

**A GUIDE  
TO  
INTERLIBRARY LOAN  
SERVICES**

**Thomas Crane Public Library  
40 Washington St., Quincy, MA 02169  
Phone: 617-376-1319 Fax: 617-376-1311  
<http://thomascranelibrary.org/reference/interloan/ClioWeb/Inside/Menu.cfm>**

**May 21, 2010**

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## **A. Welcome to Quincy ILL**

The Interlibrary Loan Department of the Thomas Crane Public Library has developed this manual to assist you in using the Massachusetts Library System (MLS) mediated interlibrary loan service. The manual includes the Quincy ILL Guidelines and Protocols, Interlibrary Loan Code for the United States, information on journal document delivery, helpful hints on direct ILL and a glossary of terms that the ILL Centers will use to report the status of your requests.

Many of you use a variety of procedures to obtain materials for your customers. Some of you are members of OCLC and use their ILL system. Others belong to automated networks and place holds for materials that are located in another library's or network's collection. Many of you use the Massachusetts Virtual Catalog to locate materials in other networks and some of you use the point-to-point interlibrary loan program implemented by the automated networks, some use MassCat and some have arrangements within your communities to borrow from each other. All of these are great ways to obtain materials and should be continued!

Within this resource sharing environment, MLS interlibrary loan service is another method for you to obtain materials for your customers. MLS contracts with the Interlibrary Loan Processing Center at the Thomas Crane Public Library in Quincy. This Center receives requests from all over the Commonwealth. The Center belongs to OCLC and uses their WorldCat Resource Sharing (WCRS) system.

Beyond being a provider of interlibrary service, the ILL Center staff members are interlibrary loan specialists. They understand the ins and outs of the ILL process and are here to help you with it. Call them if you have questions regarding interlibrary loan. They can provide training if needed.

The Boston Public Library is the statewide journal document delivery center. If a member library has a request for a periodical article the request should be sent to the Boston Public Library. The Boston Public Library uses ILLIAD, a web-based ILL system to receive requests from members. ILLIAD FAQs are included in the appendices.

B. HOW DO I CONTACT THE ILL CENTER?

Thomas Crane Public Library  
40 Washington Street  
Quincy, MA 02169

Phone: 800-559-7336

617-376-1319

Fax: 617-376-1311

Email: **quill@ocln.org**

ILL Librarian: Jim Jaquette

Email: [jjaquett@ocln.org](mailto:jjaquett@ocln.org)

ILL Staff: Fay Lee, Brian DeFelice

ILL Hours:

Monday – Friday:

8:30 a.m. – 4:30 p.m.

### **C. What can I expect from the ILL Center?**

The Interlibrary Loan program provides a very beneficial service to patrons by locating, borrowing and delivering items from libraries throughout the United States and the world to local libraries.

The MLS provides access to interlibrary loan services through the Thomas Crane Public Library, Quincy. Staff members in the ILL Center are responsible for a variety of activities including: searching network databases, verifying titles, identifying holding locations, and requesting loans via the OCLC network.

Using member library request patterns as a guide, staff at the ILL Center recommend titles to purchase for addition to the Thomas Crane Public Library's collection. When appropriate, and as time and funding permit, the ILL Center will also purchase a title to fill an interlibrary loan request.

How can we make mediated interlibrary loan perform best? First, it helps to know what to expect from the interlibrary loan process. It is important to know that, once a request goes to the ILL Center, there are many ways a request might be processed. It is also important to keep in mind that by its very nature mediated interlibrary loan is not a process for people who need materials immediately. Each interlibrary loan request is analyzed. Request-processing decisions are made in response to questions such as: do we buy it if no OCLC owning library will lend it? How many OCLC libraries will we ask for the item? Is location information the best we can provide to the patron?

Many requests are filled within a couple of weeks. However, if the requested title is unusual, out of print, difficult to verify, very new or in high demand due to local or timely circumstances such as a film release, it can take considerably longer for a request to be filled. The amount of time it takes to fill a request is unpredictable. Some requests are impossible to fill because no library can be located which is willing to lend items. For some patrons, the delay is no problem; for others, it is. It is important that you have a clear understanding of the patron's time restrictions and that the patron has a clear understanding of the nature of interlibrary loan.

### **D. What should I do before I make an ILL request?**

You can expedite a patron's request by making sure you carefully check your local catalog before you make a request. If the ILL Center discovers that your catalog indicates that the item you requested is available we will respond with this information and encourage you to place a hold on the item.

In addition the Virtual Catalog has made it possible for a large number of Massachusetts libraries to request items from each other. This is an excellent resource that is growing larger by the month. Requesting items through the Virtual Catalog is often a more timely option than using interlibrary loan.

## E. How do I take a patron's request?

Information you collect from the patron during the reference interview will provide ILL Center staff members with the information they need to make decisions about how to process the request. The following questions will help you get the most out of interlibrary loan service.

### 1. What does the patron want?

The reference interview is critical to successful interlibrary loan transactions. Finding out what a patron **really** needs can make a big difference in how quickly a request will be filled and what track it will take. Does the patron need that specific title, or are they really interested in something on the subject? Many people ask for titles because friends or neighbors have recommended a book on a topic. In reality they don't care whether or not they have that particular item; what they want is something on the subject. When a specific title is requested it is that title that will be processed as the interlibrary loan request; substitutions are not made. Probe for full information to assure that you are clear about your patron's needs.

If a substitute title is acceptable, then the request should really be submitted as a subject request. Your ILL center will be happy to assist you in subject requests. Just submit a request in the usual fashion and in the "notes" field indicate that it is a subject request.

### 2. When does the patron want it?

It is possible for an unusual request to take a long time to be filled. You will need to ask the patron for a **specific** date after which the item is of no use/interest to them. Patrons need to be told in specific terms how long it could take. Remember, with so many patrons receiving materials speedily through their automated networks, they often expect that all materials will arrive very quickly. Their ASAP means in three days; our ASAP means just that, as soon as possible, which could be several weeks. As an example, if an item must be purchased from a non-U.S. publisher, it can take several weeks to several months to receive the material. Unfortunately, the same frequently holds true for U. S. publishers who publish more limited runs of a title than would have been published 10 years ago. If, in fact, the patron truly has no time limitation please note that on the request. This will indicate to the ILL Center staff that potentially lengthy options for acquiring an item should be undertaken.

### 3. What additional information can you provide to verify a requested item?

Sometimes, patrons provide incomplete citations which make it difficult to verify a title. Probe for additional information. Where did the patron find out about the book? Can the patron provide a bibliography or the name of a TV program where they heard about the item? A surprising number of unverified titles turn out to be subtitles, short story titles, and similar items. Additional information on the source of the citation can be helpful in discovering the real title. Feel free to add notes to your request. Fax or email a scanned

copy of the bibliography, obituary or news article where the patron found the title. Forward **any** information which may assist the ILL Center staff in identifying the request.

#### **4. Where is the patron willing to use the item?**

Is the patron willing to use the item in the local library if only a non-circulating copy is available? For some patrons this is acceptable; for others, home use is a must. Why do we need to know this? Sometimes a library will lend non-circulating or restricted items for in-library use only. Microform/microfilm formats are always loaned with this condition. So are rare or older materials. It is helpful to have this information beforehand so the ILL Center can let the lending library know right away if the patron is willing to use the material in the library.

#### **5. How much is the patron willing to pay to borrow the item?**

Is the patron willing to pay for the use of the item? Most libraries lend their items without charge. But many charge a fee (anywhere from \$10-\$25) for borrowing their items. This is particularly true of old and rare materials as well as audiovisuals items. We always attempt to get the free materials first. When all the free lenders decline, however, we must ask you to ask your patron to authorize any attempt to borrow a copy that will cost a fee. Giving us this information will help us expedite your request.

### **F. How do I request a periodical title?**

Libraries rarely lend complete issues of periodicals through Interlibrary Loan. For patrons wishing to see a complete issue the ILL Center can provide locations for on-site viewing.

The Boston Public Library provides journal document delivery for the Commonwealth. This means that all MLS member libraries are encouraged to request journal articles from the Boston Public Library directly using the ILLiad system. ILLIAD is available on the web. You will need a user name and password to access ILLIAD. If you do not know your user name and password, contact Quincy ILL.

### **G. What items should I not request from ILL?**

Some types of requests are very difficult to obtain. For this reason, interlibrary loan may not be the best alternative to locate these materials for your patrons. If you have any questions regarding these types of requests, please call an ILL Center.

#### **1. Entire issues of periodicals**

Most libraries will not loan entire issues of periodicals. The ILL Center can, however, provide you with locations.

## **2. Inexpensive paperbacks**

Often an author's first works are published only in paperback, or it seems a title is in print but you are not able to purchase. The ILL Center will attempt to borrow these paperbacks for you, but many times a lender cannot be found.

## **3. Titles not yet published**

Patrons often request a title they read about or heard about. If you can verify that the item hasn't been published yet, ask your patron to request it at a later time. If you are unsure whether a title has been published, send the request to the ILL Center and we can check other sources for you.

## **4. Bestsellers, new books, and high demand items**

Bestsellers, new books and high demand items are very difficult to obtain. For the most part these items are in high demand everywhere so it is unlikely that the ILL Center will be able to borrow it for you.

## **5. Excessive number of materials for one person at any one time**

Sometimes a patron will come in with a long list of items and request all of them. Because it is a Quincy policy to limit requests to five items per patron at a time, you will need to help the patron prioritize the list. Which titles must the patron have as soon as possible? Which can wait?

## **6. Duplicates of titles owned by the library**

Interlibrary loan is not a service you should use to obtain material that your library or network owns. However, if you know that the material is missing then an interlibrary loan request is appropriate.

## **7. Multiple copies of a title to support group activities**

Libraries that need multiple copies of a title for a reading group, school assignment, etc. should not depend on interlibrary loan to obtain these materials. The purpose of interlibrary loan is to obtain a specific title for a particular patron. The best way to obtain multiple copies of a title is to check the automated networks and the Virtual Catalog. Many times libraries are very willing to send you their copies for this purpose. Boston Public Library has a collection of multiple copy titles that they will lend.

## **8. Reference, local history, genealogy and rare or very old materials**

These items are usually non-circulating materials. On occasion a library may lend this material for in-library use. Libraries are very hesitant to loan fragile and

irreplaceable materials. They will often, however, copy materials if a patron provides surnames, dates, locations and other defining information.

## **9. Textbooks, tests, & proprietary materials.**

Libraries that purchase these materials usually do so in order to support course curricula. The materials usually do not circulate.

## **H. How do I submit a request?**

Having determined that the patron has a viable request and can wait for the request to be processed, it is time to submit the request to the ILL Center. Requests can be sent via the **web form** (user ID and password required), **e-mail**, fax and on paper forms through statewide delivery and/or by mail. Regardless of how the request is sent, it is important to include all relevant information to assist the ILL Center staff in determining the most appropriate course of action to take. It is also very important that requests be legible.

Libraries should make every effort possible to verify items through resources such as Amazon, Google and other resources.

Every piece of information you can provide is important, but do not hesitate to send requests to the ILL Centers even if you cannot supply all of the information.

### **1. For Books**

Author, title, publisher, date of publication (including information, when appropriate, as to whether the patron wants “only this edition,” “any edition,” or “latest edition” of a particular item), LCCN or ISBN number, source of verification, date after which the book is not needed, any notes or additional information; and whether the patron will accept a non-circulating copy if that is all that can be located.

### **2. For Audiovisual Materials**

Author and/or composer, director, actors, performers, title, date of publication including information, when appropriate, if the patron wants a particular recording format (VHS, DVD, CD, audiocassette) or version, LCCN or ISBN number, source of verification, date after which the material is not needed and any notes or additional information.

### **3. For Periodical Articles**

Periodical title, ISSN, author of article, title of article or subject of the article if title is not known, date of publication, volume number, issue number, page number(s); if from an InfoTrac index, the control number; if known to be owned by the Boston Public Library, the BPL call number and location; date after which the article is not needed, and indication of copyright compliance.

## **I. What happens to the request at the ILL Center?**

Staff members at the ILL Center process requests in the order that they are received, regardless of how the request is sent. Requests are received Monday through Friday, and processing begins within 24 hours.

Titles are first verified using a variety of databases. Titles may be checked in your network database for availability. If the Thomas Crane Public Library owns a title and it is available, that copy is used first to fill the interlibrary loan request. Titles are then checked on OCLC. Those available through an OCLC member library will be requested from the location best able to fill that request.

You can check the status of your pending ILL requests 24/7 by clicking on “**See your ILL items and view articles online**” after you have logged in to your account on the **MLS Interlibrary Loan** web page. With few exceptions all your requests should be displayed including the ones that have been cancelled in the last ten days, those in process or pending, and items received by the Quincy ILL Center and shipped to you (RecLoan). A status of “pending” can mean anything from libraries are still responding to your request to Quincy ILL staff waiting for a response from you about a particular request (e.g. is your patron willing to pay? Can your patron use the DVD or the VHS format?).

## **J. How does OCLC ILL work?**

### **1. A gigantic reciprocal lending library**

The Quincy ILL Center uses the online services of OCLC (Online Computer Library Center) WorldCat Resource Sharing for interlibrary loan. The OCLC database includes over 25 million holdings from libraries worldwide. In addition to providing cataloging services to its members, OCLC supports an active electronic interlibrary loan network among its members. OCLC’s interlibrary loan system is based on reciprocity among its members. As such, the ILL Center, as a requestor, makes every effort to fill interlibrary loan requests for other OCLC libraries.

### **2. A word about fees and policies**

The ILL Center pays a monthly fee to use to the OCLC ILL subsystem. In addition, many individual OCLC member libraries assess fees for interlibrary loans. Each OCLC member library has its own policy on lending. These include fees that vary in price and in coverage from postage to flat fees for as much as \$30 for the loan. Restrictions on who may borrow; what will be loaned; and whether an item can be used outside the library also vary among institutions. Fees for lost and damaged books can be considerable, with many institutions charging processing fees in addition to replacement costs. It is not uncommon for these to be in the \$50 to \$100 range. The ILL Center attempts to borrow

from libraries that do not charge. Note: OCLC Interlibrary Loan policy includes recall of loaned material at any time during the loan period. These recall notices are to be taken seriously!

### **3. Generating a request “string” and response time**

OCLC permits a requesting library to place up to five sequential electronic requests for a title. This means that the ILL Center can select as potential lenders up to five different OCLC libraries that show they own the book on the OCLC system. The first library in the list, or “string,” gets an electronic message asking if they will lend a title. They have four working days in which to respond.

### **4. Sending the requested item**

If they are willing to loan the item, they send an electronic message to the ILL Center indicating that it has been sent and the date it has been sent. The book may arrive at either the ILL Center or borrowing library (depending on what arrangements exist for the delivery of OCLC items) anywhere, on average, from a week to three weeks after the message is sent.

### **5. When a request is rejected**

It is possible, however, for a request to be passed on by one or even all five of the libraries in the string. When all five libraries pass on a request, it means that up to 20 working days may pass before the ILL Center is notified that no OCLC member library is willing or able to lend the needed title. ILL Center staff then decide whether to try an additional five libraries on OCLC or to try other options, such as purchasing the item if it is in print.

### **6. Processing and delivering the request**

Lenders are usually instructed to send items to the borrowing library. The borrowing library notifies the Quincy ILL Center so that it can update the OCLC record to “received”. Borrowing libraries can process the materials for patron use in whatever way they decide. It is always useful to note the condition of the item before you hand it to the patron and when it is returned. When the patron is done with the item it is shipped back to the lender via statewide delivery (if the lender is on the list) or USPS/UPS/FedEx. All return costs are paid by the borrowing library or patron.

## **K. How can I check the status of my request?**

You can check the status of your pending ILL requests 24/7 by clicking on “**See your ILL items and view articles online**” after you have logged in to your account on the **MLS Interlibrary Loan** web page. With few exceptions all your requests should be displayed including the ones that have been cancelled in the last ten days, those in process or pending, and items received by the Quincy ILL Center and shipped to you

(RecLoan). A status of “pending” can mean anything from libraries are still responding to your request to Quincy ILL staff waiting for a response from you about a particular request (e.g. is your patron willing to pay? Can your patron use the DVD or the VHS format?).

### **L. How can I renew a request?**

You can renew a request 24/7 by clicking on “**See your ILL items and view articles online**” after you have logged in to your account on the **MLS Interlibrary Loan** web page. Find the item that you would like to renew and check the “Request Renewal” box. Submit the request.

### **M. What about statistics?**

The ILL Center provides quarterly and annual statistics to all libraries. Statistics are posted on the web in a timely fashion and provide a picture of how many requests each library made, how many were filled and who filled the requests.

### **N. How can we help?**

If you have any questions about Quincy ILL services please **contact your Center staff**. We are here to help you!

## **Appendix A: Glossary of ILL Terms Used in Reports to Member Libraries**

The ILL Center will use the following terms to keep you informed of an Interlibrary Loan request's status. We have standardized the terms to make it easier to understand what the status of a request means.

<b>Term</b>	<b>Definition</b>
Cancel	The request is canceled. We cannot borrow at this time. A reason will be given and/or a referral will be given for in-library use. The ILL Center considers this request complete.
In Process/Pending	Your request has been forwarded to a potential lender and is awaiting a response.
RecLoan	The requested item has been received at the ILL Center and will be forwarded to you within 24 hours.
Renewal Requested	You have asked us for a renewal. We have forwarded that request to the owning library. The ILL Center may have requested a renewal because the item arrived with a short loan period and wanted to give you sufficient time to get the item to you and your user.
Returned	The item has been returned to the lending library.
Shipped	The requested item has been shipped by a lender.

## Appendix B: Boston Public Library Document Delivery Service

Boston Public Library provides copies of journal articles to members of the Massachusetts Library System at no charge. This service allows MLS member libraries to send their article requests directly to BPL once they have determined that the items are not available within their collections (print, film/fiche, and electronic).

Submit requests on ILLiad, available on the web at [illiad.bpl.org](http://illiad.bpl.org).

If the library has verified the citation in InfoTrac and has a Magazine or Business Collection control number, or has determined that the title is owned by BPL then: Submit request **online** via ILLiad. Requests are generally filled within 48 hours, M-F, 8:00 a.m.-5:00 p.m.

If the library has verified the citation but the periodical title is not owned by BPL then: Submit request **online** via ILLiad. Requests are generally filled within 7-10 days. Requests are filled through a variety of sources including, but not limited to, OCLC member libraries and a variety of commercial journal document delivery providers.

If the library has an unverified citation then: Submit request **online** via ILLiad. Requests are first searched by BPL ILL staff and may take longer than 7-10 days to fill.

If the library wants to check the status of a pending request then: Log on to **ILLiad** and select *View/Modify Outstanding Requests*. See **ILLiad FAQs** for an explanation of request statuses. If a request has not been filled within two weeks, send an e-mail query with the ILLiad transaction number to the Boston Public Library Interlibrary Loan office at [interlibraryloan@bpl.org](mailto:interlibraryloan@bpl.org).

If the library has received an incomplete or illegible copy from BPL then: Send an email to Boston Public Library Interlibrary Loan office at [interlibraryloan@bpl.org](mailto:interlibraryloan@bpl.org). Provide the ILLiad transaction number, a description of the problem (i.e. which pages are missing or illegible) and how you want the article to be re-delivered (web, fax, delivery or mail).

To assist the staff at Boston Public Library, libraries are asked to use the ILLiad system to submit all journal article requests. Libraries should contact the Quincy ILL Center if you need assistance logging on to ILLiad. In addition, clearly note any time restrictions on the request. In the event of questions about a request, or follow-up on incomplete citations, BPL ILL staff will contact the requesting library.

For more information about this Boston Public Library service, contact Boston Public Library Interlibrary Loan office at 617-859-2343 or via e-mail at [interlibraryloan@bpl.org](mailto:interlibraryloan@bpl.org).

## Appendix C: ILLIAD FAQs

### 1. What is ILLiad?

ILLiad is an electronic system that allows MLS member libraries to make requests to the Boston Public Library Interlibrary Loan Department for any journal article that a patron requests.

### 2. How will copies be delivered?

ILLiad will provide e-delivery of journal articles to librarians' desktops

### 3. What do I need to use ILLiad?

You need a PC, an Internet connection and Adobe Acrobat Reader loaded on your PC. A free download is available at [www.adobe.com](http://www.adobe.com).

### 4. Where is ILLiad?

You can find ILLiad on the web at [illiad.bpl.org](http://illiad.bpl.org).

### 5. How do I log on?

Your library's user name is your library card number in the Boston Public Library's circulation system. Your password is: *ill*. If you do not know your user name, contact the Quincy ILL Center.

The first time you log on, go to the bottom of the main menu screen and click on *Change User Information*. Enter an e-mail address to which ILLiad can send updates and change preferred notification method to e-mail. If any address information is incorrect, please change it. There are only two choices for delivery method: *mail* (which means statewide delivery) and *pickup*; please select *mail* if it is not already selected. Please select *yes* for electronic delivery preferred.

### 6. How do I make a request?

You can make requests at the top of the Main Menu Screen. Click on the type of request you want to make. Fill in the information you have available. Note your patron name and any special delivery instructions and any other information you have about your request. Click on *Submit Request*.

### 7. How do I see what is happening with my request?

Page down on the main menu screen to the bottom half. The first button is *View/Modify Outstanding Requests*. Click on this button and you will see a list of your active requests. Click on the request number and you will see the information that you entered and when

you page down you will see the tracking of the request in BPL ILL, including any notes that ILL staff have entered to keep you informed of the interim status of a request. ILL staff may add notes about verification problems or if they have tried one lender string and are now on the next set of potential suppliers.

### **8. What do the request statuses mean?**

The tracking information for each request tells you the status of your request and the name of the BPL ILL staff member who handled the request. Request statuses include:

*Awaiting Copyright Clearance:* the first status for periodical requests

*Awaiting Request Processing*

*Awaiting Document Delivery Processing:* ILL staff has routed the request to a different queue because the item is not owned by BPL.

*Request Sent:* ILL staff has sent the request to OCLC or to a commercial document delivery supplier.

*Delivered to the Web:* ILL staff has posted the requested article to the web and you will be able to see it if you go back to the main menu screen and click on *View/Download Electronically Received Articles*.

*Request Finished:* ILL staff has sent the article via statewide delivery, mail, e-mail or fax.

### **9. What if I can't find an active request in the list of Outstanding Requests?**

If a request that you think is pending is not listed when you select *View/Modify Outstanding Requests*, check *View/Resubmit Cancelled Requests*. When BPL ILL staff cancel a request, it moves from the Outstanding Request list to the Cancelled Requests list.

### **10. The web form is neat but I want a paper record for my files!**

You cannot print from the request screen. You need to go into *View/Modify Outstanding Requests*, click on the request you want a paper copy of, copy it and paste into a Word document or Notepad and print from there.

### **11. I just got an e-mail telling me that an article has been delivered electronically. Where is it? What do I do now?**

Log on to ILLiad, page down on the main menu screen to *View/Download Electronically Received Articles*. Click on the transaction number listed and you will view the requested document. You may print it out at this point for your patron or you could save it as a file and e-mail it to your patron.

Check for completeness and legibility. If there is a problem, contact Boston Public Library Interlibrary Loan office at 617-859-2343 or via e-mail at **interlibraryloan@bpl.org**. The article will remain on the website for 90 days or until you click on the delete button to the right on the screen. We recommend that you delete each article after you have delivered it to your patron. If you delete by mistake, BPL ILL

can repost the article. Contact Boston Public Library Interlibrary Loan office if this happens.

**12. I just got an e-mail saying that the photocopy I requested is being "sent." Why wasn't it delivered electronically?**

Sometimes copies are too large to scan or the quality of a copy from microfilm is too poor to scan properly. In those cases, BPL ILL will send copies in statewide delivery or by U.S. mail.

**13. Can my patrons use this system?**

No. ILLiad is a library-to-library system.

**14. If I have a question, who do I contact?**

Call Boston Public Library Interlibrary Loan office at 617-859-2343 or via e-mail at [interlibraryloan@bpl.org](mailto:interlibraryloan@bpl.org).

## Appendix D: Quincy Interlibrary Loan Protocols and Guidelines

### Introduction

Interlibrary Loan is the process by which a library requests materials from another library or commercial provider and/or supplies materials to another library. The Thomas Crane Public Library (TCPL) in Quincy provides Interlibrary Loan service to supplement and expand the range of materials an individual library can make available to its users. No one library can be expected to have the resources necessary to meet all the needs of its users, thus interlibrary loan service is essential to libraries of all types and sizes. The TCPL subscribes to the provisions of the **National Interlibrary Loan Code for the United States** as its framework for interlibrary loan. Interlibrary Loan serves as an adjunct, not a substitute for, local collection development. All libraries are encouraged to develop an interlibrary loan policy.

The Massachusetts Library System recognizes that interlibrary loan arrangements have been developed by libraries and networks and that these arrangements may provide the most efficient and expeditious services to users. The MLS interlibrary loan service is separate from these cooperative agreements. It is not the intent of the interlibrary loan program to replace the nature of interlibrary lending under these arrangements. Member libraries may choose to borrow materials through such cooperative agreements and, by doing so, assume responsibility for any costs, which may be imposed by the lending library. **A library using MLS mediated interlibrary loan service may not charge for any loans they make to other MLS member libraries using MLS interlibrary loan service.**

### Borrowing Library Responsibilities

Every library should provide the resources to meet the current and recurring needs and interests of its primary clientele. Materials requested from another library should generally be limited to those items that do not fall into the library's collection development policy or for which there is no recurring demand. Libraries should make every effort to exhaust their own resources before resorting to interlibrary loans. The borrowing library

- is responsible for the safety of any materials borrowed from the time the material leaves the lending library until it is received back by the lending library.
- is responsible for packaging the material so as to ensure its return in good condition. If damage or loss occurs, the borrowing library must meet all costs of repair or replacement in accordance with the preferences of the lending library.
- must comply with the conditions of loan established by the lending library.
- should encourage library users to travel to other libraries for on-site access to materials when extensive use of a collection is required or when the nature of the material requires special handling.

## **Lending Library Responsibilities**

The decision to loan material is at the discretion of the lending library. Each member is encouraged to interpret as generously as possible its own lending policy with due consideration to the interests of its primary clientele. Any member who wishes to borrow materials must be willing to lend materials. The lending library should

- process requests promptly.
- clearly state the conditions of loan.
- package material carefully.
- notify the borrowing library when unable to fill a request and if possible state the reason why.
- inform the borrowing library of any apparent failure to follow the provisions of this code.

## **Terms of Borrowing**

- Interlibrary loan staff of member libraries should be familiar with and use all relevant interlibrary loan documents and aids.
- All member libraries should inform users of the purpose of interlibrary loan and of the library's interlibrary loan policy. All users of a member library should be eligible for interlibrary loan.
- Requested material must be described as completely and accurately as possible following accepted bibliographic practice. If an item cannot be verified, the statement "cannot verify" should be included along with information about the original source of citation.
- Accepted interlibrary loan formats should be used for all requests, regardless of the means of transmission.
- The borrowing library is responsible for compliance with copyright law and its accompanying guidelines and should inform its users of applicable portions of the law. An indication of copyright compliance must accompany all photocopy requests submitted through interlibrary loan. Unless specifically forbidden by the lending library, copying by the borrowing library is permitted if it is in accordance with copyright law and no damage to the original volume will result.
- The borrowing library must ensure a borrowed item is returned on or before the due date. If a renewal is permitted the request should be made in time to reach the lending library prior to the due date.
- All material on loan is subject to immediate recall, and the borrowing library should comply promptly.

## Appendix E: Quincy Interlibrary Loan Procedures

### Introduction

These guidelines provide specific information on interlibrary loan procedures. These guidelines are to be used in conjunction with the **National Interlibrary Loan Code for the United States**. These guidelines do not supersede other cooperative agreements to which member libraries subscribe.

Interlibrary loan (ILL) may be requested in the following circumstances:

- material is not within the scope of the member libraries collection development policy
- material is missing from the collection
- material is out-of-print.

### Borrowing Library Responsibilities:

Member libraries should provide the resources to meet the current and recurring needs and interests of its primary clientele. When a member library initiates an ILL request, it should be aware that the following items should not ordinarily be requested:

- entire issues of periodicals
- Readily available inexpensive paperbacks
- titles not yet published
- titles on current bestseller lists
- titles in recurring demand (if in print).
- excessive number of materials for one person at any one time
- duplicates of titles owned by the library
- multiple copies of a title to support group activities.

Some materials, such as Reference and Genealogy, will not usually be loaned but locations may be identified for on-site use.

### Specific Instructions:

1. Each request should have a specific “not needed after” date. Terms, such as “Rush” and “ASAP” are ambiguous and shouldn’t be used. The processing centers will automatically cancel an interlibrary loan request 6 months after the date of receipt. The requesting library will receive a notice informing it of any canceled ILL requests.
2. Libraries should attempt to verify all requests and provide a complete citation if possible. A complete monograph citation should include full author name(s), monograph title, date of publication, publisher and ISBN or LCCN numbers. A complete periodical citation should include full-unabbreviated periodical title, full

author name(s), article title, volume and issue numbers, date, page numbers and ISSN number.

If a library is submitting an unverified request, the library should supply as much information as possible. Unverified requests may take longer to fill and could possibly not be filled at all.

3. ILL requests are to be used for one (1) circulation only. Interlibrary materials may not be renewed, generally. Renewals should be requested through the ILL processing centers.
4. Libraries should indicate if a patron is willing to accept a “for use in library only” copy of an ILL request.
5. The borrowing library must comply with specific loan regulations, such as “For library use only”, that the lending library issues.
6. The borrowing library should ensure that the material is returned on or before the due date. Failure to do so may jeopardize the library’s ability to borrow materials in the future.
7. Each interlibrary loan request must be reviewed for completeness by an authorized staff member. Member libraries must supply the processing center with the name of a contact person.
8. Requests for materials will generally be routed to those libraries not charging for interlibrary loans. If this is not possible, the local library will be asked to authorize responsibility for any charges imposed by the lending library prior to the initiation of the request.
9. The borrowing library is financially responsible for any materials borrowed from the time the material leaves the lending library until it is received back by the lending library. The borrowing library also assumes financial responsibility for:
  - lost or damaged material
  - overdue fees, when charged
  - photocopy costs, if charged
  - mailing and insurance costs for materials borrowed, when charged
  - loan fee, if charged.
10. When returning materials, the borrowing library should make sure that materials are carefully packaged and clearly labeled.

**Lending Library Responsibilities:**

1. The lending library should mark all items with its name and address to assure return.
2. The lending library should process requests quickly and should notify the borrowing library when unable to fill a request.
3. Conditions of the loan should be clearly stated, and should accompany the item being loaned.
4. Information to identify the specific ILL request, such as a copy of the ILL request form or an OCLC printout, should accompany the material sent.
5. The lending library should carefully package and clearly label all materials it loans.

## **Appendix F: National Interlibrary Loan Code for the United States**

Prepared by the Interlibrary Loan Committee, Reference and User Services Association (RUSA), 1994, revised 2001. Revised 2008, by the Sharing and Transforming Access to Resources Section (STARS).

Download ILL forms in **PDF format** or **Word format**.

For more detailed information about the provisions of this code, please see the accompanying **explanatory supplement**.

### **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 an integral element in the provision of 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. 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.

### **1.0 Definition**

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

### **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.

### **3.0 Scope**

- 3.1 This code regulates the exchange of material between libraries in the United States.
- 3.2 Interlibrary loan transactions with libraries outside of the United States are governed by the International Federation of Library Associations and Institutions' International Lending: Principles and Guidelines for Procedure.

### **4.0 Responsibilities of the Requesting Library**

- 4.1 Establish, promptly update, and make available an interlibrary borrowing policy.
- 4.2 Ensure the confidentiality of the user.

- 4.3 Describe completely and accurately the requested material following accepted bibliographic practice.
- 4.4 Identify libraries that own the requested material and check and adhere to the policies of potential supplying libraries.
- 4.5 When no libraries can be identified as owning the needed material, requests may be sent to libraries believed likely to own the material, accompanied by an indication that ownership is not confirmed.
- 4.6 Transmit interlibrary loan requests electronically whenever possible.
- 4.7 For copy requests, comply with the U.S. copyright law (Title 17, U.S. Code) and its accompanying guidelines.
- 4.8 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.
- 4.9 Assume full responsibility for user-initiated transactions.
- 4.10 Honor the due date and enforce any use restrictions specified by the supplying library. The due date is defined as the date the material is due to be checked-in at the supplying library.
- 4.11 Request a renewal before the item is due. 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.
- 4.12 All borrowed material is subject to recall. Respond immediately if the supplying library recalls an item.
- 4.13 Package material to prevent damage in shipping and comply with any special instructions stated by the supplying library.
- 4.14 Failure to comply with the provisions of this code may be reason for suspension of service by a supplying library.

## **5.0 Responsibilities of the Supplying Library**

- 5.1 Establish, promptly update, and make available an interlibrary lending policy.
- 5.2 Consider filling all requests for material regardless of format.
- 5.3 Ensure the confidentiality of the user.
- 5.4 Process requests in a timely manner that recognizes the needs of the requesting library and/or the requirements of the electronic network or transmission system being used. If unable to fill a request, respond promptly and state the reason the request cannot be filled.
- 5.5 When filling requests, send sufficient information with each item to identify the request.
- 5.6 Indicate the due date and 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 supplying library.
- 5.7 Ship material in a timely and efficient manner to the location specified by the requesting library. Package loaned material to prevent loss or damage in shipping. Deliver copies electronically whenever possible.

- 5.8 Respond promptly to requests for renewals. If no response is sent, 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.
- 5.9 Loaned material is subject to recall at any time.
- 5.10 Failure to comply with the provisions of this code may lead to suspension of service to the requesting library.

**Supplemental Documentation**

For more detailed information, please see the following explanatory supplement.

## **Appendix G: Interlibrary Loan Code for the United States Explanatory Supplement**

For Use with the Interlibrary Loan Code for the United States (May 2008)

This Explanatory Supplement is intended to amplify specific sections of the Interlibrary Loan Code for the United States, providing fuller explanation and specific examples for text that is intentionally general and prescriptive. Topical headings refer to the equivalent sections in the Code. Libraries are expected to comply with the Code, using this Supplement as a source for general direction.<sup>1</sup>

### **Introduction**

The U.S. Interlibrary Loan Code, first published in 1917 and adopted by The American Library Association in 1919, is designed to provide a code of behavior for requesting and supplying material within the United States. This code does not override individual or consortial agreements or regional or state codes which may be more liberal or more prescriptive. This national code is intended to provide guidelines for exchanges between libraries where no other agreement applies. 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 borrowing 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. Increasingly libraries are allowing users to request material directly from suppliers. This code makes provision for direct patron requesting and at the same time affirms 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.

Technology has expanded access options beyond traditional library-to-library transactions. Unmediated requests, direct-to-user delivery, purchase-on-demand options, and increasing full-text availability are exciting developments in resource sharing. At present, the Interlibrary Loan Code reflects established practices. However, libraries and other information centers are encouraged to explore and use non-traditional means where available to ensure maximum accessibility and convenience for users. More information for libraries interested in new ideas for resource sharing can be found at:

<http://www.ala.org/ala/rusa/rusaourassoc/rusasections/stars/starssections/committees/rrscomm/rrscomm.cfm>.

### **1. Definition**

The Interlibrary Code for the United States covers 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.

## **2. Purpose**

Interlibrary loan (ILL) is intended to complement local collections and is not a substitute for good library collections intended to meet the routine needs of users. ILL is based on a tradition of sharing resources between various types and sizes of libraries and rests on the belief that no library, no matter how large or well supported, is self-sufficient in today's world. It is also evident that some libraries are net borrowers (borrow more than they lend) and others are net lenders (lend more than they borrow), but the system of interlibrary loan still rests on the belief that all libraries should be willing to lend if they are willing to borrow.

## **3. Scope**

The conduct of international interlibrary loan is regulated by the rules set forth in the IFLA document *International Lending: Principles and Guidelines for Procedure*.<sup>2</sup>

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 ILL codes. 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, e.g., as described in the Association of Research Libraries' *Transborder Interlibrary Loan: Shipping Interlibrary Loan Materials from the U.S. to Canada*.<sup>3</sup>

## **4. Responsibilities of the Requesting Library**

### **4.1 Written Policies**

A library's interlibrary loan borrowing policy should be available in a written format that is readily accessible to all library users. Whenever possible the borrowing policy should be posted on the library's website as well as be available in paper copy at public service desks or wherever other library user handouts are provided.

### **4.2 Confidentiality**

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. Appropriate steps, such as using identification numbers or codes rather than users' names, should be taken to maintain confidentiality. However, it is not a violation of this code to include a user's name on a request submitted to a supplier. 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 the text of ILL requests as procedural examples. ALA's Office for Intellectual Freedom has developed a number of policies regarding confidentiality of library records.<sup>4</sup>

ILL staff should adhere to the American Library Association's (ALA) Code of Ethics<sup>5</sup>, 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."

### **4.3 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. For example, journal title verification rather than article level verification would be sufficient.

### **4.4 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 make their individual catalogs freely available via the Internet. The interlibrary loan listserv ([ill-l@webjunction.org](mailto:ill-l@webjunction.org)) or other ILL-related lists are also excellent sources for the requesting library to verify and/or locate particularly difficult items.

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

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. The requesting library is responsible for payment of any 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 used by medical libraries.

### **4.5 Sending Unverified Requests**

Despite the requirements in Sec. 4.4 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 or to the institution at which the dissertation was written.

### **4.6 Transmitting the Request**

The code recommends 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, the requesting library should send a completed ALA interlibrary loan request form via fax, Internet transmission, or mail; use a potential supplier's web request form; or otherwise provide the necessary information via email message or conventional letter. Whatever communication method is used, the requesting library should identify and use the appropriate address or number for ILL requests.

The requesting library should include a street address, a postal box number, an IP address, a fax number, and an email address to give the supplying library delivery options. Any special needs, such as for a particular edition, language, or rush delivery, should be included on the request.

In addition, because the primary purpose of interlibrary loan is to provide material for relatively short term use by an individual, 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).

#### **4.7 Copy Requests**

The requesting library is responsible for complying with the provisions of Section 108(g)(2) Copyright Law<sup>6</sup> and the Guidelines for the Proviso of Subsection 108(g)(2) prepared by the National Commission on New Technological Uses of Copyrighted Works (the CONTU Guidelines).<sup>7</sup>

#### **4.8 Responsibility of the Requester**

The requesting library assumes an inherent risk when material is supplied through interlibrary loan. Although the number is small, some material is lost or damaged at some point along the route from the supplier and back again. 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. This section clearly states that the requesting library is responsible for the material from the time it leaves the supplying library until its safe return to the supplying library.

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. In any case, a final decision regarding replacement, repair, or compensation rests with the supplying library.

Borrowed items should be returned in the condition in which they were received at the requesting library. In particular, adhesive labels or tape should not be affixed directly to any borrowed item.

It is the responsibility of the requesting library to pay invoices received or to notify the supplying library of any billing questions not 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.

#### **4.9 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.

#### **4.10 Due Date and Use Restrictions**

This code makes a departure from earlier codes that described due dates in terms of a "loan period" which was interpreted as the length of time a requesting library could retain the material before returning it. The primary object of this section is to provide a clear definition of due date as the date the material must be checked in at the supplying library. This definition brings ILL practice into alignment with automated circulation procedures and is intended to facilitate interoperability of ILL and circulation applications.

The requesting library should develop a method for monitoring due dates so that material can be returned to and checked in at the supplying library by the due date assigned by 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."

#### **4.11 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.

#### **4.12 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.

#### **4.13 Shipping**

It is the ultimate responsibility of the requesting library to return materials in the same condition in which they were received as noted in section 4.8 of the **Interlibrary Loan Code for the United States**.

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 – discard it instead. Clearly address all packages with both the destination and return addresses properly attached to the packaging material.

In accordance with United States Postal Service guidelines, tape is the preferred sealing methods on all types of packages. Remember that wrapping and packaging materials will most likely be reused. So, please use tape judiciously. If staples must be used, do not use industrial (e.g. copper) staples if at all possible. Copper staples make it very difficult to reuse wrapping and packaging materials and are not ergonomically sound.

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 to the contents.

For special formats, consult the appropriate ALA Guidelines:

- American Library Association. Association for Library Collections and Technical Services. Guidelines for Packaging and Shipping Magnetic Tape Recording and Optical Discs (CD-ROM and CD-R) Carrying Audio, Video, and/or Data, n.d.
- American Library Association. Association for Library Collections and Technical Services. Guidelines for Packaging and Shipping Microforms, 1989.
- American Library Association. Association for Library Collections and Technical Services. Guidelines for Preservation Photocopying of Replacement Pages, 1990.
- American Library Association. Video Round Table. Guidelines for the Interlibrary Loan of Audiovisual Formats, 1998.
- American Library Association. Association of College and Research Libraries. Ad Hoc Committee on the Interlibrary Loan of Rare and Unique Materials. Guidelines for the Interlibrary Loan of Rare and Unique Materials, 2004.

#### **4.14 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 lost or damaged books, allowing "library use only" books 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. Responsibilities of the Supplying Library**

#### **5.1 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, overdue fines, non-circulating items/categories, current shipping instructions, calendar for service

suspensions, penalties for late payments, etc. While a supplying library may charge additional fees for the rapid delivery of requested material, it is recommended that no additional fees be charged for the routine supply of documents via electronic means.

The supplying library is encouraged to make its lending policy available in print, on the library's website, and in resources such as the OCLC Policies Directory. The supplying library should be willing to fill requests for all types and classes of users, and all types of libraries, regardless of their size or geographic location.

## **5.2 Material Format**

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, newspapers, and other categories of material that have traditionally been non-circulating.

Supplying libraries are encouraged to follow ACRL's Guidelines for the Interlibrary Loan of Rare and Unique Materials<sup>8</sup> and the Guidelines for Interlibrary Loan of Audiovisual Formats.<sup>9</sup>

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.

## **5.3 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.

## **5.4 Timely Processing**

The supplying library has a responsibility to act promptly on all requests. If a supplying library cannot fill a request within a reasonable time then it should respond promptly. 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 ILL messaging 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 expires rather than allow 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 access 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 additional information deprives the

requesting library of important information and can lead to time-consuming follow-up for both libraries.

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

The supplying library should, when charging for materials, make every effort to allow for a variety of payment options. Payment through electronic crediting and debiting services such as OCLC's ILL Fee Management (IFM) system or other non-invoicing payment forms such as IFLA vouchers should be encouraged. The supplying library that charges should make every effort to accept the use of vouchers, coupons, or credit cards.

It is the responsibility of the supplying library to send final bills for service not later than six months after the supply date, final overdue notices not later than six months after the final due date, and final bills for replacement of lost material not 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.

### **5.5 Identifying the Request**

The supplying library should send sufficient identifying information with the material to allow the requesting library to identify the material and process the request quickly. Such information may include a copy of the request, the requestor'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.

Supplying libraries are encouraged to enclose an accurate and complete return mailing label.

### **5.6 Use Restrictions and Due Date**

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 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 date on which it expects the loan to be discharged in its circulation system. As explained in section 4.10 above, this code has moved away from the concept of a loan period, to a definite date that accommodates the sending and return of material as well as sufficient time for the use of the material. For example, a supplying library might establish a due date of six (6) weeks for the purpose of providing one (1) week for shipping, four (4) weeks for use, and one (1) week for the return trip and check-in.

### **5.7 Delivery and Packaging**

The location specified by the requesting library may include the requesting library, a branch or 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 (such as loose pages or loose spine) and not hold the requesting library responsible for subsequent damage.
- to take care that the material it sends out is properly packaged to protect the item from damage even though the requesting library will be held responsible for material damaged in shipment to specify the shipping method, as well as insurance, for returning materials and if any special wrapping or packaging is required. See section 4.13 above for definitions and other important information regarding wrapping and packaging.
- to provide 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).
- to 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.

### 5.8 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.

### 5.9 Recalls

The supplying library may recall material at its discretion at any time. Increasingly, some libraries are finding it more effective to request the material on ILL for a local user rather than to recall material in use by another library.

### 5.10 Service Suspension

A supplying library should not suspend service without first attempting to address the problem(s) with the requesting library.

### References

- 1 Boucher, Virginia. *Interlibrary Loan Practices Handbook*. Chicago, IL: American Library Association, 1997. Though written in light of an earlier code, the Practices Handbook contains many useful and practical details on interlibrary loan procedures.
- 2 International Federation of Library Associations and Institutions. **International Lending: Principles and Guidelines for Procedure. 2001.**
- 3 **Transborder Interlibrary Loan: Shipping Interlibrary Loan Materials from the U.S. to Canada. 1999.** (note: Pricing information is out of date)
- 4 American Library Association. Office for Intellectual Freedom. **Policy on Confidentiality of Library Records. 1986.** . American Library Association. Office

for Intellectual Freedom. **Policy Concerning Confidentiality of Personally Identifiable Information about Library Users. 2004.**

- 5 American Library Association. Committee on Professional Ethics. Code of Ethics. Chicago, American Library Association, 1995.
- 6 **Copyright Law of the United States of America** Chapter 1, Section 108: Limitations on the exclusive rights: Reproduction by libraries and archives.
- 7 National Commission on New Technological Uses of Copyrighted Works. **Guidelines on Photocopying Under Interlibrary Loan Arrangements.**
- 8 American Library Association. Association of College and Research Libraries. Ad Hoc Committee on the Interlibrary Loan of Rare and Unique Materials. Guidelines for the Loan of Rare and Unique Materials. 2004.
- 9 American Library Association. Video Round Table. Guidelines for Interlibrary Loan of Audiovisual Formats. 1998.
- 10 Hilyer, Lee. *Interlibrary loan and document delivery : best practices for operating and managing interlibrary loan services in all libraries.* New York : Haworth Information Press, 2006.(Co-published simultaneously as *Journal of interlibrary loan, document delivery & electronic reserve*, volume 16, numbers 1/2, 2006)
- 11 Hilyer, Lee. *Interlibrary loan and document delivery in the larger academic library : a guide for university, research, and larger public libraries.* Binghamton, NY : Haworth Information Press, 2002. (Co-published simultaneously as *Journal of interlibrary loan, document delivery & information supply*, v. 13, nos. 1/2, 2002)

## **Appendix H: Guidelines for Delivery**

The purpose of statewide delivery is:

- To provide a means for library patrons to receive materials at their library which have been borrowed on interlibrary loan from other libraries.
- To provide a means for library patrons to return all materials to the owning library, no matter whether borrowed in person or via interlibrary loan.
- To carry official communications of the Massachusetts Library System, its member libraries, the Mass. Board of Library Commissioners, and cluster administrative offices.

Eligibility for on-site Delivery:

- Libraries which are members of the Massachusetts Library System and who make their collections readily available to libraries in the region.
- Library-based resource sharing cluster administrative offices, which are not housed in a member library.
- All libraries receiving statewide delivery service must loan materials to all MLS member libraries at no charge.

On-site Delivery Conditions:

- All libraries must have staff available to receive and send deliveries on days when stops are made or make other mutually satisfactory arrangements with MLS. While libraries are not required to receive or send deliveries on days when they are closed, if they wish to receive delivery, this option must be exercised by working out a mutually agreeable arrangement with MLS. MLS must be notified concerning unscheduled closings.
- Items traveling through the delivery system must be properly labeled, and when necessary packaged.
- Public libraries under the same governing authority will receive delivery at one designated stop.
- School libraries that are members of the same school district will receive delivery at one designated stop.
- Academic libraries that are members of the same campus will receive delivery at one designated stop.
- Special libraries that meet the other eligibility conditions will receive delivery.
- Libraries must agree to respond to MLS requests for the collection of delivery data.
- Frequency of delivery will be determined by the total number of items sent and received on a regular weekly basis, with the following minimums in effect:

**Items in delivery****Frequency of Delivery**

Minimum of 50 items per week  
Minimum of 30 items per week  
Minimum of 20 items per week  
Minimum of 10 items per week

Daily delivery (Monday-Friday)  
3 times per week  
2 times per week  
once per week

Other delivery methods may be used for sites with fewer than 10 items per week  
New libraries will be added to the delivery system based on usage surveys conducted twice a year.

**Packaging Requirements:**

- Libraries must use MLS provided routing slips and consult the Massachusetts Statewide Delivery Routing Manual for proper addressing of those labels. Labels must be secured with an elastic band or tape.
- Fragile items should be placed in a padded envelope. Libraries that receive rare materials should attempt to return the materials in the same or similar packaging.
- Small items such as letter size envelopes, paperbacks, CDs, cassettes will be placed in clear plastic bags