must be changed. If not, Workflows sends the item back to the last borrowing library.)

### ITEMS EXEMPT FROM PARTNER LENDING

A library may designate some items in its collection as never available for holds and only accessible for check out on site. These exempt materials include:

- Archival materials reserved for in-house use only
- Some equipment (e.g., eReaders, laptops)

- Materials under license
- On-Demand collections, such as Grab-N-Go

For non-holdable items that are “materials under license” and/or part of an “on-demand” collection, the owning library must purchase at least one additional copy that is available to all Partner libraries for holds. Owning libraries should coordinate with MSC staff to create a non-holdable item type (e.g., GRABNGO) circulation rule for items within the exempt collection.

## **APPENDIX I: CURRENT MEMBERS AND CONTACT LIST**

A list of current Partner members and their contact information can be found at the MSC website at:  
[http://libraries.msl.mt.gov/Home/statewide\\_projects/montana\\_shared\\_catalog/sharing\\_groups](http://libraries.msl.mt.gov/Home/statewide_projects/montana_shared_catalog/sharing_groups)

### **FLOAT AND RETURN ACCOUNTS**

All Partner Libraries have either a Float-Ret or Ret account so that items can be set in transit to them by checking out to those accounts. The account information for each library is included in the contact list.

## APPENDIX II: ITEM TYPES, CIRCULATION RULES

Items Circulating Throughout Sharing Group

NOTE: all circulation rules in this section are 2 renewals and can be either fine/no fine depending on the library

Red Items are set at the system level & rules are shared by all MSC libraries; use special due date if necessary.

Item Type	Description	Rule
CASSETTE	Cassettes	28 days fine or no fine
BOOK	Books, including Paperbacks	28 days fine or no fine
CD	CDs and CD-ROMS	28 days fine or no fine
CIRC-MAG	Circulating Magazines	14 days fine or no fine
DVD	Videos on DVD	14 days fine or no fine
FLOAT-AUD	Floating Audio	14 days fine or no fine
FLOAT-NB	Floating New Books	14 days fine or no fine
KIT	Book and other kits (shadow if needed)	28 days fine or no fine
<b>MAG-PER</b>	<b>Magazines and periodicals</b>	<b>NON-CIRC w/14 day override</b>
MUSIC	Music recordings	14 days fine or no fine
NEW	New materials, books or otherwise	14 days fine or no fine
NONCIRC	Generally non-circulating materials	NON-CIRC w/14 day override
DVD	VHS	28 days fine or no fine

### Local/In-House Use Items

Item Type	Description
ACCESSORY	Accessories, toys, realia, other odd items
AV	Audio-Visual
GRABNGO	Used for GRABNGO
COMPUTER	Use for all computers
SCH-AV	Used for license-restricted items
EQUIPMENT	AV and other equipment, except e-readers & computers
<b>ILL-MAT</b>	<b>Inter-Library loan materials</b>
MEDIA-EQUP	E-Readers and Tablets
PROF-MAT	Professional School Materials, restricted rules
RESERVE (schools only)	Class reserve materials

### Does Not Circulate Under Any Circumstances – No Circ Rule Needed

Item Type	Description
ARCHIVE	Archive materials that are not allowed to circulate
DIG-AUD	Digital materials – no circulation rule needed
DIG-BOOK	Digital materials – no circulation rule needed
DIGITAL	Digital materials – no circulation rule needed
EPHEMERAL	Using the Ephemeral wizard requires no circ rule
MAP	Maps
MICROFORM	Microform

## APPENDIX III: MORE ON HOLDS

### THE HOLDS MATRIX

Hold requests are fulfilled in a strategic order that is determined by the Partners group and maintained by MSC staff. A downloadable spreadsheet of the matrix can be found at:

[http://libraries.msl.mt.gov/Home/statewide\\_projects/montana\\_shared\\_catalog/sharing\\_groups](http://libraries.msl.mt.gov/Home/statewide_projects/montana_shared_catalog/sharing_groups)

Click on the Excel document “Partners Order of Holds Fill Matrix.”

### PARTNER REPORTS

The Montana Shared Catalog is responsible for running daily reports that Partner libraries use to manage their holds and share their items. There are two kinds of reports: Some reports are run to trigger activity in the system; others are run so that library staff can access them and perform certain tasks. Here is an overview of these reports:

- **Pull Onshelf Holds:** the Onshelf Items wizard is a “live” list of items that need to be pulled to fulfill holds.
- **Holds pickup notices:** (Daily) these are email or printed notices notifying cardholders that a hold is available and ready for pick up.
- **Expire Available Holds:** (Daily) this report selects holds that are on the “available holds shelf” but have not been picked up on or before the Pickup By date in the hold record. The hold status is changed to “INACTIVE” with a hold reason of “EXP\_ONSHELF”. Libraries can contact patrons and let them know, if they wish, though it is not required.
- **Clean Holds Shelf:** (Daily) generates a list of INACTIVE holds that have been cancelled, removed, or expired or a list of ACTIVE holds that have been suspended. These holds need to be cleared from the Holds shelf. Items will either become available to the next person who has a hold at the library, or will move automatically to INSTRANSIT if they are filling a hold elsewhere or returning to the owning library. To ensure that items get transited to the proper place, or to produce shipping or holds slips, check each item in once you have pulled it off of the holds shelf.

None of these reports actually remove the holds from the system. They merely change status and/or provide holds management info and notices. A Partner Library should consult Montana Shared Catalog staff about changing defaults and establishing preferences. MSC staff may also be able to create customized reports for individual libraries based on unique needs.

- **Holds to Copies:** (Monthly) This report shows libraries which titles have a high ratio of holds (for their patrons) to available items. Libraries may use this report to find popular items that they should buy. Each library can set the threshold they want for this report. For example, the report might show all titles that have three holds from a specific library for each available copy.
- **Purchase Alert:** (Monthly) This report produces a list of titles that have more than a set number of holds. Again, each library can set the threshold. For example, the report can show all Partner titles with more than three holds. As with the Holds to Copies report, libraries may use this list to guide them in purchasing materials for their library. The report can also be used to find titles that have multiple holds because there is a problem, such as the sole copy on the title being checked out to BINDERY.
- **List Holds Over X Days/Months Old:** To ensure that patrons do not wait an unreasonable amount of time for their holds, some libraries run List Holds reports for items that have been on hold for a long period. Two reports can be run to identify problems: one report for a library’s holdings that

are on hold; and a second report on holds by a library's patrons. Reports can include holds over 60, 90, or 120 days.

It is each Partner's discretion as to how to resolve unfulfilled holds. However, when an item is determined to be unavailable in the system – for any reason – **owning libraries must notify Partner libraries that have holds on that item**. Requesting libraries can then pursue other borrowing options, purchase a copy, or remove holds and notify cardholders.

- **List Transits FROM:** (Weekly) Lists items that have been in-transit *from* other libraries in the group to the report library for 2 weeks or longer. Libraries should keep an eye out for these items as they may be lost in transit.
- **List Transits TO:** (Weekly) Lists items that have in-transit *to* other libraries in the group from the report library for 2 weeks or longer. Libraries should keep an eye out for these items as they may be lost in transit.
- **Weekly Holds Filled:** (Weekly) Stats on number of holds filled during the past week in which report library was the pickup library.
- **Intransit Stats FROM:** (Monthly) Stats for the number of items sent in-transit *from* other libraries in group to report library.
- **Intransit Stats TO:** (Monthly) Stats for the number of items sent in-transit *to* other libraries in group from report library.

## APPENDIX IV: PARTNERS TASK FORCE SINGLE PARTNERS CARD RECOMMENDED PROCEDURES

**Partners** adopted a **Best Practice** of one library card per user in the **Partners** system of libraries, going forward starting May 2017. The library card that remains active is ultimately the patron's choice.

You may want to encourage the patron to get the card from the library they visit most so that library can modify and have full access to their account in order to best serve them.

### **ADDING/UPDATING PATRON RECORDS**

When adding or updating a patron record to the **Partners** database, the following fields must be completed to provide enough identifying information to determine whether there is a duplicate in the system. Please use these specific field names:

#### **BASIC INFO TAB:**

- FIRST NAME
- MIDDLE NAME
- LAST NAME

#### **DEMOGRAPHICS TAB:**

- BIRTH DATE

#### **ADDRESSES TAB:**

*Each address should be listed separately in Address 1, Address 2, or Address 3.*

- PHONE (Enter at least one phone number in one of the phone fields – the first “phone” field listed will be the phone number printed on hold notices)
- STREET
- CITY/STATE
- ZIP
- EMAIL (if available)

#### **BEST PRACTICE FOR ADDRESSES:**

It is recommended that both a physical and mailing address (if different) be entered into the database. The mailing address should be marked as Primary.

When renewing privilege and/or updating patron records, it is recommended that you do not read the phone or address to the patron, but rather require them to tell you their address and phone number. This avoids the auto-reply of Yes even if the information is not completely accurate.

## **PATRONS WITH MULTIPLE CARDS IN THE SYSTEM**

Before adding a new patron record, do a search of the MSC Partners database (change “in this library” to PARTNERGRP). A search by name should be conducted and compared to middle name and date of birth to be verified against any possible matches. If a match is found, the following script will guide you in assisting the patron:

*It looks as though you currently have an active card at \_\_\_\_\_ Library. Did you know that your current library card can be used to checkout items from over 30 Partner libraries in Montana, including ours? You only need one card in our Partners system. If you find that you will be using our library most frequently, then I can cancel your \_\_\_\_\_ Library card and open a new one for you here. The advantage to this is that only the library with which you have a card has access to make changes to your information and to renew your card. Would you prefer to keep your \_\_\_ card or would you like me to cancel that card and get you a new card here?*

### **BEST PRACTICE**

If the patron prefers a new card, ask if they use Overdrive and have holds on audiobooks or e-books. If they do, you can merge their user IDs in Overdrive. Instructions to do this are included in the document *Partners Sharing Group Replacement Card Procedure*.

## **PATRONS WITH MULTIPLE CARDS AND FINES/FEES**

After searching for possible duplicate accounts, if you find that the patron has a card at another library and owes money, you may inform the patron that they must pay off their fines/fees before a new card can be issued and the old card cancelled. Per the *MSC Partners Resource Sharing Group Policies and Procedures Manual* under *Part One: Circulation Rules*, “Cardholders may pay fines at any Partner Library. Fines paid remain at the collecting library.” The following script will guide you in informing the patron:

*I see that you have a card with \_\_\_\_\_ Library and that you owe \$\_\_\_\_.\_\_\_\_ on that card. Before I can cancel that card and issue you a new card here, you will need to pay off the fines and fees owed to \_\_\_\_\_ Library. You may pay your fines at this library or at \_\_\_\_\_ Library.*

## **REMOVING DUPLICATE PATRON RECORDS**

To cancel a patron card at a library other than your own, phone the other library or send an email to the address listed on the *MSC Partner Contact List* with subject line:

**DUPLICATE PATRON RECORD: REMOVE CARD.** Provide the barcode number and name so that staff at the receiving library can delete the patron. This should be done as needed, but should not exceed one week after the new record is added.

## Montana State Library

# SERVICES TO LIBRARIES

## Consulting

### Montana Interlibrary Sharing Protocol

(Approved by the Montana State Library on October 7, 2009)

#### Introduction

Interlibrary sharing service is essential to the vitality of libraries of all types and sizes as a means of expanding the range of materials available to library patrons. Sharing between libraries is in the public interest. This protocol is intended to make interlibrary sharing policies among Montana libraries as liberal, equitable and as easy to apply as possible.

The sharing of materials between and among libraries has been referred to by many different terms. For the purposes of this protocol, the terms "interlibrary loan," "interlibrary sharing" are used interchangeably and refer to borrowing activity as well as lending activity.

Interlibrary sharing should serve as an adjunct to, not a substitute for, collection development. Libraries are responsible for developing collections that meet the individual and unique needs of their own communities. When resources within the state have been exhausted, loan requests to regional and distant libraries should conform to the provisions of the American Library Association's National Interlibrary Loan Code for the United States (rev. 2008)<sup>1</sup>.

#### Adopted

The original Montana Interlibrary Sharing Protocol was adopted by the Montana State Library Commission on December 12, 1990. This current version incorporates revisions offered by the Montana Library Association's Interlibrary Loan Interest Group and was approved for implementation by the Montana State Library on October 7, 2009.

#### Purpose

The purpose of the Montana Interlibrary Sharing Protocol is to bring consistency, equity and efficiency to interlibrary sharing practices among all libraries in the state of Montana, thereby providing Montana citizens with maximum accessibility to the information they require.

#### 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. An interlibrary loan request represents a contract between two libraries.

#### Interlibrary Loan Search Sequence

Search your own library collection.

Consider purchasing the requested item, bearing in mind the following important points:

The availability of an item on interlibrary loan does not relieve any library of the responsibility for developing its own collection based on the needs of its community and clientele.

Titles in high demand, such as those appearing on current best seller lists, talk shows and/or published or produced within the previous twelve-month period are usually in use by the patrons of the holding library and may take a long time to obtain.

The costs associated with interlibrary loans, including staff time, mailing supplies, postage and any other fees may be more than purchasing an item outright. The most recent research indicates the average cost of an interlibrary loan is \$18.35 for borrowing and \$9.48 for lending.<sup>2</sup>

Consideration should be given to the purchase of multiple copies of the same title to be used in the classroom, for reserves, book clubs, etc., as an alternative to borrowing through Interlibrary Loan. It should be noted, however, that there are a number of book club kits available in the Montana Shared Catalog, as well as WorldCat, which may be requested for group use.

Check patron accessible libraries before going out of the local area. Refer patron to these libraries if possible and if the service is free to the patron.

Check WorldCat, DOCLINE or other online databases and catalogs in order to locate a library that owns the requested material.

If you are unable to locate an item following the steps listed above, it should be determined if the item requested exists as cited, and if not what the desired item actually is. Some interaction with a specialist librarian and the requestor may be necessary at this point. Once the citation has been verified, check appropriate, alternative interlibrary loan channels such as:

State libraries

Depositories and Special Collections

Historical societies

Other information centers that may possibly own the item

Interlibrary Loan Request Forms

When possible, requests should be submitted via OCLC Resource Sharing or Docline which allows libraries to set constant data for interlibrary loan request forms, and automatically fills out and delivers ILL request forms to possible suppliers in an electronic environment.

When this is not possible, an interlibrary loan request may be transmitted by fax, Ariel, e-mail or a lending library's website, in accordance with the lending library's published interlibrary loan policies using an ALA Interlibrary Loan Request Form. Please check the OCLC Policies Directory or the library's website, as some libraries only accept requests through specific channels.

Regardless of how the request is transmitted, all relevant elements of an interlibrary loan form must be correctly and completely filled out. Incomplete request forms may result in requests being returned unfilled. Only one request is allowable per request form. The following are standard elements of an interlibrary loan request form:

**Date** – Date on which the borrowing library processes the request, usually today's date.

**Need Before Date** – The date by which the borrowing patron needs requested material. This should be left blank unless the patron has provided a specific Need Before Date when placing the request. A firm Need Before Date may result in the automatic cancellation of a request if it has not been filled by the time that date is realized in the routing sequence.

**From/Ship To** – The borrowing library's complete mailing address. Incorporate the library's OCLC or DOCLINE symbol into the address.

**Patron Statement** – The requesting patron's ID number or patron code. The requesting patron's right to privacy requires that his/her name and other personally-identifiable information not be used on the interlibrary loan form that will be routed to other libraries (Montana Code Annotated 22-1-1101 to 22-1-1111)

**Request Type** – Loan or photocopy.

**Bibliographic Information** – Sufficient information must be provided to assure that the lending library will be able to locate the requested material efficiently. Such information includes: Author, title, publisher, date, article title, volume, issue, pages, ISSN/ISBN, etc. Include as much information as possible about the item; it is the responsibility of the borrowing library to verify and complete citations before submitting requests to possible lending libraries.

**Verified** – The borrowing library should identify the catalog or database in which it verified that the possible lending library owns the requested item.

**Borrowing Notes** – These can be inserted as necessary and should be used only as they specifically relate to the citation and requested material. Examples include: "Patron requires this specific edition," "Patron needs microfilm reels covering 1955-1960," "Please include plates associated with cited article," etc.

**Cost Statement** – The maximum amount your library or patron is willing to pay for the desired item. If the borrowing library participates in an electronic fund transfer system such as IFM or EFTS, this information should also be included in the Cost Statement. Set your payment limit in writing before you submit the request. Be realistic in setting cost limits. If the borrowing library or patron cannot pay to borrow an item, fill in the cost field with a "-0-" or "will accept zero charges." If there will be any interlibrary loan fees, notify the patron before submitting the request if you expect reimbursement from the patron.

**Affiliations** – List any reciprocal groups to which the borrowing library belongs, such as LVIS, so the library is sure to receive the cost benefits of belonging to such groups.

**Routing Sequence** – Enter the library symbols to which the request should be routed. The borrowing library may choose to route to any number of libraries up to the maximum that the system will allow. A standard ALA paper form will allow routing to only one location.

**Copyright Statement** – It is the borrowing library's responsibility to decide if a request more properly conforms to copyright guidelines (CCG) or copyright law (CCL). Either way, the Copyright Revision Act of 1976 (Public Law 94-553) requires that a copyright statement be included on all interlibrary loan requests when photocopies or scanned documents are furnished. For more information regarding copyright, please visit the United States Copyright Office

**Ship Via** – Borrowing libraries should indicate if they would like material delivered via a specific channel, i.e. Ariel, Odyssey, e-mail, etc.

**To/Lending Library Address** – The address of the possible lending library to which a request is sent.

**Date Shipped** – The lending library will enter the date on which the requested item was shipped.

**Date Due** – The lending library will identify when the material is due back at that library.

**Charges** – The lending library will include any fees in this field for which it expects payment, including fees for lending services, postage, etc.

**Date Received** – The borrowing library supplies the date when requested material is received. This facilitates calculation of turnaround time, length of loan period, follow up with lending/borrowing library, etc.

**Date Returned** – The borrowing library supplies the date material is sent back to the lending library.

**Notes** – This space may be used by the lending or borrowing library to add any necessary remarks such as "Please return via courier insured for \$100," or "Please include any plates associated with the cited article."

If a lending library can fill the request, the lending library will indicate the due date and other pertinent notes on the form, send a copy of the form with the requested item to the borrowing library, and retain record of the request until the material has been returned. The borrowing library will return any traveling copies of the request when returning the item.

When placing a RUSH request, call the lending library to verify that action can be taken. Consider that many libraries and ILL departments may have limited hours and staff. Do not assume that a staff person is available to act on requests immediately after they are sent. Refer to the library's policies in the OCLC Policies Directory or the library's website for information regarding how RUSH requests are handled and whether there is a fee for this type of service.

When requesting special mail handling (such as overnight delivery) from the lending library, the borrowing library should be willing to assume the cost of the special service.

Unless a specific response method is requested, the lending library will determine the method to be used in delivering materials such as Ariel, Odyssey, e-mail or fax. No additional fees or handling charges should be levied by the lending library for a request received or response sent via fax, Ariel or e-mail.

#### Routing and Load Leveling Technique

Each library will have unique considerations when deciding from which libraries to borrow. These may include speed of service, method of transmission, quality of service and cost. Each library must balance how best to serve its patrons while being courteous to other libraries, being sure not to inundate any specific library with borrowing requests.

#### Responsibilities of Borrowing Libraries

Interlibrary loan policies and workflows should be established, managed and measured in order to provide the highest quality service to all patrons.

Interlibrary loan policies and workflows should be established to protect the privacy of patrons. The patron's name and any other personally-identifiable information should only appear on in-house records at the borrowing institution so that requested material can be routed to the patron upon receipt. Any personally-identifiable information about the patron should be dissociated from the request record once the patron is no longer responsible for requested material.

Interlibrary loan borrowing policies should be made available to patrons.

The borrowing library has an obligation to develop its own collection and evaluate its interlibrary loan requests accordingly.

Students, patrons and librarians should use their library's resources first before going to another library via interlibrary loan.

The borrowing library is responsible for copyright compliance and payment of any permissions required.

The borrowing library is obligated to provide complete and accurate information on interlibrary loan requests when submitting to possible lenders.

Honor the lending library's lending conditions, as well as special use, return shipment or any other instructions. The borrowing library is responsible for the borrowed item until it is received back by the lending library in the same condition in which it was sent.

Borrowing libraries should take care when packaging and shipping returned material to ensure that items are received back by the lending library undamaged. Various postage rates are available through the USPS and other parcel delivery services. "Library Mail" is applicable for most library materials and is generally the least expensive method. Parcels sent to Canada and other foreign countries may require a customs declaration; libraries should check with their local post offices.

Return materials by the due date. Factor in adequate time for item to go through the mail.

Request renewals before the due date. Before making a renewal request check the lending library's renewal policy. Do not ask for a renewal if an item has been identified as non-renewable. Do not instruct or encourage your patrons to call the lending library directly for renewals.

#### Responsibilities of Lending Libraries

Interlibrary Loan policies and workflow should be established, managed and measured in order to provide the highest quality service to all patrons.

Interlibrary lending policies should be made available and maintained in the online OCLC Policies Directory or the library's website.

If the item requested is not available for loan within five working days, the request should be routed to the next holding library. The only exceptions would be if the lending library is the only or last location in the Routing Sequence and the item requested will not be available within five working days. The item may be reserved, if possible, and the borrowing library should be notified.

A negative response to a RUSH request should be transmitted the same working day when possible; a negative response to a Docline Urgent Patient Care request should be transmitted as soon as it is verified that the request cannot be filled.

Lending libraries should not send material in a non-requested format or through a non-requested channel without prior notice. However, when possible and within Copyright Compliance Guidelines, lending libraries may choose to fill loan requests as "article" requests by scanning and sending the entire item requested. Not only does this expedite the service to the borrowing patron by eliminating mail time, but it ensures that some items remain secure and available in their home libraries, among other benefits.

Lending libraries are obligated to make their interlibrary loan lending policies and fee schedule available to borrowing libraries.

Lending libraries are obligated to review borrowing requests and determine the borrowing library's authorized and maximum costs. Lending libraries should not ship material to borrowing libraries if the lending library's fees exceed the established maximum cost set by the borrowing library.

Lending libraries should clearly indicate the due date on the request form.

Lending libraries should absorb nominal costs of postage and insurance wherever possible.

Lending libraries should ensure their materials are clearly marked with property stamps so borrowing libraries can return them to the correct library if paperwork is missing.

Lending libraries should take care when packaging and shipping material to ensure that items are received by the borrowing library undamaged. Various postage rates are available through the USPS and other parcel delivery services. "Library Mail" is applicable for most library materials and is generally the least expensive method. Parcels sent to Canada and other foreign countries may require a customs declaration; libraries should check with their local post offices.

Special handling and delivery requests may be submitted by the borrowing library. The lending library should accommodate these requests if they fall within the scope of their interlibrary loan policy, or ask the borrowing library to pay for the special shipping charges or delivery.

This Interlibrary Sharing Protocol is not comprehensive. Attention should be given to other relevant guidelines such as: US Copyright Law (Title 17 of the United States Code), National Commission on New Technological Uses of Copyrighted Works (CONTU) and the ALA/RUSA's Interlibrary Loan Code for the United States

1American Library Association. (2001). Interlibrary Loan Code for the United States (rev. 2008). Retrieved June 18, 2009, from <http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/interlibrary.cfm>

2American Library Association/Association of Research Libraries (1998). Measuring the performance of interlibrary loan and document delivery services. Retrieved June 18, 2009, from <http://www.arl.org/bm~doc/illdds.pdf>

#### Tags:

- Consulting
  - Board Development
  - Collection Management

- Calendar Deadlines
- E-rate
- Federations
- Interlibrary Loan
- Library Administration
- Library Law
- Online Publications
- Planning
- Professional Development
- Technology

Map Gallery

Library Directory

Event Calendar

# Interlibrary Loan Code for the United States

Prepared by the Interlibrary Loan Committee, Reference and User Services Association (RUSA), 1994, revised 2001. Revised by the Codes, Guidelines, and Technical Standards Committee, Sharing and Transforming Access to Resources Section (STARS) 2008 and 2015. Approved by RUSA Board January 11, 2016.

Download [ALA Interlibrary Loan Request Form](#) (Fillable PDF).

The Interlibrary Loan Code below is accompanied by clarifying text from the Explanatory Supplement in the box insets. The supplementary material is intended to amplify specific sections of the official Code, providing fuller explanation and specific examples for text that is intentionally general and prescriptive. Libraries are expected to comply with the Code, using the Supplement as a source for general direction.

## Introduction

The Reference and User Services Association, acting for the American Library Association in its adoption of this code, recognizes that the sharing of material between libraries is a core library service and believes it to be in the public interest to encourage such an exchange.

In the interest of providing quality service, libraries have an obligation to obtain material to meet the informational needs of users when local resources do not meet those needs. Interlibrary loan (ILL), a mechanism for obtaining material, is essential to the vitality of all libraries.

The effectiveness of the national interlibrary loan system depends upon participation of libraries of all types and sizes.

This code establishes principles that facilitate the requesting of material by a library and the provision of loans or copies in response to those requests.

### From the Explanatory Supplement:

The U.S. Interlibrary Loan Code, first published in 1916 and adopted by The American Library Association in 1917, is designed to provide a code of behavior for requesting and supplying material within the United States. The code is intended to be adopted voluntarily by U.S. libraries and is not enforced by an oversight body. However, as indicated below, supplying libraries may suspend service to requesting libraries that fail to comply with the provisions of this code.

This interlibrary loan code describes the responsibilities of libraries to each other when requesting material for users. Technology has expanded access options beyond traditional library-to-library transactions, including unmediated requests and direct-to-user delivery. This code makes provision for such options while at the same time affirming the responsibility of the patron's library for the safety and return of the borrowed material, or for paying the cost of a non-returnable item sent directly to the patron.

The Interlibrary Loan Code reflects established practices. However, libraries and other information centers are encouraged to explore and use non-traditional means when available to ensure maximum accessibility and convenience for users.

## 1.0 Definitions

1.1 Interlibrary loan is the process by which a library requests material from, or supplies material to, another library.

### From the Explanatory Supplement:

In this code, "Interlibrary Loan" refers to transactions between two libraries. Transactions between libraries and commercial document suppliers or library fee-based services are contractual arrangements beyond the scope of these guidelines.

The terms "requesting library" and "supplying library" are used in preference to "borrowing" and "lending" to cover the exchange of copies as well as loans.

1.2 In this code, "material" includes books, audiovisual materials, and other returnable items as well as copies of journal articles, book chapters, excerpts, and other non-returnable items.

## 2.0 Purpose

2.1 The purpose of interlibrary loan as defined by this code is to obtain, upon request of a library user, material not available in the user's local library. Interlibrary loan is primarily intended to provide a requesting individual with a physical loan of a defined duration or a non-returnable copy or scan from another library.

### From the Explanatory Supplement:

Interlibrary loan (ILL) is intended to complement rather than to substitute for good library collections built and managed to meet the routine needs of local library users. ILL is based on a tradition of sharing resources between various types and sizes of libraries and the belief that no library, regardless of its size or budget, is completely self-sufficient. When policy and circumstances warrant, interlibrary loan may also be used to obtain materials that are owned by the local library but which are not available because they are damaged, missing, or checked out. Though some libraries are net borrowers (borrow more than they lend) and others are net lenders (lend more than they borrow), the system of interlibrary loan rests on the belief that all libraries have something to contribute and should be willing to lend if they are willing to borrow.

## 3.0 Scope

3.1 This code regulates the exchange of material between libraries in the United States.

### From the Explanatory Supplement:

#### *Domestic Transactions*

This code is intended to provide guidelines for exchanges between libraries in the United States when no other agreement applies. The code does not override individual or consortial agreements or regional or state codes which may be more liberal or more prescriptive.

The interlibrary loan of special collections materials is regulated by the [Guidelines For Interlibrary And Exhibition Loan Of Special Collections Materials](#) (2012) by the American Library Association and Association of College and Research Libraries, Rare Books and Manuscripts Section.

3.2 United States libraries are encouraged to engage in interlibrary loan with libraries in other countries. International transactions are governed by the International Federation of Library Associations and Institutions.

### From the Explanatory Supplement:

#### *International Transactions*

The conduct of international interlibrary loan is regulated by the rules set forth in the International Federation of Library Associations and Institutions' (IFLA) document "[International Resource Sharing and Document Delivery: Principles and Guidelines for Procedure](#) (2009)."

Although the U.S. shares a common border with Canada and Mexico, it is important to remember that these countries have their own library infrastructures and practices. The IFLA Principles and Guidelines regulate the exchange of material between institutions across these borders. Further, U.S. librarians would be wise to inform themselves of customs requirements that take precedence over library agreements when material is shipped across these national borders.

## 4.0 Responsibilities of the Requesting Library

4.1 Establish, promptly update, and make available an interlibrary borrowing policy.

### From the Explanatory Supplement:

#### *Written Policies*

A library's interlibrary borrowing policy should be available in a written format and readily accessible to all library users. Whenever possible the borrowing policy should be posted on the library's Web site.

4.2 Ensure the confidentiality of the library user.

### From the Explanatory Supplement:

#### *Confidentiality*

ILL staff should adhere to the American Library Association's [Code of Ethics](#) (2008), specifically principle III, that states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted."

Interlibrary loan transactions, like circulation transactions, are confidential library records. Interlibrary loan personnel are encouraged to be aware of local/state confidentiality rules and laws as they relate to interlibrary loan transactions. Requesting libraries are discouraged from including a user's name on a request submitted to a supplier. If individually identifying information is needed on a request, appropriate steps, such as using identification numbers or codes rather than users' names, should be taken to maintain confidentiality.

Policies and procedures should be developed regarding the retention of ILL records and access to this information. ILL personnel should also be aware of privacy issues when posting requests for assistance or using ILL requests as procedural examples. See the following documents from the American Library Association's Office for Intellectual Freedom: [Policy concerning Confidentiality of Personally Identifiable Information about Library Users](#) (2004) and [Confidentiality and Coping with Law Enforcement Inquiries: Guidelines for the Library and its Staff](#) (n.d.).

4.3 Describe completely and accurately the requested material following accepted bibliographic practice.

### From the Explanatory Supplement:

#### *Complete Bibliographic Citation*

A good bibliographic description is the best assurance that the user will receive the item requested. Rather than detail these descriptive elements, the code requires the requesting library to include whatever data provides the best indication of the desired material, whether an alphanumeric string or an extensive bibliographic citation. The important point is that this description be exact enough to avoid unnecessary work on the part of the supplier and frustration on the part of the user.

4.4 Note any special requirements regarding the format needed, specified shipping address, or use to be made of the material on the request sent to potential supplying libraries.

### From the Explanatory Supplement:

#### *Special Requirements*

Because returnable materials borrowed via interlibrary loan are traditionally intended for individual use of a defined duration, the requesting library should communicate with the supplying library in advance if the material is needed for other uses, such as course reserves, classroom or other group viewing of audio-visual material, or for an extended loan period, especially of a textbook.

Other examples of special requirements that should be clearly indicated in original requests to potential suppliers include, but are not limited to, a particular format, edition, language, an alternate library shipping address or the address of the user's home, rush delivery, or scanning with wide margins for replacement pages, etc.

4.5 Identify libraries that own the requested material. Check and adhere to the policies of potential supplying libraries.

### From the Explanatory Supplement:

#### *Identifying Appropriate Suppliers*

Requesting libraries should use all resources at their disposal to determine ownership of a particular title before sending a request to a potential supplier. Many libraries contribute their holdings to major bibliographic utilities such as DOCLINE and/or OCLC, and most make their individual catalogs freely available via the Internet. Interlibrary loan discussion lists are also sources for the requesting library to verify and/or locate particularly difficult items when other options are exhausted.

The requesting library is encouraged to use resources such as the OCLC Policies Directory or the DOCLINE Institution Information to determine lending policies, including any applicable charges, before requesting material.

4.6 When no libraries can be identified as owning the needed material, requests may be sent to libraries believed likely to own the material.

### From the Explanatory Supplement:

#### *Sending Unverified Requests*

Despite the requirements in sections 4.3 and 4.5 that an item should be completely and accurately described and located, the code recognizes that it is not always possible to verify and/or locate a particular item. For example, a request may be sent to a potential supplier with strong holdings in a subject area or to the institution at which the dissertation was written.

4.7 Transmit interlibrary loan requests electronically unless otherwise specified by the supplying library.

### From the Explanatory Supplement:

#### *Transmitting the Request*

The code stipulates electronic communication. For many libraries, sending requests electronically means using the ILL messaging systems associated with DOCLINE, OCLC, other products that use the ISO ILL Protocol, or structured email requests.

Lacking the ability to transmit in this fashion, check the potential supplier's policies for preferred methods of submission. If no other preferred method is specified, an [ALA Interlibrary Loan Request Form](#) or its equivalent should be used. Whatever communication method is used, the requesting library should identify and use the appropriate address for ILL requests.

The requesting library should include a street address, a postal box number, an IP address, and/or an email address to give the supplying library delivery options.

4.8 Comply with U.S. copyright law (Title 17, U.S. Code) and be aware of related guidelines for copy requests.

### From the Explanatory Supplement:

#### *Copy Requests*

The requesting library is responsible for complying with U.S. copyright law (Title 17, USC), in particular, the provisions of sections [107 \(Fair use\)](#) and [108 \(Reproduction by libraries and archives\)](#). In addition, there may be related regulations, guidelines, policies, and/or procedures to take into consideration such as the [CONTU Guidelines](#) (1979).

4.9 Assume responsibility for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, provide compensation or replacement, in accordance with the preference of the supplying library.

### From the Explanatory Supplement:

#### *Responsibility for Materials*

Although the number is small, some material is lost or damaged at some point along the route from the supplier and back again. This section clearly states that the requesting library is responsible for the material from the time it leaves the supplying library until its

From the Explanatory Supplement:

*Responsibility for Materials (continued)*

safe return to the supplying library. The requesting library's responsibility for this loss is based on the concept that if the request had not been made, the material would not have left the supplier's shelf, and thus would not have been put at risk.

If the requesting library asks for delivery at a location away from the library (such as to the user's home), the requesting library is likewise responsible for the material during this delivery and return process.

Borrowed items should be returned in the condition in which they were received at the requesting library. In particular, a requesting library should never affix adhesive labels or tape directly to any borrowed item. The requesting library should also return sufficient identifying information with the material to allow the supplying library to identify the request and process the return quickly.

4.10 Pay promptly any service, replacement, or damage fees charged by the supplying library.

From the Explanatory Supplement:

*Service, Replacement, and Damage Fees*

The requesting library should clearly state on the request an amount that meets or exceeds the charges of suppliers to which the request is sent or the request may go unfilled. The requesting library is responsible for payment of any service fees charged by the supplying library that are less than or equal to the amount stated on its request. Libraries are encouraged to use electronic invoicing capabilities such as OCLC's Interlibrary Loan Fee Management (IFM) system or the Electronic Fund Transfer System (EFTS).

The requesting library should use a payment method accepted by the supplying library. If the requesting library is unable to pay using the supplying library's accepted methods, it should not send a request to that library.

It is the responsibility of the requesting library to pay invoices received or to notify the supplying library of any billing questions no later than six months from the billing date for the charges in question. The requesting library should also make every attempt to resolve billing questions within six months of notifying the supplying library of an apparent billing error.

Although the code stipulates that the requesting library is required to pay if billed for a lost or damaged item, the supplying library is not necessarily required to charge for a lost item. In the case of lost material, the requesting and supplying libraries may need to work together to resolve the matter. For instance, the library shipping the material may need to initiate a trace with the delivery firm. In any case, a final decision regarding replacement, repair, or compensation rests with the supplying library.

4.11 Assume full responsibility for user-initiated transactions.

From the Explanatory Supplement:

*Responsibility for Unmediated ILL Requests*

Some requesting libraries permit users to initiate online ILL requests that are sent directly to potential supplying libraries. A requesting library that chooses to allow its users to order materials through interlibrary loan without mediation accepts responsibility for these requests as if they have been placed by library staff. The supplying library may assume that the user has been authenticated and authorized to place requests and that the requesting library assumes full responsibility for transaction charges, the safety and return of material, and the expense of replacement or repair.

4.12 Honor the due date and enforce any usage restrictions specified by the supplying library. Unless otherwise indicated, the due date is defined as the date by which the material is due to be checked in at the requesting library for return to the supplying library.

From the Explanatory Supplement:

*Due Date and Use Restrictions*

This code incorporates elements of both pre- and post-1994 codes with regard to due dates. It keeps the post-1994 concept of

From the Explanatory Supplement:

*Due Date and Use Restrictions (continued)*

items being due on a specific date rather than referencing a "loan period." However, it returns to the pre-1994 concept that the due date specified by the supplying library is the date by which the item is due to be checked in at the requesting library for return to the supplying library.

The stated purpose of the 1994 change to defining the due date clearly as "the date the material must be checked in at the supplying library" was to bring ILL practice into alignment with automated circulation procedures and to facilitate system interoperability. While the 1994 definition is clear, its implementation requires estimating shipping times and back-dating from the lender's due date to arrive at a due date for the end user. Doing so reliably has proven to be difficult, even for libraries using state-of-the-art interlibrary loan management systems. The emphasis on returning items to supplying library shelves by a certain date when no recall has been issued seems counterproductive. Since both circulation and interlibrary loan systems support recalls when necessary and since circulation systems have long included the ability to assign grace periods to categories of users and/or items, it seems reasonable to define the due date as the date by which the item is due to be checked in at the requesting library for return to the supplying library.

The requesting library is responsible for ensuring compliance with any use restrictions specified by the supplying library, such as "library use only" or "no photocopying," and for returning materials to the supplying library promptly following check in.

4.13 Request a renewal before the item is due whenever possible. If the supplying library does not respond, the requesting library may assume that a renewal has been granted, extending the due date by the same length of time as the original loan.

From the Explanatory Supplement:

*Renewals*

When the supplying library denies a renewal request, the material should be returned by the original due date or as quickly as possible if the renewal is denied after the due date has passed.

4.14 Respond immediately if the supplying library recalls an item. All borrowed material is subject to recall at any time.

From the Explanatory Supplement:

*Recalls*

The response to a recall may be the immediate return of the material, or timely communication with the supplying library to negotiate a new due date.

When the material has been recalled, the requesting library is encouraged to return the material via an expedited delivery carrier such as UPS, FedEx, or USPS Priority Mail.

4.15 Package material to prevent damage or loss in shipping and comply with any special instructions stated by the supplying library.

From the Explanatory Supplement:

*Shipping*

It is the ultimate responsibility of the requesting library to return materials in the same condition in which they were received.

It is the responsibility of the requesting library to follow the shipping and packaging requirements, including insurance and preferred shipping method, as stipulated by the supplying library. Packaging is defined as the outer material, which may be a box, padded envelope, etc. Wrapping is defined as an inner covering for the item such as paper or bubble wrap.

If no shipping or packaging methods are specified, the requesting library's regular form of shipment should be used.

If packaging material has been used previously, remove or mark out old addresses, postal marks, etc. to avoid misdirection. Do not reuse old, frayed, ripped, or decaying packaging and wrapping materials. Clearly address all packages with both the destination and return addresses properly attached to the packaging material.

From the Explanatory Supplement:

*Shipping (continued)*

In accordance with United States Postal Service guidelines, tape is the preferred sealing method on all types of packages. Staples are strongly discouraged in order to prevent injury to staff and/or damage to materials.

Use wrapping and packaging material that is appropriate to the size and format of the material being shipped. Too small or too large packaging will not adequately protect materials during transportation. Remember to use appropriate wrapping to avoid shifting and damage.

For special collections materials, consult [Guidelines For Interlibrary And Exhibition Loan Of Special Collections Materials](#) (2012) by the American Library Association and Association of College and Research Libraries, Rare Books and Manuscripts Section.

4.16 Failure to comply with the provisions of this code may result in suspension of service by a supplying library.

From the Explanatory Supplement:

*Suspension of Service*

Repeated or egregious breaches of this code may result in the requesting library's inability to obtain material. Examples of actions that may result in suspension include repeated failure to return loans in a timely manner, multiple lost or damaged items, allowing "library use only" items to leave the library, or failing to pay the supplier's charges. A supplying library should not suspend service to a requesting library without first attempting to resolve the problem(s).

## 5.0 Responsibilities of the Supplying Library

5.1 Establish, promptly update, and make available an interlibrary lending policy, contact information, and a service schedule.

From the Explanatory Supplement:

*Lending Policy*

The lending policy should be clear, detailed, and readily available to requesting libraries. The policy should include among other things, schedule of fees and charges, non-circulating item types, loan periods and renewal policies, current shipping instructions, penalties for late payments, etc. The supplying library is strongly encouraged to fill requests for all types and classes of users, and all types of libraries, regardless of their size or geographic location. The supplying library is encouraged to establish as generous a loan period as its local environment allows.

The supplying library is encouraged to make its lending policy, contact information, and service schedule available on the library's web site, and in resources such as the OCLC Policies Directory or DOCLINE Institution Information.

5.2 Ensure the confidentiality of the library user.

From the Explanatory Supplement:

*Confidentiality*

The supplying library has a responsibility to safeguard the confidentiality of the individual requesting the material. The sharing of the user's name between requesting and supplying library is not, of itself, a violation of confidentiality. However, the supplying library should not require the user's name if the requesting library chooses not to provide it. If the name is provided, the supplying library needs to take care not to divulge the identity of the person requesting the material.

5.3 If it is necessary to charge service fees, make available a fee schedule as part of an interlibrary lending policy. Bill any service, replacement, or damage fees promptly.

From the Explanatory Supplement:

*Service, Replacement, and Damage Fees*

Supplying libraries are encouraged to fill requests without charge when possible. If charging for services, the supplying library may only charge an amount less than or equal to the amount a requesting library has indicated they are able and/or willing to pay.

A supplying library may add a surcharge for expedited delivery, but no fee should be added to a routine service charge for delivering a document electronically.

From the Explanatory Supplement:

*Service, Replacement, and Damage Fees (continued)*

If charging for services or for lost/damaged items, the supplying library should make every effort to allow for a variety of payment options (e.g. OCLC IFM, EFTS, IFLA vouchers, credit cards, acceptance of replacement copies).

It is the responsibility of the supplying library to send final bills for service no later than six months after the supply date, final overdue notices no later than six months after the final due date, and final bills for replacement of lost material no later than one year after the final due date. The supplying library should resolve billing questions within six months of receiving notice of an apparent billing error.

5.4 Consider filling all requests for material regardless of format or the collection in which it is housed.

From the Explanatory Supplement:

*Material Format or Collection*

Supplying libraries are encouraged to lend as liberally as possible regardless of the format of the material requested, while retaining the right to determine what material will be supplied. It is the obligation of the supplying library to consider the loan of material on a case by case basis. Supplying libraries are encouraged to lend audiovisual material, microformats, serials, and other categories of material that have traditionally been non-circulating.

For special collections materials, supplying libraries are encouraged to consult [Guidelines For Interlibrary And Exhibition Loan Of Special Collections Materials](#) (2012) by the American Library Association and Association of College and Research Libraries, Rare Books and Manuscripts Section.

If permitted by copyright law, the supplying library should consider providing a copy in lieu of a loan rather than giving a negative response.

Supplying libraries should be aware of the provisions of license agreements for electronic resources that may either permit or prohibit use of an electronic resource to fill interlibrary copying requests. Interlibrary loan staff are encouraged to work with those negotiating licenses for electronic resources to include favorable terms for interlibrary loan.

If a supplying library prefers to provide a loan instead of a copy (e.g. article is too many pages to scan, citation is actually an entire journal issue, etc.), the supplying library should contact the requesting library to secure their permission first before sending the item. If a loan is accepted, the requesting library then assumes responsibility if the item is lost or damaged before its return to the supplying library.

5.5 Process requests in a timely manner, recognizing the needs of the requesting library and/or the requirements of the resource sharing system being used. If unable to fill a request, respond promptly and state the reason the request cannot be filled.

From the Explanatory Supplement:

*Timely Processing*

The supplying library has a responsibility to act promptly on all requests. The response should be sent via the same method the requesting library used to send the request, or by otherwise contacting the requesting library directly. Some resource sharing systems such as OCLC and DOCLINE have built-in time periods after which requests will either expire or be sent to another institution. The supplying library should respond before this time elapses rather than allowing requests to time-out.

Providing a reason for an unfilled request helps the requesting library determine what additional steps, if any, may be taken to obtain the requested item. For example, "non-circulating" indicates the item is likely available for on-site use while "in use" indicates that another request at a later date might be filled. Providing no reason or simply stating "policy problem" or "other" without providing further explanation deprives the requesting library of important information and can lead to time-consuming follow-up for both libraries.

From the Explanatory Supplement:

*Timely Processing (continued)*

Prior to updating a request as filled or unfilled, the potential supplier should request additional information and/or negotiate special loan terms, use restrictions and/or return shipping requirements, as needed, by contacting the requesting library through the resource sharing system or directly via email, phone, etc.

Timely processing of a loan or copy may involve branch libraries and/or other library departments, such as circulation, special collections, and/or the mailroom. The interlibrary loan department is responsible for ensuring that material is delivered expeditiously, irrespective of internal library organizational responsibilities.

5.6 Send sufficient information to identify the particular request when filling or communicating about requests.

From the Explanatory Supplement:

*Identifying the Request*

The supplying library should send sufficient identifying information with the material to allow the requesting library to identify the request and process it quickly. Such information may include a copy of the request, the requester's transaction number, or the user's ID or name. Failure to include identifying information with the material can unduly delay its processing and may risk the safety of the material.

5.7 Indicate the due date, any restrictions on the use of the material, and any special return packaging or shipping requirements. The due date is defined as the date the material is due to be checked in at the requesting library for return to the supplying library.

From the Explanatory Supplement:

*Due Date, Use Restrictions, and Shipping Requirements*

Although it is the responsibility of the requesting library to ensure the safe treatment and return of borrowed material, the supplying library should provide specific instructions with the item and in the resource sharing system when it is lending material that needs special handling. These instructions might include the requirement that material be used only in a monitored special collections area, no photocopying, library use only, specific return packaging/shipping instructions, etc. The supplying library should not send "library use only" material directly to a user.

The supplying library should clearly indicate the due date. Unless otherwise indicated, the due date is defined as the date by which the material is due to be checked in at the requesting library for return to the supplying library. Supplying libraries should implement a grace period before sending overdue notices to account for items in transit back from the requesting library.

5.8 Ship material by the fastest method reasonably available to the location specified by the requesting library. Package loaned material to prevent damage or loss.

From the Explanatory Supplement:

*Delivery and Packaging*

The delivery location specified by the requesting library may be the requesting library itself, a branch library, departmental library, or the individual user.

It is the responsibility of the supplying library to:

- judge whether an item is suitable for shipment and circulation. If a damaged item is sent, the supplying library should note all prior damage and not hold the requesting library responsible for this damage. Examples include loose pages/spine, liquid damage, or significant markings and defacement.
- take care that the material it sends out is adequately packaged to protect the item from damage or loss even though the requesting library will be held responsible for material damaged in shipment.
- specify the shipping method, as well as any insurance requirement, for returning materials and if any special wrapping or packaging is required. See section 4.15 above for definitions and other important information regarding wrapping and packaging.

From the Explanatory Supplement:

*Delivery and Packaging (continued)*

- provide a return address including a complete street address if asking for return via UPS, FedEx, etc. (Many supplying libraries find it safer and more cost effective to ship all material via expedited carriers). Supplying libraries are encouraged to enclose an accurate and complete return mailing label.
- work with the requesting library when tracing a lost or damaged item if the commercial delivery firm is responsible for reimbursement for losses in transit.

5.9 Respond promptly to requests for renewals. If the supplying library does not respond, the requesting library may assume that a renewal has been granted, extending the due date by the same length of time as the original loan.

From the Explanatory Supplement:

*Renewals*

The supplying library should respond affirmatively or negatively to all renewal requests. The supplying library is encouraged to grant the renewal request if the material is not needed by a local user.

5.10 The supplying library may recall loaned material at any time.

From the Explanatory Supplement:

*Recalls*

The supplying library may recall material at its discretion at any time. However, it often is more effective to request the material on ILL for a local user rather than to recall material on loan to another library.

5.11 Deliver copies electronically whenever possible. Provide complete and legible copies, and adhere to any special scanning instructions of the requesting library.

From the Explanatory Supplement:

*Copy Requests*

Comply with U.S. copyright law or applicable license agreements when providing copies.

When scanning, the supplying library should provide a copy that closely reproduces the original article or chapter in appearance, legibility, and completeness with appropriate attention paid to image color and clarity, margins, page orientation, and any accompanying references, plates, or appendices.

Respond promptly to resend requests (e.g. missing pages, margins cut off, poor images, unreadable text, etc.).

5.12 The supplying library may suspend service to a requesting library if it fails to comply with the provisions of this code.

From the Explanatory Supplement:

*Suspension of Service*

A supplying library may suspend service to a requesting library following repeated or egregious breaches of this code. Examples of actions that may result in suspension include repeated failure to return loans in a timely manner, multiple lost or damaged items, allowing "library use only" items to leave the library, or failing to pay the supplier's charges. A supplying library should not suspend service without first attempting to address the problem(s) with the requesting library.