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# Essential Elements of Interlibrary Loan

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# *Goals of today's presentation :*

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- Interlibrary Loan defined
- ILLINET Interlibrary Loan Code
- Interlibrary Loan Policies
- ILL Borrowing Practices
- ILL Lending Practices
- Photocopies and Copyright Compliance

# *What is Interlibrary Loan?*

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Interlibrary loans are transactions in which library materials are made available from one library to another. In addition, the libraries involved in ILL are not under the same library administration.

An ILL is a transaction in which the material moves from library to library/designated library user, not one in which the patron goes to an owning library.

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***ILLINET  
INTERLIBRARY  
LOAN CODE***

# *ILLINET Interlibrary Loan Code*

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- [http://www.cyberdriveillinois.com/library/ill\\_code.html](http://www.cyberdriveillinois.com/library/ill_code.html)
- Effective September 1, 2000.
- This code governs ILL transactions between all types of ILLINET libraries – public, special, academic and school

## *ILLINET Interlibrary Loan Code - Scope*

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- ILL is not a substitute for collection development in an individual library
- This code governs ILL transactions between ILLINET libraries in the absence of any consortial or reciprocal agreements

## *ILLINET Interlibrary Loan Code - Scope*

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- As a borrower, you may ILL any type of material for any purpose (remember you will be responsible for getting it back!)
- As a lender you are encouraged to supply materials as freely as you request them.
- Libraries should have an ILL policy statement available upon request.

## *ILLINET Code - Borrowing Responsibilities*

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- Borrowing libraries are responsible for copyright compliance and indicating compliance on all request forms.
- Don't overburden one library with all of your requests – spread them out.
- Citations should be complete and accurate and owning locations verified. In the absence of an electronic format, the elements of the ALA ILL form should be used.

## *ILLINET Code - Borrowing Responsibilities*

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- When an item can't be verified, write "cannot verify" or "cannot locate" on the request.
- As a borrowing library, you are responsible for the borrowed items from the time they leave the lending library to until they have been received back.
- The borrowing library is responsible for damaged and lost items.
- Honor any special conditions the lending library might have (in library use only, no renewal, etc)

# *ILLINET Code - Lending Responsibilities*

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- You are strongly encouraged to lend materials as freely as your request materials
- You must reply to an ILL request within 4 working days
- The lending library may return your request unfilled if the citation or location is incomplete.
- Notify the borrowing library of due dates, and special handling instructions. Send a copy of the original request along with the loan if possible.

# *ILLINET Code - Fees*

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- As a lender, you can't charge other ILLINET libraries for loans of returnable items (like a book) unless it is a RUSH or URGENT request
- As a lender, you are encouraged to absorb the cost of providing photocopies but you may charge for them
- As a lender, you may not charge overdue fines to other libraries

# *ILLINET Code – Rush & Urgent*

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- Only the borrowing library may designate a request as RUSH or URGENT
- An ILLINET Library may choose not to offer RUSH or URGENT services.
- “Rush” indicates that the item must be processed and sent within 24 hours/one working day
- “Urgent” requests are needed sooner than “Rush” requests.

# *ILLINET Code - Violations*

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- The lending library is responsible for informing the requesting library of violations of the code.
- If needed, one library may suspend service to a library which disregards the code.
  - Send written notification to the suspended library indicating the terms and duration of the suspension
  - Send a copy to the library system(s)

# *ILLINET Code - Violations*

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- If violations continue within the same library system:
  - A written request may be made to ask the library system to serve as a negotiator.
- If violations continue and the libraries are in two different library systems:
  - The two library systems should work together as negotiators to resolve the problem.

# *ILLINET Code - Violations*

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- If negotiation doesn't work, a library's borrowing privileges within ILLINET may be suspended.
- Or, if there are sufficient grounds, all ILLINET privileges may be suspended.

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# **INTERLIBRARY LOAN BORROWING & LENDING POLICIES**

# *Interlibrary Loan Borrowing Policies*

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- Handout that indicates effective date and approval
- Include on your website if possible
- Be sure to include the following points
  - adherence to system, state, and national codes
  - adherence to copyright laws and guidelines
  - ethical and confidential treatment of requests
  - restrictions if patrons are delinquent
  - what you will and won't borrow
  - how many requests you will accept at one time

# *Interlibrary Loan Borrowing Policies*

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- fee statement
  - patron responsibilities
  - overdue and billing information
  - other information necessary for your library
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- Then using your policy update your record in the OCLC ILL Policies Directory : <https://illpolicies.oclc.org/>

## *Interlibrary Loan Lending Policies*

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- **An up-to-date lending policy tells other libraries what you will and won't lend**
- **Your lending policy should be available upon request**
- **Include it on your website if possible**

# *Interlibrary Loan Lending Policies*

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- Information to include
  - adherence to system, state, and national codes
  - adherence to copyright laws and guidelines
  - what you will and won't lend
  - how many requests you will accept
  - fee statement
  - billing information
- Then using your policy update your record in the OCLC ILL Policies Directory :  
<https://illpolicies.oclc.org/> and on ELI (Every Library in Illinois) <http://eliillinois.org//>

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**INTERLIBRARY LOAN**

**GENERAL BORROWING  
PROCEDURES**

# *ILL Borrowing - Interview*

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- Conduct an ILL interview by finding out:
  - Full citation
  - Need before date
  - Explain fees & policies
  - Maximum amounts
  - Assure your patron that all information is confidential

# *ILL Borrowing – Other Codes*

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- National Interlibrary Loan Code (2001):  
[http://www.ala.org/ala/rusa/rusaprotools/referenc  
eguide/interlibrary.htm](http://www.ala.org/ala/rusa/rusaprotools/referenc<br/>eguide/interlibrary.htm)
- Library System codes
- Consortial codes
- Reciprocal Agreements
- ILLINET Online Library Resource Sharing  
Code (*Effective October 4, 2002*):  
[http://office.ilcso.illinois.edu/About/ResourceS  
haring.html](http://office.ilcso.illinois.edu/About/ResourceS<br/>haring.html)

# *ILL Borrowing – Locating Items*

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- Check local union lists and/or LLSAP
- FirstSearch <http://firstsearch.oclc.org/>
  - SILC-- Statewide Illinois Library Catalog  
Choose “ILGroupCatalog” from database list
  - Out of state locations choose “WorldCat” from database list
- ILLINET Online  
<http://library.ilcso.illinois.edu>
- Internet
- other

# *ILL Borrowing – Where to Send Requests*

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- within your library system
- within a consortial or reciprocal agreement
- other ILLINET libraries in Illinois
- other libraries outside of Illinois
- where it makes the most sense in terms of turnaround time - but don't overload one library!!!

## *ILL Borrowing – Checking Lending Policies*

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- OCLC ILL Policies Directory  
<https://illpolicies.oclc.org/>
- Internet
- System manuals
- Call the library

# ***ILL Borrowing - Initiating a Request***

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- System Forms or System LLSAPS
- Consortial Forms
- SILC for in state requests - ILL functionality in FirstSearch
- ILLINET Online
- WorldCat for out of state requests - ILL functionality in FirstSearch
- FAX
- Other electronic databases

# ***ILL Borrowing – The ALA Form***

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If you need to request using an ALA ILL Form:

- A pdf version of the ALA ILL form is available

<http://www.ala.org/ala/rusa/rusaprotools/referenceguide/illformprint.pdf>

- ALA also has a Word doc format available

<http://www.ala.org/ala/rusa/rusaprotools/referenceguide/illformprint.doc>

# ***ILL Borrowing – Initiating a Request***

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- In general - what to include:
  - Need before date if necessary
  - Your full return address and ILDS drop
  - Contact person and phone number
  - Clear and legible citation
  - Maximum cost (\$0.00 for loans in IL)
  - Copyright designation if a copy request
- This information is usually included in your constant data files in SILC

# *ILL Borrowing – Receiving*

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- keep track either manually or online of due dates - update file or paperwork
- adhere to lending library's special instructions
  - in house use only
  - no photocopying, etc.
- keep return labels
- recalls

# *ILL Borrowing – Receiving*

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- Information to include on a band or bookmark:
  - due date
  - special handling instructions
  - where to call for renewal
  - responsibility statement
  - recall statement
  - other information you believe patrons need to know (overdue fines,etc. )

## ***ILL Borrowing - Renewing***

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- Request a renewal before the due date
- If owning library does not reply, according to National ILL Code it is assumed renewal is granted for a time equal to the original loan period

# *ILL Borrowing - Returning*

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- Update file or paperwork
- Follow specified return instructions if applicable
- Use return labels if provided

## *ILL Borrowing – Returning – ILDS Labels*

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- ILDS labels may be found at:  
[http://www.cyberdriveillinois.com/departments/library/whats\\_new/pdfs/ilds\\_label.pdf](http://www.cyberdriveillinois.com/departments/library/whats_new/pdfs/ilds_label.pdf)
- The ILDS delivery directory may be found at:  
[http://www.cyberdriveillinois.com/departments/library/whats\\_new/pdfs/ilds\\_listing.pdf](http://www.cyberdriveillinois.com/departments/library/whats_new/pdfs/ilds_listing.pdf)

## *ILL Borrowing – Returning – ILDS Labels*

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- You may also find ILDS directory information at “ELI” (Every Library in Illinois) at: <http://eliillinois.org//>
- filling out ILDS labels for ILLINET material
  - circle ILDS drop on the lower half of the label, indicate final location in the upper half of the label.
  - don’t tape the label to the item!

# *ILL Borrowing - Returning*

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- **ALA Interlibrary Loan Packaging and Wrapping Guidelines (1997) - [http://www.ala.org/ala/rusa/rusaprotools/referen  
ceguide/interlibraryloan.htm](http://www.ala.org/ala/rusa/rusaprotools/referen<br/>ceguide/interlibraryloan.htm)**
- **Keep paperwork that indicates when and how you shipped the item and the cost.**

# *ILL Borrowing - Overdues*

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- It's not your item, you need to get it back!
- Have in place a set of overdues similar to the ones you use in circulation for your own materials
- Revoke or suspend patron's privileges

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# **INTERLIBRARY LOAN**

## **GENERAL LENDING PROCEDURES**

# *ILL Lending – Supplying*

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- Include any special instructions or conditions of loan
  - **no photocopying**
  - **in library use only**
  - **handle with care**
- Include copy of request and for in state loans a return ILDS delivery label with item
- Indicate your due date
- Reply to the request within 4 working days

# *ILL Lending - Sending*

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- ILDS delivery label master form at:

[http://www.cyberdriveillinois.com/departments/library/whats\\_new/pdfs/ilds\\_label.pdf](http://www.cyberdriveillinois.com/departments/library/whats_new/pdfs/ilds_label.pdf)

- The ILDS delivery directory may be found at:

[http://www.cyberdriveillinois.com/departments/library/whats\\_new/pdfs/ilds\\_listing.pdf](http://www.cyberdriveillinois.com/departments/library/whats_new/pdfs/ilds_listing.pdf)

and at: “ELI” (Every Library in Illinois)

<http://eliillinois.org//>

# *ILL Lending - Renewals*

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- Should be requested before the due date
- If owning library does not reply, according to National ILL Code it is assumed renewal is granted for a time equal to the original loan period

## *ILL Lending – Overdues & Lost Items*

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- Establish a clear policy - ILL Policy Statement
- Send overdues at scheduled intervals
- Send bill in a timely fashion for lost materials

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**PHOTOCOPIES  
&  
COPYRIGHT COMPLIANCE**

# *Photocopy Requests*

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- Verification
- Searching for full text
- Locating potential suppliers
- Copyright Compliance
- Requesting the Photocopy

# *Verification of Copy Requests*

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- Patron information
- FirstSearch
- EBSCO
- Dialog
- InfoTrac
- Reader's Guide

# *FirstSearch*

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- Funded by State Library
- Full text available in 4 databases with links to full text available in 4 more
  - ABI/Inform
  - ArticleFirst
  - Periodical Abstracts
  - WilsonSelectPlus

# *Full text*

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- Search for full text of the article before you request a photocopy
- Any article you supply from a full text database does not need to be counted for copyright compliance (more about this later)
- The vendor that supplies the full text or image article has already paid royalties to the copyright holder when the database was created

# *Subscription Verification Sources*

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- EBSCO Information Services

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

- Dialog

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

- InfoTrac

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

- Reader's Guide

# *Identifying Potential Suppliers*

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- Local Union Lists available in your library or LLSAP
- UnionLists, SILC, and Worldcat on FirstSearch
- ILLINET Online

# *Initiating a Photocopy Request*

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- Use a standardized form either
  - ALA ILL form
    - <http://www.ala.org/rusa/illformprint.html>
  - System form for in-system use
  - Electronic request form (SILC)
- Retain a copy of request for your records

## *Be sure to include*

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- Need before date
- Contact Person, phone address, and fax
- Maximum Cost
- Full citation
- Verification source
- Indicate Copyright Compliance

# *Requesting a Photocopy*

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- Route to the potential supplier via
  - OCLC (SILC)
  - FAX
  - Ariel
  - Mail

# *Important Guidelines*

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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.

# *Sample notice*

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**Notice: this material may be  
protected by copyright law  
(Title 17 U.S. Code)**

# *Important Guidelines*

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- The requesting library needs to keep records of filled requests for 3 years
- Supplying library needs to reply within 4 working days whether they will supply or not

# *Supplying photocopies*

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- Include a copy of the request with the item
- Use an ILDS label for delivery within state
- You may want to fax filled requests when appropriate
- Before faxing, check article for any graphics

# *Mandatory Copyright Compliance - CCG*

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- **CCG compliance ...**
  - Your library does not subscribe to the journal **AND**
  - publication date within the last five years
- you can request only five copies per title in a year
- and should request only one article per issue per patron

# *Mandatory Copyright Compliance – CCL*

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- **CCL compliance ...**
    - if your library subscribes to the journal
  - **OR**
  - publication date is more than five years
- There is no limit on number of copies you can request under CCL

# *Mandatory Copyright Compliance*

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- Copy requests must be in writing, no phone requests
- One article per request
- Records of filled requests must be kept for three years by the requesting library

## *What to do once you reach your limit*

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- You may send your patron to an owning library to copy it
- Fill by ordering from a document supplier that pays copyright fees
- You may want to consider a subscription to the journal
- Wait until next year (calendar year)
- Remember full text articles **do not** need to be counted.

# Questions?

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- Questions may be directed towards:
    - Your regional library system contact
    - Illinois State Library
      - Lynn Bierma  
1-800-665-5576
- SILC or OCLC questions can also be directed to the ILLINET Office at ISL

