



MLS Resource Sharing
Interlibrary Loan
Photocopy
Procedures Manual
November 2008

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Resource Sharing Service
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Table of Contents

Contacting the MLS Resource Sharing Office	4
“Your Public Library Card” Brochure	5
MLS Resource Sharing CE Opportunities	6
Requesting a Site Visit	6
MLS Reciprocal Access Policy	7
What is Reciprocal Borrowing/ Interlibrary Loan	8

Interlibrary Loan

Requesting a Loan from the Resource Sharing Service	9
Accessing SWAN	9
Requesting Materials Verified on SWAN	10
Accessing I-Share	11
Requesting, Renewing, and Canceling I-Share Requests	12
Completion of the MLS Interlibrary Loan Request Form	13
Requesting a Status	17
Resubmitting a Request	17
Circulation Procedures as a Borrower	18
Circulation Procedures as a Borrower (SWAN)	19
Circulation Procedures as a Lender (SWAN)	21
Return of ILL items	23
Requesting Renewals	25
General Overdue and Lost Book Guidelines	27
Overdue and Lost Book Guidelines as a Lender	31
SWAN Overdue Reports as a Lender	32

Table of Contents

Photocopy Service

Requesting a Photocopy for the Resource Sharing Service	33
Requesting Copies from other MLS Libraries	34
Required Record Keeping	35
General Guidelines for Requesting Copies	36
Verification	37
Compliance with Copyright Law	38
Completion of the MLS Photocopy Request Form	41

Contacting the MLS Resource Sharing Office

Please feel free to contact staff at the MLS Resource Sharing office with any questions or concerns you may have regarding our service. Resource Sharing staff is available Monday - Friday 8:30 – 5:00.

The MLS Resource Sharing office can be contacted via

- Phone (630) 734-5160
- Fax (630) 734-5050
- Email metroill@mls.lib.il.us

The MLS ILL mail list address is mls-ill@mls.lib.il.us To subscribe, send an email to MLS-ILL-request@mls.lib.il.us with "subscribe" in the subject line of your message. Once you have subscribed, feel free to initiate and contribute to Resource Sharing discussions.

You can view our blog and subscribe to the RSS feed at <http://resourceblog.mls.lib.il.us/>

For more information about MLS Resource Sharing visit our web site at:

http://www.mls.lib.il.us/resource_sharing/index.asp



“Your Public Library Card” Brochure

The MLS Resource Sharing Service publishes and supplies free of charge to the MLS suburban membership a brochure defining the three major services of Resource Sharing:

- Interlibrary Loan
- Reciprocal Borrowing
- Union List of Serials

Reflecting the demographic of our service area, the “Your Public Library Card” brochure is also available in Spanish, Polish, and Arabic. To request a supply for your library either call the MLS Resource Sharing office at (630) 734-5160 or request a supply online at:

http://www.mls.lib.il.us/resource_sharing/supply_request.asp

MLS Resource Sharing CE Opportunities

The Resource Sharing office usually sponsors one workshop or forum per month; please view the MLS Calendar for specifics at <http://www.librarylearning.info/?LibSys=MLS> . Resource Sharing Continuing Education events can be found by searching the title "Let's Talk Resource Sharing."

Resource Sharing workshops and hands on training sessions are usually free of charge. Library staff can register online for any of these events by using the CE Calendar.

Some previous topics have included:

- How to write an ILL Policy
- ILL Practices, Policies, and Procedures
- Reciprocal Borrowing
- WorldCat Resource Sharing
- Resource Sharing for School Libraries.
- SWAN ILL Statistics



Requesting a Site Visit

MLS Resource Sharing staff are available to visit your library for individualized training and/or consultation. Please use the form available on our website to schedule a visit at your convenience. http://www.mls.lib.il.us/resource_sharing/site_visit_request.asp

MLS Reciprocal Access Policy

The MLS Reciprocal Access Policy defines the privileges and responsibilities of an MLS member library as related to interlibrary loan and reciprocal borrowing.

It is expected that each library will participate in reciprocal access as completely as possible within any organizational or legal limitations that may be necessary.

Please refer to the MLS Reciprocal Access Policy, as approved by the MLS Board of Directors on March 19, 2007, for specifics.

http://www.mls.lib.il.us/resource_sharing/pdf/Reciprocal_Access_Policy_March_2007.pdf

To facilitate reciprocal access, MLS has created a Reciprocal Access Policy Directory which includes interlibrary loan, photocopy and reciprocal borrowing policies of the membership.

http://www.mls.lib.il.us/resource_sharing/ill/dl-search.asp

Search the Reciprocal Access Policy Directory for:

- [Interlibrary loan policies](#)
- [Photocopy policies](#)
- [Reciprocal borrowing policies](#)



What is Reciprocal Borrowing?

Reciprocal Borrowing is a program that allows patrons with a valid public library card to borrow materials from another public library. **In Reciprocal Borrowing the patron travels to the material.** Reciprocal Borrowing among the regional library systems of Illinois is governed by the Illinois Intersystem Reciprocal Borrowing Covenant.



What is Interlibrary Loan?

According to the American Library Association, Interlibrary Loan Code for the United States: *“An Interlibrary loan is the process by which a library requests material from, or supplies material to, another library.”* **In Interlibrary Loan the material travels to the patron.** For more information about what codes, policies, or standards apply to ILL activity please check

http://www.mls.lib.il.us/resource_sharing/loans.asp

Requesting a Loan from the Resource Sharing Service

Prior to submitting a request for a loan to the MLS Resource Sharing Office, a member must have exhausted the resources of the SWAN <http://swan.mls.lib.il.us/> and I-Share <https://i-share.carli.illinois.edu/uc> databases. If the MLS member is an OCLC library, the member must have exhausted all Illinois locations on OCLC WorldCat Resource Sharing www.firstsearch.oclc.org.



Accessing SWAN

Any MLS member may access the SWAN database via the Web at <http://swan.mls.lib.il.us/> **It is not necessary to purchase an Internet contract to search the SWAN database.** However, Web access to SWAN only allows you to view the database. It does not allow a library to place holds on materials. To place a hold on SWAN you must purchase either a SWAN Internet or Enhanced Access contract. Please see the MLS SWAN website for access information at: <http://www.mls.lib.il.us/swan/access/index.html> . For information on purchasing a SWAN Internet or Enhanced Access contract, please contact Heidi Bruss at MLS (630) 734-5125.

Requesting materials verified on SWAN

If you are a SWAN library

Please refer to the SWAN manual for appropriate MilCirc procedures.

If you have a SWAN Internet Access or Enhanced Access contract

Please refer to your SWAN documentation. You may call the owning library for a direct loan, (in this case you **place hold and do not page**) or you may wait for the computer to generate a paging list/slip to one of the libraries where the item has an on shelf status and is holdable to your "P" type. Cancellation notices will be sent to your library if the hold can not be filled.

If you are a non-SWAN library

After identifying an item on SWAN, view copy availability to determine shelf status and call number information.

Refer to the MLS ILL Policy Directory for library contact information, format policy, etc.

http://www.mls.lib.il.us/resource_sharing/ill/dl-search.asp

Prepare an ALA/ILL form <http://www.ala.org/ala/mgrps/divs/rusa/archive/protocols/referenceguide/illformprint.doc> or <http://www.ala.org/ala/mgrps/divs/rusa/archive/protocols/referenceguide/illformprint.pdf> and route the completed form via MLS delivery or fax to the owning library where the item shows an on shelf status. If all items are in circulation, recheck the SWAN database intermittently until locating an item with on shelf status.



Accessing I-Share

I-Share includes the resources of 76 Illinois libraries belonging to CARLI, the Consortium of Academic & Research Libraries in Illinois. All MLS members must search the I-Share database prior to submitting a request to the MLS Resource Sharing office. I-Share is available via the Web at <https://i-share.carli.illinois.edu/uc/> Every member of MLS has an I-Share borrower ID number to request materials remotely. If you should have any questions concerning access to the I-Share database, feel free to call the MLS Resource Sharing Office at (630) 734-5160.

Please see the CARLI web site for complete instructions on requesting materials via I-Share at: http://www.carli.illinois.edu/mem-prod/I-Share/docs/i-s_req_illinet.pdf . Prior to requesting an item on I-Share, library staff should familiarize themselves with the I-Share Library Resource Sharing Code

<http://www.carli.illinois.edu/mem-prod/I-Share/docs/I-Share-Res-Share-code.pdf>

To update your Illinet Library Borrower ID Information see the change of information form at:

http://www.carli.illinois.edu/mem-prod/I-Share/docs/change_info.pdf

If your library should have trouble connecting to the I-Share database, please call the MLS Resource Sharing office. If you need to contact the CARLI Office regarding patron status problems or other technical questions, their number is (217) 244-7593.



Requesting, Renewing, and Cancelling Requests for Materials Located on I-Share

Items located on I-Share are generally available for remote charging by any Illinet library. After checking for availability of an item, request online. The I-Share software will automatically and at random choose a potential supplier for your request. You can monitor the progress of your request by logging into the “My Account “ area of the database.

To renew an item go to “My Account” and view listing of “Items checked out”. From this list you can choose individual items by clicking in a renew box. After choosing the appropriate item click the “Renew Selected Items” button. See the CARLI website for more information.

To cancel a request, log into “My Account”, scroll to Request Information area of screen, Requests Pending. Outstanding requests are listed by title. Find request you wish to cancel, check box and click “Cancel Selected Requests” button. You can not cancel a request if it has been shipped to your library, only if it is still pending.

Completion of the MLS Interlibrary Loan Request Form

To submit a request to MLS Resource Sharing for either a loan or photocopy, please use our online forms.

The loan request form is available at:

http://www.mls.lib.il.us/resource_sharing/ill/ill-request.asp

The copy request form is available at:

http://www.mls.lib.il.us/resource_sharing/ill/copy-request.asp

Your library will be sent email verification upon receipt of your online request, provided you supply your email address on the form.

Points to remember

Recent publication dates -- Items published within the last six months are generally not available via ILL from out of state sources.

Newspaper microfilm -- When requesting newspaper microfilm, it is necessary to specify the **city and state** of the newspaper's publication. Remember most institutions will only supply **three reels** of microfilm per request. If your patron is requesting a number of years, please specify in the **remarks section** of the form that the patron needs the next three reels of film beginning with a given date.

Census material -- Resource Sharing will attempt to borrow census material for any US state. Please specify the **series and reel number** for the state you are requesting. This information is found in the pamphlets produced by the National Archives titled Federal Population Census. You can view these census catalogs online at the National Archives website: <http://www.archives.gov/genealogy/census/using-microfilm-catalogs.html>

Soundex -- If your patron is requesting Soundex or Miracode reels, please provide us with the individual surname. This enables us to recheck your coding of the name and ensure that your patron receives the correct reel of film. For **information about Soundex indexing** see: <http://www.archives.gov/publications/general-info-leaflets/55.html> For Soundex or Miracode **coding assistance** online check: <http://www.eogn.com/soundex/>

MLS owns the US census through 1920 for Cook, Will and Du Page counties. These reels are entered on the SWAN database <http://swan.mls.lib.il.us/> and are available for direct loan. MLS also owns the **Enumeration District Descriptors** microfilm reels for Illinois (1900, 1910, and 1920). If you should have trouble bringing the record up on SWAN, contact the Resource Sharing Office.

When requesting genealogy materials, please specify the surnames or individuals your patron is researching. This enables us to request photocopies from indexed non-circulating materials.

The following numbers refer to the fields on the sample MLS Resource Sharing Loan Request form.

1. Please indicate the **title** of the item requested.
2. Please indicate the **author** of the item requested. Be as specific as possible; include author's surname and given name. If **corporate author**, please supply company's entire name; do not abbreviate. If **edited**, a listing of some of the particular contributors is helpful.
3. **Publisher**, if known, should also be included. Please do not abbreviate publisher's name.

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MLS Resource Sharing ILL Request Form

This form is intended for the use of suburban MLS Member Libraries only. MLS Member Libraries must exhaust SWAN and I-Share (formerly Illnet Online) resources before using this form to direct a request to MLS Resource Sharing.

If you are a patron, please contact your local public library to request an interlibrary loan item. Libraries from outside of the MLS membership should submit an interlibrary loan request via OCLC (OCLC symbol IED) or by faxing an ALA ILL form to +1 (630) 734-5050.

Required fields have an asterisk next to their name!

1. Title *	<input type="text"/>
2. Author/Editor *	<input type="text"/>
3. Publisher	<input type="text"/>
4. Publication Year	<input type="text"/>
5. Indicate your willingness to pay *	<input checked="" type="radio"/> Willing to pay \$3.00 <input type="radio"/> Not willing to pay \$3.00
6. This edition only?	<input type="radio"/> Yes <input checked="" type="radio"/> No
7. Choose format of requested item from list	Book <input type="text"/>
8. Remarks area (max. length 255)	<input type="text"/>
9. Verification - enter any pertinent verification (FirstSearch database, FS record #, etc.)	<input type="text"/>
Your Information:	
10. Library Name *	<input type="text"/>
11. Library Contact Name *	<input type="text"/>
12. Library Contact Email Address *	<input type="text"/>
13. Library Phone (include area code & extension, if any)	<input type="text"/>
14. Indirect Delivery Drop-off	<input type="text"/>
15. Patron Name * (Last Name, First Name)	<input type="text"/>
<input type="button" value="Submit Request"/>	

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- Publication Year**, if known, is also a necessary element. If not known, an approximation is helpful.
- Please check the appropriate box on the form, indicating whether your patron is willing to pay \$3.00 to secure the loan of the item. If you check "Not willing to pay \$3.00", MLS will pursue the loan of the item only from in-state locations. OCLC libraries must pursue in-state locations first before submittal of an ILL request. **You must check one of the two boxes.**

6. **This Edition Only**, check this box if your patron can use only this edition. Otherwise, please leave this space blank.
7. Choose **format** from dropdown.
8. Any miscellaneous information ("Patron recalls reading book as a child during the '40s, book has a green binding) should be noted in the **Remarks** area of the form. If an item is on the SWAN database or I-Share but not available for loan you should include this information in the Remarks area.
9. If you have **verification**, please indicate the source in this area (FirstSearch WorldCat, Ingenta, Ebscohost, etc). Additional verification can be faxed to the Resource Sharing office at (630) 734-5050.
10. Library name
11. Library Contact Name
12. Library Contact Email Address
13. Library Phone
14. Indirect Delivery Drop-off
15. Patron Name (Last name, first name)

7. Choose format of requested item from list	Book ▾
8. Remarks area (max. length 255)	
9. Verification - enter any pertinent verification (FirstSearch database, FS record #, etc.)	
Your Information:	
10. Library Name *	<input type="text"/>
11. Library Contact Name *	<input type="text"/>
12. Library Contact Email Address *	<input type="text"/>
13. Library Phone (include area code & extension, if any)	<input type="text"/>
14. Indirect Delivery Drop-off	<input type="text"/>
15. Patron Name * (Last Name, First Name)	<input type="text"/>
<input type="button" value="Submit Request"/>	

Requesting A Status

How to request a status:

- By phone, call the Resource Sharing Office at (630) 734-5160 and request a status update on the item.
- By email, contact the Resource Sharing office at metroill@mls.lib.il.us to request a status.
- Or route a photocopy of the original request to the Resource Sharing office requesting a status. (This is the preferred method when requesting multiple statuses.)

When to request a status:

- After an appropriate interval, if a cancellation notice or the material has not been received at your library.

Resubmitting a Request

Resubmit a request when:

- The Resource Sharing office has cancelled your request previously and stated a date for you to resubmit. Remember you must recheck SWAN and I-Share before resubmitting. In addition, OCLC libraries must recheck OCLC for instate locations.
- The Resource Sharing office had cancelled your request previously seeking more information from your patron and you can now supply the needed information.

Resubmit your request via the web pages with any additional information supplied in the Remarks section of the ILL form.

Circulation Procedures as a Borrower

Recommended Guidelines

- All items supplied by MLS Resource Sharing are usually assigned a three week due date. This allows for transportation of the item to and from the requesting library. On occasion, materials will be received indicating a shortened loan period. Please observe these restrictions. The due date is given on the inside of the book band and on the paperwork enclosed with the item.
- Patrons are to be assigned a two week due date upon check-out unless a shortened loan period is necessary. If the patron is late picking up material, do not assign a due date beyond the due date assigned by MLS. You may wish to consider the possibility of a renewal at the time the item is due.
- If you have requested an item directly via SWAN or I-Share, please observe the due date assigned by the SWAN database or owning library. When assigning a due date to your patron allow time to return the item to the owning library by the assigned due date.
- Prior to circulation of ILL items, please update information on your internal paperwork or on your database to include due date and name of loaning library.
- Upon return of item, update information on internal paperwork or database to include your return date.



Circulation Procedures as a Borrower

SWAN Direct Loans

- These items have either a gold book band or a pink book band (an 1140 bar coded item owned by SLS -Metro LS).
- Upon receipt of the item, check item in and contact your patron.
- Check item out to your patron using barcode in the book and your patron's bar code. Due date will be provided on screen at the time of checkout to the patron. Do not lengthen the assigned due date.
- Upon return, check item in on SWAN
 - If message pop-up box states "Item belongs at location xxx (home library's agency code), choose "Set status to in TRANSIT; check-in" Re-address gold book band on item changing the "TO" and the "FROM" to send item home.
 - If message pop-up box states "item has HOLD to be picked up at "XXX" (borrowing library's agency code", choose "Set status to In Transit; check-in" remove old gold book band and address new band writing out in full the new borrowing library's name on the "TO" line and the owning library's name on the "FROM" line.



SWAN Procedure

Circulation Procedures as a Borrower

Non-SWAN items Circulated by a SWAN library

- These items have either a **pink book band** (a loan facilitated by MLS) or are **loans your library requested directly** from the owning library. Also, included in this category are items received with a **blue book band** from a SWAN file building library.
- For statistical purposes, ILL recommends that you use one of the two dummy title records created by MLS for your use. Contact MLS Resource Sharing for information on these 2 records. One dummy title record with attached items should be used to circulate direct ILL transactions and blue banded items. The other dummy title record with attached items should be used to circulate items received from the MLS Resource Sharing Office. Each SWAN library was assigned 2 .B# for each kind of circulation transaction.
- Circulate the item to your patron using a matched set of dummy item cards. Include the barcoded card in the book to ease check-in of item upon return. The eye-readable card should be filed with your internal paperwork. **If you prefer to circulate non-SWAN items on SWAN using the barcode in the book, contact SWAN Software Support ((630) 734-5175) for specifics.** After check-in of item, the matched set can be used again for another ILL transaction.



Circulation Procedures as a Lender

ALA Requests – Choose one of the following methods

- Method 1. Check-out items requested via an ALA form to your generic ALA patron number. You should retain a copy of the paperwork for your internal records.
- Method 2. Search SWAN using the name index of the patron (borrowing library). You can check your item out directly to the library if patron record is found. If no patron record is found on SWAN for an Illinois library, you can route appropriate paperwork requesting the creation of a patron record to the SWAN computer room. See SWAN manual for form. If you choose option #2, there is no need to save paperwork since the item is checked out to the actual borrowing library.

After check-out, process as follows:

- Enclose a copy of the request in the book.
- If item is for an in-state location, route material to requesting library using an ILDS routing slip (<http://www.illinoisdelivers.net/PaperILDSlabel.pdf>) or white book band. To expedite the safe return of your item, please enclose in the item a pre-addressed return ILDS label. Your library name should be given as the final destination and MLS circled on the return slip.
- If the ALA request was routed to your library from MLS Resource Sharing and is for an out-of-state location, route material to “Metro” and on patron line of book band note ALA. MLS will ship the item for you.



Circulation Procedures as a Lender

OCLC Requests



Please note: If you are an OCLC library you should have two OCLC patron cards, one for direct requests and one for requests routed from MLS Resource Sharing. One should be titled MLSOCLC for those transactions facilitated by MLS Resource Sharing and the other should be your 3-letter SWAN agency code and OCLC (XXXOCLC).

- Check-out items requested by the MLS Resource Sharing Office to your generic MLS OCLC patron number. If the OCLC request has been forwarded to your library by the MLS Resource Sharing Office, phone or fax RS to notify us whether you are supplying the item. If unable to supply, you may toss paperwork after notifying MLS Resource Sharing. If supplying the item, remember to notify MLS Resource Sharing upon return of the item.
- You should retain a copy of the paperwork for your internal records.
- Enclose a copy of the OCLC request in the book.
- If the item is for an in-state location, route material to requesting library using an ILDS routing slip (<http://www.mls.lib.il.us/ill/ildslabel.pdf>) or a white book band.
- If the item is for an out-of-state location, route material to "Metro" using a gold book band and on "PATRON" line of book band write OCLC.

Circulation Procedures as a Lender



SWAN Generic Patrons

All holds placed on the SWAN database for non-SWAN libraries are placed under generic library patrons. An automatic check-out will be performed on SWAN if a hold is generated on check-in for a non-SWAN generic library patron. Use a gold band to route materials to MLS members. After placing a book band on item, staff should then write the due date on the inside of the book band. For libraries outside of MLS, use a gold book band with an ILDS routing label or a white book band. Remember to include a pre-addressed ILDS return label with your items.

Return of ILL Items

Items with Blue Book Bands

These items are to be returned directly to the SWAN File Building library. Update your paperwork. SWAN libraries **do not** circulate or check-in these items on SWAN using the barcode in the book.

Items with Gold Book Bands

Non-SWAN Borrowing Libraries

Update your paperwork by recording return date. Readdress the gold book band on item changing the “TO” and the “FROM” to send item home

Return of ILL Items



SWAN Libraries

Check item in on SWAN.

- If message pop-up box states “Item belongs at location ‘xxx” (home library’s agency code), choose “Set status to in TRANSIT; check-in”. Readdress the gold book band on item changing the “TO” and the “FROM” to send item home.
- If message pop-up box states, “Item has HOLD to be picked up at “xxx” (borrowing library’s agency code), choose “Set status to in TRANSIT; check-in.” Remove old gold book band and address a new band writing out in full the new borrowing library’s name on the “TO” line and the owning library’s name on the “FROM” line.
-

Items with Pink Bands

These items are loans facilitated by the MLS Resource Sharing Office or items owned by MLS that are entered on the SWAN database (1140 bar coded items). After updating status on internal paperwork or checkin on SWAN, update the book band by obliterating the borrowing library name. Return to “Metro” with a copy of the paperwork provided with the item.

Return of ILL Items

Direct Loans from within Illinois

These items are generally items remote charged on I-Share or requested via Share-Illinois (other LLSAPs). After updating status on internal paperwork or checkin on SWAN, address an ILDS routing label to assure proper return of item. For current routing information check ELI (Every Library in Illinois directory)

<http://eliillinois.org/> . Address material to the final destination and circle or highlight the correct ILDS drop.

Requesting Renewals

Unless the book band indicates otherwise, ILL items usually may be renewed.

Items with Blue Book Bands

Contact owning library for renewal unless NO RENEWAL is stated on the band.

Items with Gold Book Bands

Non-SWAN borrowing libraries

Check book band for renewal statement. Call SWAN library (refer to the MLS Directory for phone numbers) to request renewal. If item can be renewed, update your records.

SWAN libraries

Attempt to renew the item on SWAN.



Requesting Renewals

Items with Pink Book Bands

Contact the MLS Resource Sharing Office at (630) 734-5160 near or on the due date to request a renewal. Often the MLS Resource Sharing Office will advise you to allow the patron to retain the material until the owning library responds to our request for a renewal.

If a renewal is granted, update your records and renew the item on the SWAN database, if appropriate.



I-Share loans

To renew I-Share loans, check the I-Share database. To renew an item, log into “My Account” on I-Share. A listing of “Items Checked Out” will appear. You can request a renewal by checking the box in front of the item listed and clicking the “Renew Selected Items” button. Please refer to I-Share documentation for complete instructions.

http://www.ilcso.uiuc.edu/illinet/IO_guide_rev_2.pdf.

Update your internal records and renew item on the SWAN database, if appropriate.

Items Borrowed Directly from Outside of MLS

- Contact the owning library directly or request renewal via OCLC.
- Information regarding the phone number of the owning library is available on ELI <http://eliillinois.org/> (Every Library in Illinois)
- Update your records and renew item on the SWAN database, if appropriate.



General Overdue and Lost Book Guidelines

Loans facilitated by the MLS Resource Sharing Office

The MLS Resource Sharing Office will forward overdue notices to your library. Follow your in-house procedures for overdue items. If an item is lost, please notify ILL immediately. MLS Resource Sharing will contact the owning library regarding their replacement costs. Once cost has been determined, MLS Resource Sharing will notify the borrowing library. Upon notification by the MLS Resource Sharing Office, MLS Accounting will then bill the borrowing library and pay the owning library.



Items owned by a SWAN library (including SLS 1140s)

There are four computer-generated overdues for interlibrary loan materials circulated on the SWAN database. Each SWAN library decides how the first and second notices are processed. A third notice (the **“bill”**) is generated when the material is 6 weeks overdue. These overdues are then forwarded to the borrowing library with an attached gold notice.



General Overdue and Lost Book Guidelines

As the **borrowing** library (SWAN Libraries)

Check the SWAN record to see if item is still checked out to the patron. If still checked out, follow your in-house procedure for overdue ILL materials.

If item is lost, refer to the MLS ILL Policy Directory for the owning library's lost book policy. You may wish to contact the SWAN owning library to request an invoice. When payment is made for the lost item it should be sent directly to the owning library. Do not forward the patron's check to the owning library, but issue one from the library/city. Follow appropriate SWAN ILL Lost book procedures.

As the **borrowing** library (Non-SWAN libraries)

Check internal records to verify status of item. If item is currently checked out to your patron and overdue, pursue with patron. If item has never been received or has been returned to the owning library, annotate on the overdue and return the overdue to owning agency. If item is lost, check MLS ILL Policy Directory for the owning library's lost book policy. Request an invoice directly from the owning library when appropriate. Do not forward the patron's check to the owning library. Send the owning library a check when item is finally declared lost.

General Overdue and Lost Book Guidelines



As the **lending** library (SWAN libraries)

At the “bill” stage, (your item is 6 weeks overdue) you will receive a copy of the bill with a purple memo attached. It is your responsibility to follow up on all lost material loaned on Interlibrary Loan within the state of Illinois.

Upon reimbursement for a lost interlibrary loan item, do an item inquiry to check the status of the item on SWAN.

- If the **patron #** field and the **due date** field are **blank**, the patron has paid in full and item is no longer on the patron’s record. (Lost process was used) Check item in and delete. Process the payment check and follow other in-house procedures for lost ILL material.
- If the **patron #** field and the **due date** field contain current information, patron has not paid in full. On SWAN, suppress the item in the IC2 Supp. With an “i”. Do not check-in item. Process the payment check and follow other in-house procedures for lost ILL material.

As the **lending** library (Non-SWAN libraries)

Send overdues as appropriate. When necessary send an invoice to the borrowing library. Remember to follow-up until payment is received or item is returned.

General Overdue and Lost Book Guidelines



I-Share Overdues

MLS Resource Sharing recommends the following procedure

- If item has been returned, indicate your return date on the overdue and return notice to the lending library using an ILDS routing slip on the envelope. Do not return this notice to the MLS/Resource Sharing Office.
- If you should receive a bill from an I-Share library, and you have a return date **or** you have never received the material, contact the MLS/Resource Sharing office for further instruction.

List of I-Share libraries (current as of 10/08)

Adler School of Professional Psychology	Illinois State Library	Parkland College
Augustana College	Illinois State University	Principia College
Aurora University	Illinois Valley Community College	Quincy University
Benedictine University	Illinois Wesleyan University	Robert Morris College
Bradley University	John Wood Community College	Roosevelt University
Carl Sandburg College	Joliet Junior College	Rush University
Catholic Theological Union	Judson University	Saint Francis Medical Center
Chicago School of Professional Psychology	Kankakee Community College	College of Nursing
Chicago State University	Kendall College	Saint Xavier University
Columbia College	Knox College	Sauk Valley Community College
Concordia University Chicago	Lake Forest College	School of the Art Institute of Chicago
Danville Area Community College	Lewis and Clark Community College	Southern Illinois University Carbondale
DePaul University	Lewis University	
Dominican University	Lincoln Christian College and Seminary	Southern Illinois University Edwardsville
Eastern Illinois University	Lincoln Land Community College	Southern Illinois University School of Medicine
Elmhurst College	McKendree University	Trinity Christian College
Eureka College	Millikin University	Trinity International University
Governors State University	Monmouth College	Triton College
Greenville College	National-Louis University	University of Illinois at Chicago
Harrington College of Design	Newberry Library	University of Illinois at Springfield
Heartland Community College	North Central College	University of Illinois at Urbana-Champaign
Illinois Central College	North Park University	University of Saint Francis
Illinois College	Northeastern Illinois University	Western Illinois University
Illinois Eastern Community Colleges	Northern Illinois University	Wheaton College
Illinois Institute of Technology	Northern Seminary	William Rainey Harper College
Illinois Math and Science Academy	Oakton Community College	
	Olivet Nazarene University	

Overdue and Lost Book Guidelines as a Lender

In-State ALA Patrons

All MLS member libraries are responsible for pursuing overdue/lost material borrowed via ALA and requested by an Illinois library. Follow your in-house procedure for lost ILL material.

Out-of-State ALA Patrons

- **If a library loans material directly on an ALA ILL request** to out of state borrowers, they pursue their overdue/lost material directly. Upon receipt of reimbursement check, follow your in-house procedures for lost ILL material.
- **If the out of state ALA loan was facilitated by MLS Resource Sharing**, the Resource Sharing Office will pursue overdue/lost material until the item is returned or payment is received. Your library will be credited for the lost item on your monthly MLS Accounting statement. Upon receipt of a credit, follow your in-house procedure for lost ILL items.

OCLC Patrons



OCLC libraries are responsible for all overdue and lost items loaned under their own OCLC symbol. Upon receipt of reimbursement check, follow your in-house procedures for lost ILL material. MLS Resource Sharing pursues the OCLC (IED) overdue and lost items facilitated by the MLS Resource Sharing Office. Your library will be credited for the lost item on your monthly MLS Accounting statement. Upon receipt of a credit, follow your in-house procedure for lost ILL items



SWAN Procedure

SWAN Overdue Reports as a Lender

SWAN Intransit Status Report

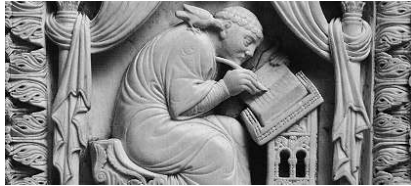
This report is sent to the owning library listing their items that have an Intransit Status (T) for the prior 6 months. This is only sent to the owning library once. Upon receipt of an Intransit Status Report, check your shelves.

- If item is on shelf, check item in on SWAN
- If item is not on shelf, contact borrowing library to check their shelves
- If item is on the borrowing library shelf, have them check-in and route to owning library
- If item is not on borrowing library shelf, indicate status on report and forward report to the MLS Resource Sharing Office for reimbursement

Please refer to your SWAN manual regarding other SWAN overdue reports and procedures.

Requesting a Photocopy from the Resource Sharing Service

Prior to submitting a request for a photocopy to the MLS Resource Sharing Office, a member must have exhausted the resources of the MLS Union List of Serials http://www.mls.lib.il.us/resource_sharing/uls/ and any full text available via the FirstSearch databases <http://firstsearch.oclc.org/> or at your library.



Using the MLS Union List of Serials (ULS)

- All MLS members have access to the online version of the ULS at http://www.mls.lib.il.us/resource_sharing/uls/
- You can search the ULS by journal title, ISSN, or OCLC number.
- After identifying the correct title click on the name of the owning library to view their contact information and photocopy policy. The policy information can also be viewed .
- **Before referring a patron to an owning library to view a periodical, remember not all of the libraries listed in the Union List of Serials are open to the public.** Please do not refer patrons to a special library unless you call first to verify their accessibility. If your patron needs a particular issue, please call the library first to verify that the issue is available.



Requesting Copies from Other MLS Libraries

- Complete an ILL request form. You may use either the standardized ALA ILL form, the MLS designed in-system request form, or a form designed by your library. The ALA ILL request form is available at <http://www.mls.lib.il.us/ill/alaillform.pdf>
- If you should design your own form, check the National and State ILL codes to verify compliance with required fields. <http://www.mls.lib.il.us/ill/rules/codes.html>
- Previous to requesting any photocopies, you must check your records to assure your compliance with Copyright.
- If time is of the essence, you may wish to fax your request to the member library.

If you are an MLS ULS participating library, there is an online form available as part of the online MLS ULS. To access this form begin by searching for a specific journal. Next click on the library name of the institution that owns the specific issue you need. This will bring up the individual library contact and policy information along with a link to the online request form. The form may then be filled out online, printed, and faxed to the potential supplying library. The fax number of the owning library is included on the form.

Required Record Keeping

To comply with the Copyright Laws, the requesting library must keep records of every filled copy request involving periodicals published within the last 5 years (CCG). These records must be kept for 36 months.

- Unfilled copy requests must be recorded, but they do not count in the limit of five requests per year. See "Compliance with the Copyright Law" on page 38.
- The record keeping and the copying limitations are based on a calendar year.
- The library should keep these records for the past 36 months. These rules apply regardless of how or where the requests were filled.
- All requests, whether filled, or still pending, should be filed alphabetically by periodical title. Before requesting a copy, this file should be checked to assure that the request complies with the copyright law.

If the library's annual limit of five requests for a periodical title published within the last five years has been reached in a calendar year, then the library may not request a 6th copy from another library using CCG compliance. This is the requesting library's legal responsibility. The library may acquire a copy from another library and notify/pay the Copyright Clearance Center a royalty fee or purchase a copy from a document supplier that includes a royalty fee. **If you supply your patron with a printout of an article available from a full-text database, such as EBSCOhost or FirstSearch, this does not count towards your annual limit.** Full-text articles obtained in this manner include a royalty fee to the copyright holder in their contract. Another option would be for the patron to go to another library to initiate their request, or wait until the beginning of a new year.



General Guidelines

- **Copyright Laws require written requests.** Phone requests are unacceptable. You can submit your request to the MLS Resource Sharing Office using the online form available at: http://www.mls.lib.il.us/resource_sharing/ill/copy-request.asp
- Remember only one article per request.
- Do not abbreviate any information, particularly in the title line.
- Verification of request must be attempted.
- If you have a citation you can not interpret, feel free to fax it to the office at (630) 734-5050.
- Attempt to locate potential suppliers by checking the MLS Union List of Serials and WorldCat on FirstSearch. Depending upon your patron's needs, you may choose to search EBSCOhost and FirstSearch for a full-text printout of the requested article.
- After you have exhausted all MLS locations, you may submit your copy request to the MLS Resource Sharing Office. Currently MLS charges members a flat fee of \$3.00 per article supplied from any charging institution, regardless of the cost to MLS. **The MLS Accounting Department will bill MLS members on a quarterly basis for these requests filled by the MLS Resource Sharing Office.**
- All filled photocopy requests are sent with accompanying paperwork detailing whether the copy is free or costs \$3.00.

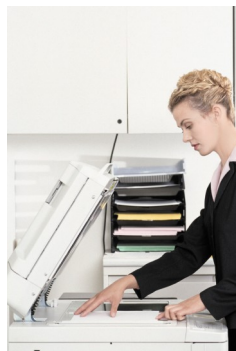
Verification

The more complete and accurate the information is on the Photocopy request form, the more quickly the request can be filled. It is extremely important that complete information is given including the periodical or book title, complete article title and author, issue date, volume, number, and pages.

The verification step is particularly important since complete verification must be provided to all potential suppliers. Using the appropriate sources available in your library, verify the citation given for the copy request. Note the source used to verify the article and list page number or database name.

If you are unable to verify, list the sources checked followed by a 0 (zero). If you are unable to verify the request, give as much information as possible, including where patron saw the article, etc. Include this information in the Remarks area of the MLS Photocopy request form.

If you have a citation you can not interpret, feel free to email the office at metroill@mls.lib.il.us or fax it to the office at (630) 734-5050.



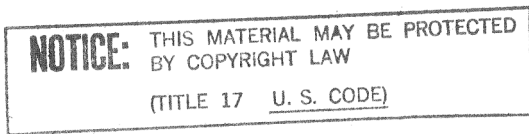
Compliance with Copyright Law

Compliance with copyright law is the responsibility of each MLS member library. Following is a very basic explanation of copyright compliance.

- **If your library does not subscribe to the journal**--*remember the 5 plus 5 rule*--only five photocopies per year from issues published in the last five years are allowed, and only one article per issue per patron. The requesting library must keep records of all filled requests for the period of 36 months. Indicate on the request form CCG compliance with copyright law.
- **If the requested article was published more than five years ago** -- there is no limit to the number of photocopies that can be requested in a given year. No records need to be kept. Indicate on the request form CCL compliance with copyright law.
- **If your library subscribes to the journal**-- Photocopies of missing pages or missing issues from a journal that a library subscribes to may be made without limit. No records need to be kept. Indicate on the request form CCL compliance with copyright law.

All photocopy requests must be in writing. Verbal requests do not comply with the copyright law.

All filled photocopy requests must include a copy of the publisher's copyright information from the work. In its absence, a statement that indicates the desire to comply with copyright law must be stamped, printed, or typed on any photocopy supplied. MLS uses the following stamp:



Libraries that provide patrons access to duplicating equipment (copiers, printers, etc.) must label any duplicating equipment with copyright warning notices. The following wording is suggested.

The copyright law of the United States (Title 17 of the United States Code) governs the making of photocopies or other reproductions of copyrighted material. The person using this equipment is liable for any infringement.

Without a notice the library could be held responsible for enabling patrons to make unauthorized copies even if the staff is unaware of the infringement. The posting of a notice should help protect any library from potential infringement charges and relieve staff members from closely supervising the equipment.

For more information consult

United States Code, Title 17

- The CONTU (the National Commission on New Technological Uses of Copyrighted Works) Guidelines are included in the Library of Congress Copyright Office's *Circular 21: Reproduction of Copyrighted Works by Educators and Librarians*.

<http://www.cni.org/docs/infopols/CONTU.html>

- THE COPYRIGHT PRIMER FOR EDUCATORS AND LIBRARIANS; Bruwelheide, Janis H.; Chicago: American Library Association, 1995. is a recommended reference source. See also Copyright Guidelines for Educators :

<http://www2.eou.edu/copysvc/copyright.htm>

Check these web sites for further information

U.S. Copyright Office

<http://lcweb.loc.gov/copyright/>

Copyright Clearance Center, Inc.

<http://www.copyright.com/>

Berkeley Digital Library SunSITE

<http://sunsite.berkeley.edu/Copyright/index.html>

Completion of the MLS Photocopy Request Form

To submit a request to MLS Resource Sharing for either a loan or photocopy, please use our online forms.

The loan request form is available at:

http://www.mls.lib.il.us/resource_sharing/ill/ill-request.asp

The copy request form is available at:

http://www.mls.lib.il.us/resource_sharing/ill/copy-request.asp

Your library will be sent email verification upon receipt of your online request, provided you supply this information on the form. Remember you must indicate copyright compliance by checking either CCG or CCL on the request form.

MLS Resource Sharing Photocopy Request Form

This form is intended for the use of suburban MLS Member Libraries only. Libraries should attempt to fill requests for journal articles by using the full text resources available in [FirstSearch](#). Before submitting the following request to MLS Resource Sharing, make certain to exhaust the resources listed in the [MLS Union List of Serials](#).

If you are a patron, please contact your local public library to request a copy of a magazine or newspaper article. Libraries from outside of the MLS suburban membership, please submit your interlibrary loan request via OCLC (OCLC symbol IED) or by faxing an ALA ILL form to +1 (630) 734-0500.

Required fields have an asterisk next to their name!

1. Journal Name *	<input type="text"/>
2. Article Title *	<input type="text"/>
3. Article Author/Editor (Last Name, First Name or Initial)	<input type="text"/>
4. Volume/Number	<input type="text"/>
5. Issue Date	<input type="text"/>
6. Pages	<input type="text"/>
7. Indicate your willingness to pay *	<input type="radio"/> Willing to pay \$3.00 <input type="radio"/> Not willing to pay \$3.00
8. Full text option	<input type="radio"/> Full text is acceptable <input type="radio"/> Full text is not acceptable
9. Request complies with *	<input type="radio"/> 108(g) Guidelines (CCG) <input type="radio"/> Other provisions of the Copyright Law (CCL)
10. Not wanted after date (mm/dd/yyyy)	<input type="text"/>
11. Remarks area (max. length 255)	<input type="text"/>

The following numbers refer to the fields on the sample MLS Resource Sharing Loan Request form.

1. Please indicate the title of the requested periodical or journal .
Be as specific as possible and do not abbreviate.

The following numbers refer to the fields on the sample MLS Resource Sharing Loan Request form.

2. Please supply title of the article.
3. Supply the **author** of the item requested. Be as specific as possible; include author's surname and given name. If **corporate author**, please supply company's entire name; do not abbreviate. If **edited**, a listing of some of the particular contributors is helpful.
4. **Volume and Issue** of the publication.
5. **Date of the magazine or journal issue.**
6. **Supply page numbers for the particular article.**
7. Please check the appropriate box on the form, indicating whether your patron is willing to pay \$3.00 to secure a copy of the item. If you check "Not willing to pay \$3.00", MLS will attempt to secure a copy of the article only from free in-state locations. **You must check one of the two boxes.**
8. **Full text option**—please indicate if your patron is willing to accept a full text version of the requested article.
9. **Copyright compliance**—check either CCG or CCL. One of these two options must be chosen for the request to comply with copyright law. Please refer to pages 38-39 for particulars regarding the appropriate box to check.
10. **Not wanted after date**—please indicate the date at which your patron can no longer use the requested photocopy.

11. **Remarks section**—this area is for your comments. If you have verified the ISSN, LC number or a specific document number you can include that information in this area. If an item is listed in the Union List of Serials, but the issue is not available within MLS you should note this information.
12. **Verification**—any information you can provide to verify the article request is appreciated. If you have printed verification, you can fax a copy to the office. Please indicate in the remarks field of the request form that you have faxed verification to our office.

12. Verification - enter any pertinent verification (FirstSearch database, FS record #, etc.)	
<input type="text"/>	
Your Information:	
13. Library Name *	<input type="text"/>
14. Library Contact Name *	<input type="text"/>
15. Library Contact Email Address *	<input type="text"/>
16. Library Phone (include area code & extension, if any)	<input type="text"/>
17. Library Fax (include area code)	<input type="text"/>
18. Indirect Delivery Drop-off	<input type="text"/>
19. Patron Name * (Last Name, First Name)	<input type="text"/>
<input type="button" value="Submit Request"/>	

13. Library name
14. Library Contact Name
15. Library Contact Email Address
16. Library Phone
17. Indirect Delivery Drop-off
18. Patron Name (Last name, first name)

Please refer to page 17 for information on requesting a status. Your filled photocopy request will be supplied to you either by email or through delivery dependent upon the quality of the copy received in our office and the manner received from the supplier.