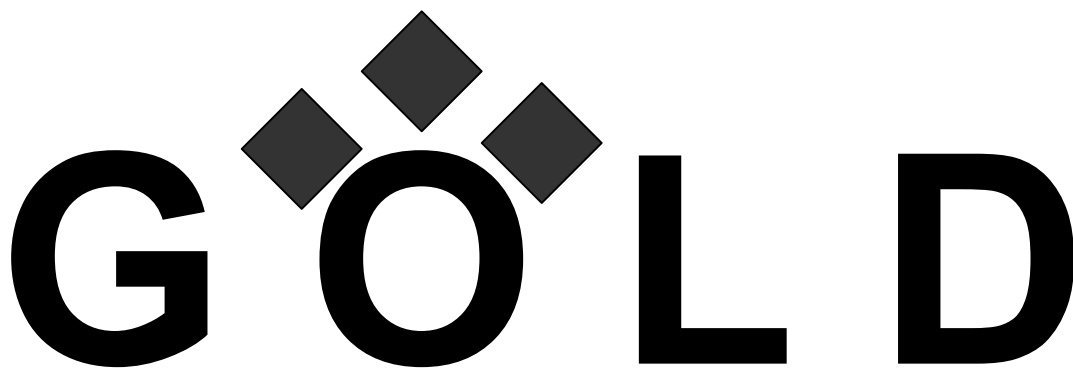


INTERLIBRARY LOAN PROCEDURES MANUAL



Georgia Online Database

Revised October 2002

Prepared by the
Georgia Public Library Service
Board of Regents, University System of Georgia

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Introduction

Interlibrary loan has long been a top priority to Georgia librarians. Since the formation of the Georgia Library Information Network (GLIN) in 1969, public, academic, and special libraries have worked together in sharing their resources.

GLIN, located at the Georgia Public Library Service (GPLS), coordinated the interlibrary loans between these different types of libraries. Librarians called in their requests on toll-free WATS lines. GPLS librarians matched up the librarians' requests with libraries that owned the items.

With the advent of advanced microcomputer products, it became possible to take advantage of this technology to provide interlibrary lending online. Plans for the formation of the Georgia OnLine Database (GOLD) were begun in December of 1987, when the Online Computer Library Center (OCLC) proposed the formation of a Georgia database using the records that Georgia members of the Southeastern Library Network (SOLINET) had already input into the system. In November of 1988, GOLD went online with a database of over six million Georgia holdings, and, in 1989, GOLD members voted to include a union list of serials as part of GOLD.

GOLD was developed to make the interlibrary loan process easier and faster and to spread the lending burden more equitably among member libraries. Under the old GLIN system, only governing (or full) OCLC members were called upon to loan their materials since they were the only libraries that had their holdings listed in an accessible database. This meant that a handful of libraries were performing 97 percent of the interlibrary lending in the state.

By batchloading the holdings of affiliate (or selective) users, the interlibrary lending burden is more evenly distributed. GOLD member libraries can borrow materials from other libraries, which may even be located in their own communities, rather than having to request materials from other parts of the state. GOLD makes it possible for libraries to have access to millions of more holdings and resources than any one library could own. GOLD gives even the most remote communities access to the same materials as those in metropolitan areas. The development of GOLD has dovetailed with other technology efforts occurring in Georgia. GALILEO (Georgia Libraries Learning Online) provides a common core of databases to the public and to students in the state. The GOLD Union List of Serials is now one of the GALILEO databases, and, on July 1, 1997, the GOLD Users Group also became the GALILEO Users Group. GOLD has provided a solid framework for the future development of resource sharing and technology in Georgia.

What is GOLD?

GOLD is a group access capability (GAC) through OCLC. A GAC is a subset of the OCLC database in which both governing and affiliate users can participate. GOLD is used for interlibrary loan and union listing. It cannot be used for cataloging.

Governing members can access holdings of the over 100 existing OCLC GACs. Affiliate users can access only the holdings in GOLD and the Southeastern Library Information Network (SoLINE) groups. Additional information on SoLINE is provided below.

Presently, over 200 GOLD-member libraries transact their interlibrary loans electronically over the OCLC system rather than completing cumbersome paper forms. These libraries search the OCLC database to find the locations of libraries owning the needed items. An electronic work form is then completed and sent to potential lenders.

What is SoLINE?

The Southeastern Library Information Network (SoLINE) became operational in January of 1990. SoLINE is a group access capability (GAC) which includes both monographic and serials holdings of Georgia libraries and libraries in nine other southeastern states. When joining GOLD, a library has the option to join SoLINE as well. SoLINE membership greatly increases the number of potential lenders available to Georgia libraries.

Libraries joining GOLD and SoLINE must pay a small fee to be profiled into the GOLD and SoLINE groups.

GOLD Membership Criteria, Requirements, and Responsibilities

Libraries wishing to join GOLD must meet the following **criteria**:

1. **Civil Rights Compliance**

Because some federal funding is involved, organizations seeking membership must comply with the Civil Rights Act of 1964. This statement should be on file in the organization's personnel office.

If this statement is on file, the organization only has to sign a statement to this effect on a form letter available from the Georgia Public Library Service.

If the statement is not on file, the Georgia Public Library Service will provide the organization with a compliance statement for its signature to be filed with GPLS.

2. **Library**

The organization must have an established library collection housed in an area designated as the library.

3. **Librarian**

The organization must have a person designated as a librarian. This person does not have to be a full-time employee or have a library degree unless the organization is required by certification requirements to have a qualified librarian. The librarian must be responsible for the maintenance and development of the library collection.

As a member of GOLD, a library is expected to meet the following **requirements**:

1. **Reciprocal Lending/Batchloading**

A library must agree to reciprocal lending. To accomplish this, an affiliate user must batchload its current holdings and enter its current periodical holdings.

The library should begin entering holdings for monographs and serials within two years of joining and demonstrate a good faith effort that it is contributing to the database.

After this initial contribution to the database, a GOLD member should update holdings at least once a year to reflect materials acquired or deleted during that year. Also, local data records (LDRs) should be updated yearly to indicate new subscriptions or issues, and canceled subscriptions or deleted issues.

2. **Limited Charges**

GOLD libraries cannot charge for the staff time involved in performing interlibrary lending. They may, however, charge for photocopies, postage, and telefacsimile delivery charges.

3. **Compliance with ILL Codes**

Member libraries agree to abide by the latest editions of the “Interlibrary Loan Code for Georgia Libraries” and the “Interlibrary Loan Code for the United States.” Copies of these documents are provided at the end of this manual.

4. **Required Training**

Libraries that join GOLD as affiliate users are required to attend interlibrary loan and union listing training before beginning to use the OCLC database. Free classes are offered periodically by the Georgia Public Library Service.

The following are **responsibilities** of GOLD members:

1. **Staff Training**

All staff members involved in the interlibrary lending and borrowing process should receive proper training. This includes attendance at courses offered by GPLS, SOLINET, and library professional organizations in Georgia.

2. **Proper Completion of Requests**

Interlibrary loan request forms are to be correctly and completely filled out, including verification of information. In the case of public libraries, all branch libraries should submit interlibrary lending requests through their headquarters unit. The

headquarters unit should fill these requests within the system, if at all possible, before referring the requests to the Georgia Public Library Service or other libraries.

3. **Acceptance of Responsibility**

The borrowing library is responsible for the return of items within time periods specified by the lending library. Once an item is mailed from the lending library, it is the responsibility of the borrowing library. If the item is lost in the mail, either to or from the borrowing library, it is the responsibility of the borrowing library to reimburse the lending library for the item.

Non-Compliance Policy

The success of GOLD rests with its member libraries. Interlibrary loan is now considered a standard part of library service. If only a few libraries have holdings accessible through the database, an unfair burden is repeatedly placed upon the same libraries. The interlibrary loan process is not viable unless *all* members are contributing to the system and not just taking from it.

Libraries not fulfilling the requirements and responsibilities of GOLD membership shall have the following action taken:

1. **Probation**

A library which has failed to meet the terms laid down under "GOLD Membership Requirements and Responsibilities" shall be placed on probation for one year.

2. **Submission of Compliance Plan**

Within 60 days of being placed on probation, the library must file a statement of intent and a compliance plan with GPLS. This statement should include an outline and timetable of how the library intends to meet its membership requirements and responsibilities.

3. **Approval of Compliance Plan**

GPLS will accept, not accept, or negotiate the library's compliance plan.

4. **Revocation of Membership**

Failure of the library to meet its statement of intent and timetable shall result in its GOLD membership being withdrawn. The cost of the profiling change to delete the library's symbol from the GOLD group shall be billed back to that library.

5. **Reapplication for Membership**

A library which has its membership revoked cannot reapply for admittance to GOLD for a period of six months.

6. **Reinstatement of Membership**

A library which has had its GOLD membership revoked must present evidence to GPLS that it will make a good faith effort to meet the responsibilities and requirements of membership before it will be allowed to rejoin GOLD. Any profiling costs for adding the library back to the group will be paid by that library.

7. **Honoring Requests**

Member libraries are not required to honor the requests of borrowing libraries that have failed to batchload holdings or have otherwise failed to meet their membership responsibilities.

General Information

The guidelines in this manual are a supplement to the OCLC Interlibrary Loan Service User Guide and all applicable interlibrary loan codes. They are not intended as a replacement or "how-to" manual for those documents. It is important that persons who work with interlibrary loan become familiar with standard interlibrary loan policies and procedures and keep this knowledge up to date.

A. **Resources**

The latest editions of the following resources are recommended for use in preparing and processing OCLC interlibrary loan requests:

Boucher, Virginia. Interlibrary Loan Practices Handbook. Chicago: American Library Association.
"Interlibrary Loan Code for Georgia Libraries."

OCLC Interlibrary Loan Service User Guide. Dublin, Ohio: OCLC.
Name-Address Directory (online). Dublin, Ohio: OCLC.
Name-Address Directory User Guide. Dublin, Ohio: OCLC.
“Interlibrary Loan Code for the United States.”
Searching WorldCat User Guide. Dublin, Ohio: OCLC.

B. Procedures

Prepare OCLC interlibrary loan requests correctly and completely. Lending libraries may refuse to fill improperly prepared requests and GPLS may choose not to refer such requests for affiliate users (see “Requesting Referrals,” p. 14). GPLS cannot correct errors or add information to work forms prepared by affiliate users. Failure to follow the proper procedures hinders service to patrons and is a disservice to potential lenders.

C. Considerations

Carefully consider all interlibrary loan requests before actually initiating a request via OCLC. Determine if the item is something that a library may not be willing to lend. **Non-circulating items** might include the following:

auto repair manuals	computer software	fiction in print
genealogy materials	microforms	old books
paperbacks in print	periodicals	rare books
reference sources	study guides	a/v materials

For some items, it might be better to request photocopies rather than a loan, provided the photocopy request complies with the copyright act. If a photocopy is not feasible, the patron may need to purchase the item, if possible, or travel to the holding library.

Preparing Requests

A. Verifying Information

Before going online on OCLC, try to obtain sufficient information to identify the item being requested by the patron. Determine where the patron got the information. If necessary, ask for a photocopy of the citation source (e.g., a bibliography from a book, a report, or a journal article). This source may contain vital information that the patron may not recognize. Explain to the patron that incomplete or incorrect

information may result in delayed service or in non-receipt of the desired item.

Books

The **OCLC control number** serves as verification for book titles identified in the OCLC database. Search the OCLC database thoroughly. If you are unable to find a matching record, search other available identification sources (e.g., GALILEO databases). Complete a blank work form for an unverified item only if you know the correct entry and you know an OCLC member library owns the item.

Journals

Journal citations should be verified before submitting the requests via OCLC. Use **indexes** (e.g., Readers' Guide to Periodical Literature) and **online databases** (in GALILEO and others) to verify journal articles. Remember to put the verification source in the verification field on the interlibrary loan work form. If the patron provides the verification information, recheck that information, if possible, for accuracy and completeness. Do not assume the patron has copied the information correctly. If the citation cannot be verified, indicate "**unable to verify**" on the work form in the Verified field.

Journal titles frequently change during the time the journals are published. Remember to search the OCLC database under the title used for the journal *at the time the desired article was written*. Also, make sure that the bibliographic record you choose for your work form has coverage dates *for the date of the article needed*.

B. Searching WorldCat, the OCLC Online Union Catalog

OCLC Web ILL now provides online searching help. Also, OCLC provides a searching manual entitled Searching WorldCat User Guide, as well as an electronic tutorial, "Searching WorldCat: an OCLC Tutorial," that uses hands-on techniques to guide the user through a self-paced, off-line environment. Provided below are some searching suggestions provided by OCLC.

Books

A **numeric search** is the most specific search you can do and is the most direct means of retrieving a record for which you are looking. Numeric searches include the following: Library of Congress Control Number (LCCN), International Standard Serial Number (ISSN),

International Standard Book Number (ISBN), CODEN, Government Document Number, Music Publisher Number, and OCLC Control Number. However, use the ISBN numeric search with caution, since this number often retrieves a bibliographic record for a *paperback* edition. Most libraries purchase the hardback edition of a book and attach their holdings symbol to that OCLC record.

A derived search, used in conjunction with qualifiers, is an effective retrieval mechanism *if the available author and/or title information is distinctive*. Remember, only parts of words are used in this type of search.

A title phrase search is a good method to use when you know the first few words or the exact wording of a title. It is also effective for searching one-word titles. Complete words are used in this type of search.

Keyword searching is especially helpful if the information supplied appears to be incomplete or possibly inaccurate. This method can also be useful to search for corporate or conference names; to access information in notes fields, contents, or series information; to limit by language; or to search for information on subjects.

Journals

The **International Standard Serial Number (ISSN)** is the best way to search for a periodical title. If an ISSN cannot be found, and if the journal title contains words that are common or vague, the next most effective searching method is the **title phrase search**. A **derived search** can be effective if the journal title contains words that are somewhat unique and if you qualify by item type (serial) and by date (i.e., the date when the journal *began* publication). Do not qualify by the date of the issue wanted unless that date is also the date of the first volume.

Suggested Searching Strategies

Examine bibliographic records *thoroughly*. Notice *how many holdings are attached to the record*. Also, look for records *cataloged by the Library of Congress (DLC)*. Most libraries attach their holdings symbol to the DLC record, since that record usually contains the best cataloging information.

If the record you retrieve shows it is for a reprint edition of an earlier publication, or that the item was previously published under a different title, *search for the earlier publication or other title*. If a list of

bibliographic records shows both hardback (e.g., McKay, Houghton Mifflin) and paperback (e.g., Dell, Bantam) publishers, *check the records for hardback editions first*. If the publication is an annual or biannual, *remember to search it as both a monograph and a serial*. Quite often more locations symbols will be attached to the serial record since it does not require yearly updating.

C. **Determining Locations**

First, search any available off-line products for possible locations of requested items before going online. This may save time while searching online. Remember that governing OCLC members have access to all locations symbols on the OCLC database, while affiliate users of the system may access only Georgia (GOLD) or southeast (SoLINE) locations symbols.

GOLD vs SoLINE Locations

It is perhaps best to retrieve **SoLINE** locations *first* since this will obtain a greater number of potential lenders. SoLINE includes *most* of the GOLD member libraries. However, when requesting an article from a journal, new members may wish to begin *union list* searching for volume-specific holdings in the **GOLD** database until becoming familiar with the symbols for Georgia libraries. In OCLC, union list holdings symbols are given in *alphabetical order* and not by state, as are regular holdings symbols. Although many Georgia library symbols begin with the letter “g,” many others begin with different letters of the alphabet, thus making it difficult to identify potential lenders in Georgia. After becoming more familiar with the symbols, libraries may then wish to begin union list searching in the SoLINE database.

To identify **SoLINE locations** for a book or journal title or group union list holdings, use the symbol **sl#n**.

To identify **GOLD locations** for a book or journal title or group union list holdings, use the symbol **gl\$d**.

Search All Records

If your first search does not retrieve sufficient potential lenders, try other search methods. Search *multiple* OCLC records if necessary. If you find potential lenders on several OCLC records, choose the “**best**” bibliographic record to use in creating the interlibrary loan request work

form. Then, in the borrowing notes field, list the other OCLC record numbers from which you got locations.

D. **Name-Address Directory**

ILL Policies

Borrowers are responsible for knowing the lending policies of potential lenders before initiating requests. The online OCLC **Name-Address Directory (NAD)** contains interlibrary loan policies, addresses, and additional information for libraries that use the OCLC database. When choosing possible lenders, borrowers can retrieve these records to determine such information as photocopy charges, loan periods, and whether or not genealogy materials circulate.

It is extremely important that all GOLD members add their interlibrary loan policies to this online directory and that they maintain and update this information as necessary. To add policies to the NAD, each institution must create an interlibrary loan unit record, verify that certain required elements are present, and input the library's interlibrary loan policies in the policy field. The Name-Address Directory User Guide provides detailed instructions for completing this process.

E. **Preparing Interlibrary Loan Work Forms**

OCLC Web ILL now provides online help for preparing requests. Also, the OCLC Interlibrary Loan Service User Guide may be consulted in this process. This guide offers clear and detailed instructions for completing interlibrary loan work forms. Be as thorough as possible and provide all necessary information on the work form.

Use Constant Data

Simplify your work by making use of your constant data record. Then, on individual requests, decide if any information that transfers from the constant data record needs to be changed for that particular request. For example, should the Maximum Cost amount be modified from the amount provided by the constant data record?

Maximum Cost suggestions: Put the amount of money the patron is willing to pay. Enter "0" or "Free" if the patron is unwilling to pay. Do not put "None" since this can be interpreted by the potential lender to mean there is no limit to what the patron will pay. Remember, *if the Maximum Cost field is left blank, the borrowing library is responsible for paying whatever charges are assessed by the lending library.*

Indicate GOLD/SoLINE Membership

Be sure to indicate on your work form that you are a member of GOLD and SoLINE (e.g., GOLD/SoLINE Member). This information should go in the Affiliation field and can be a part of your constant data record.

Complete Periodical Requests Properly

Be especially careful when completing an interlibrary loan work form for a periodical article. Provide all needed information and put the information in the proper place. For example, *the author and title of an article should be entered in the article field*. Do not enter the article author's name in the author field where a book author's name would be entered (this can make your request appear to be for a book).

Proofread

Finally, proofread all completed work forms before executing the produce command to send requests to potential lenders. Make any needed corrections or select "reset" if you wish to delete all edited information.

F. Building the Lender String

Follow Protocol

Always follow the protocol guidelines that have been established for both GOLD and SoLINE. However, if GPLS owns the item being requested, the GPLS symbol (GSL) can be put first on the work form lender string, regardless of protocol.

Indicate "Enter My Symbol Twice" Institutions

Some libraries request that their symbol be listed twice on the lender string. A list of "Enter My Symbol Twice Libraries" can be found by searching **ILL News**. Also, many libraries include this information in the Name-Address Directory in their interlibrary loan policies.

G. Requesting Referrals (Affiliate Users)

GPLS Referral Center

OCLC has authorized GPLS to serve as a referral center for affiliate users of GOLD. As a referral agent, GPLS staff retransmit interlibrary loan requests received from affiliate users via the OCLC Interlibrary

Loan Subsystem to other potential lenders outside the GOLD/SoLINE region. GPLS replaces the original lender string entered by the affiliate user with a new lender string of up to five new potential lenders. The request is then forwarded on to the new lender string.

Referral Procedures

Affiliate users should exhaust all available GOLD and SoLINE locations before requesting a referral from GPLS. When building a lender string including a referral request, put any potential lender symbols *first* and the GSL symbol last. If space permits, put the GSL symbol *twice* at the end (e.g., GSU,ASL,ORL,GSL,GSL) to give GPLS staff sufficient time to process the request. In the borrowing notes field, please list any OCLC numbers and library symbols you have already tried so GPLS will know those locations were not “overlooked.”

If your searches do not produce any GOLD or SoLINE holdings, create a work form and place GSL at least *twice* on the lender string. In the borrowing notes field, state “No GOLD/SoLINE.” GPLS will then refer your request to libraries outside the region if possible.

Once GPLS has made a referral for an affiliate user, all further work on the request, including all updating, must be handled by the affiliate user.

Possible Non-Referral Items

Current year publications are not referred since most libraries list these as non-circulating in their NAD ILL policies. GPLS staff may also find it difficult to refer certain items due to lending restrictions of potential lenders. These items include the following:

auto repair manuals	computer software	fiction in print
genealogy materials	microforms	old books
paperbacks in print	periodicals	rare books
reference sources	study guides	a/v materials

H. Updating Requests

Message File

Each library has a Message File (MF) that groups its current interlibrary loan records according to status. The MF should be checked on a daily basis and requests should be handled and updated as required. There are many categories that can appear in a MF. OCLC Web ILL has

online helping related to the Message File. Also, the OCLC Interlibrary Loan Service User Guide contains explanations of these categories and how to handle each one. Two important categories are mentioned below. These are the **pending** and **conditional** categories.

Pending Requests

The lender's pending file contains all incoming requests from potential borrowers. These requests will remain in the lender's MF for a period of four system days (excluding weekends and OCLC-observed holidays). As a lender, each library should look at these requests daily, determine how to respond to requests, and update requests promptly.

Conditional Requests

The borrower's conditional file contains requests that require a response from the borrower. Read the lender's conditions in the lending notes field. Respond "yes" or "no" if you can or cannot meet the conditions. Add any necessary explanation in the borrowing notes field. A "yes" response sends the request back to the potential lender who sent you the conditional message. A "no" response will send the request on to the next potential lender or will result in an unfilled request for the borrower if no other symbols follow in the lender string.

Protocol

When preparing a lender string for an interlibrary loan request, follow local formal cooperative agreements first, then GOLD protocols, and finally SoLINE protocols. The protocols for GOLD and SoLINE are very similar. SoLINE protocols are given in the "SoLINE Update, February 23, 1990." The following are the GOLD protocols:

First Tier

The Georgia Public Library Service (GPLS), a unit of the Board of Regents, University System of Georgia.

Second Tier

The following three criteria apply:

1. Radius of 50 miles (closest)
2. Same type institution

3. Size of collection, smallest *first*

First, a library goes to the smallest collection of the same type institution, the closest within 50 miles.

Second, a library goes to the same type institution, the closest within 50 miles.

Third, a library goes to any library that has the materials and is closest within 50 miles.

Fourth, same order as above except a 100-mile radius.

Fifth, same order as above except a 150-mile radius.

Third Tier

SoLINE member libraries outside of Georgia. See SoLINE protocols.

Fourth Tier

For affiliate users only.

Outside GOLD/SoLINE, send requests to GPLS for referral.

Additional Information

If you have questions or need help in any way, you may call GPLS. Also, members of the various GOLD committees are willing to provide assistance. To contact GPLS, use the following:

Address: Georgia Public Library Service (administrative offices)
1800 Century Place, Northeast
Suite 150
Atlanta, Georgia 30345-4304

Georgia Public Library Service Library
156 Trinity Avenue, Southwest
Room 102
Atlanta, Georgia 30303-3692

Phone numbers: 404-982-3560 (administrative offices)
404-982-3563 (administrative fax)
404-657-6220 (library)
404-656-7297 (library fax)

GPLS Website: <http://www.public.lib.ga.us> (see GOLD section)

Interlibrary Loan Code for Georgia Libraries

This code is a voluntary agreement adopted by the Georgia Library Association, October 2002, to govern interlibrary borrowing and lending among libraries in Georgia. It is a revision of the 1993 code, adopted fall 1996.

Introduction

Interlibrary loan service is essential to the vitality of libraries of all types and sizes as a means of greatly expanding the range of materials available to users. Borrowing and lending among libraries is in the public interest and should be encouraged. This code is intended to make interlibrary loan policies among those libraries adopting it as liberal and as easy to apply as possible. While interlibrary loan is a key element of each library's service program, it should serve as an adjunct to, not a substitute for, collection development. When resources within Georgia have been exhausted, loan requests to out-of-state libraries should then conform to the provisions of the current *National Interlibrary Loan Code for the United States* and/or other applicable interlibrary agreements. Loan requests to libraries outside the United States should conform to the International Federation of Library Associations and Institutions' *International Lending: Principles and Guidelines for Procedure*.

1. Definition

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

2. Purpose

- 2.1 The purpose of interlibrary loan as defined in this code is to obtain, upon request of a library user, material not available in the user's local library.

3. Scope

- 3.1 This code is intended to regulate interlibrary lending in Georgia. Libraries that have special agreements with other libraries may lend and borrow with fewer restrictions than this code suggests.
- 3.2 The following types of material may, of necessity, be unavailable for interlibrary loan or copying: rare or valuable material including manuscripts; bulky or fragile items that are difficult or expensive to

ship or copy; material in high demand at the lending library; material with local circulation restrictions; and unique material that would be difficult or impossible to replace.

4. Responsibilities of Requesting Libraries

- 4.1 Each library should provide the resources necessary to meet the ongoing needs and interests of its primary clientele.
- 4.2 The interlibrary loan staff of each library should be familiar with, and use, relevant interlibrary loan documents and aids including this code, the current version of the *National Interlibrary Loan Code for the United States*, etc.
- 4.3 Each library should inform its users of the purpose of interlibrary loan and of the library's interlibrary borrowing policies.
- 4.4 The requesting library is responsible for ensuring the confidentiality of the user.
- 4.5 If the requesting library permits users to initiate online interlibrary loan requests that are sent directly to potential supplying libraries, the requesting library assumes full responsibility for such user-initiated transactions.
- 4.6 Standard bibliographic tools, such as union catalogs, online databases, and other listing services, should be used in determining correct bibliographic, citation, and location information.
- 4.7 The requesting library should check the policies of possible lenders for special instructions and information on charges prior to requesting and should authorize applicable charges on the request. If no maximum cost is indicated, the requesting library is responsible for any fees charged by the supplying library.
- 4.8 Requesting libraries should make every effort to exhaust their own and local resources before resorting to interlibrary loan. Requests should be sent to libraries in the closest geographical proximity to the requesting library. Whenever possible, libraries should request material from other libraries of their own type (i.e., public from public, academic from academic, special from special, etc.).
- 4.9 The requesting library should avoid sending the bulk of its requests only to a few libraries. Major resource libraries should be used after other sources have been exhausted.

- 4.10 The requesting library should transmit interlibrary loan requests electronically. If electronic transmittal is not possible, a standard American Library Association approved form should be used.
- 4.11 The requesting library must ensure compliance with U.S. copyright law (Title 17, U.S. Code) and its accompanying guidelines. Copyright compliance should be determined for each request before it is transmitted, and a copyright compliance statement must be included on each photocopy request. Copyright files should be maintained as directed in the CONTU Guidelines.
- 4.12 Requests for material that cannot be verified and/or located may be sent to libraries that might possibly own the requested item. Such requests should be accompanied by the statement “cannot verify” and/or “cannot locate.”
- 4.13 The requesting library is responsible for the safety of borrowed items from the time they leave the supplying library until they have been returned to and received by the supplying library. If damage or loss occurs, the requesting library is responsible for the cost of repair or replacement, in accordance with the preference of the supplying library.
- 4.14 The requesting library is responsible for honoring due dates and ensuring compliance with any use restrictions specified by the supplying library. The due date is defined as the date the material is due to be checked back in at the supplying library. The requesting library should return borrowed items before the due date and respond immediately if a supplying library has recalled an item.
- 4.15 The requesting library should request renewals, if necessary, before items are due. If the supplying library does not respond, the requesting library may assume that the renewal has been granted for the length of the original loan period.
- 4.16 The requesting library should package materials to prevent damage in shipping and comply with any special shipping instructions specified by the supplying library.

5. Responsibilities of the Supplying Library

- 5.1 The supplying library should establish an interlibrary loan policy, make it available in paper and/or electronic format, and provide it upon request.

- 5.2 The supplying library will determine in each case whether, and in what format, a particular item can be provided.
- 5.3 The supplying library is responsible for ensuring the confidentiality of the user.
- 5.4 The supplying library should process requests within the time frame established by the electronic network or transmission system being used.
- 5.5 The supplying library should include a copy of the original request or provide sufficient information to identify the request with each loan or copy supplied.
- 5.6 The supplying library should indicate clearly the due date or duration of a loan on the request form or on the material. The due date is defined as the date on which the material is due to be checked back in at the supplying library.
- 5.7 The supplying library should state clearly any conditions and/or restrictions on the use of material and specify any special return packaging or shipping requirements.
- 5.8 The supplying library should package materials sufficiently to prevent loss or damage in shipping and should ship material in a timely and efficient fashion. If possible, copies should be delivered electronically.
- 5.9 The supplying library should respond promptly to requests received and provide a reason for no for a negative response.
- 5.10 The supplying library should respond promptly to requests for renewals. If the lending library does not respond, the borrowing library may assume that the renewal has been granted for the length of the original loan period.
- 5.11 The supplying library may recall materials at any time.

6. Violation of Code

- 6.1 Each library is responsible for adhering to the provision of this code in good faith. Continued disregard of any provision of this code is sufficient reason for suspension of interlibrary loan services after prior warning.

Interlibrary Loan Code for the United States

Prepared by the Interlibrary Loan Committee, Reference and User Services Association, 1994, revised 2001. Approved by the RUSA Board of Directors January 2001.

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 is intended to regulate 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 The requesting library should establish, maintain, and make available to its users an interlibrary borrowing policy.

4.2 It is the responsibility of the requesting library to ensure the confidentiality of the user.

4.3 Some requesting libraries permit users to initiate online ILL requests that are sent directly to potential supplying libraries. The requesting library assumes full responsibility for these user-initiated transactions.

4.4 Requested material should be described completely and accurately following accepted bibliographic practice.

4.5 The requesting library should identify libraries that own the requested material. The requesting library should check and adhere to the policies of potential supplying libraries.

4.6 When no libraries can be identified as owning the needed material, requests may be sent to libraries believed likely to own the material, accompanied by an indication that ownership is not confirmed.

4.7 The requesting library should transmit interlibrary loan requests electronically.

4.8 For copy requests, the requesting library must comply with the U.S. copyright law (Title 17, U.S. Code) and its accompanying guidelines.

4.9 The requesting library is responsible 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, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.

4.10 The requesting library is responsible for honoring the due date and enforcing 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 The requesting library should normally 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. The requesting library should respond immediately if the supplying library recalls an item.

4.13 The requesting library should package material to prevent damage in shipping and should comply with any special instructions stated by the supplying library.

4.14 The requesting library is responsible for following the provisions of this code. Disregard for any provision may be reason for suspension of service by a supplying library.

5.0 Responsibilities of the Supplying Library

5.1 The supplying library should establish, maintain, and make available an interlibrary lending policy.

5.2 The supplying library should consider filling all requests for material regardless of format, but has the right to determine what material will be supplied on a request by request basis.

5.3 It is the responsibility of the supplying library to ensure the confidentiality of the user.

5.4 The supplying library should 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, the supplying library should respond promptly and should state the reason the request cannot be filled.

5.5 When filling requests, the supplying library should send sufficient information with each item to identify the request.

5.6 The supplying library should 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 The supplying library should ship material in a timely and efficient manner to the location specified by the requesting library. Loaned material should be packaged to prevent loss or damage in shipping. Copies should be delivered by electronic means whenever possible.

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

5.9 The supplying library may recall material at any time.

5.10 The supplying library may suspend service to a requesting library that fails to comply with the provisions of this code.