



Northeast Massachusetts Regional Library System

Interlibrary Loan Manual



Interlibrary Loan Best Practices

for the

Northeast Massachusetts Regional Library System

Approved by the NMRLS Executive Board, February 19, 2004.

NMRLS recognizes that no individual library has the resources available to meet all user needs. Thus interlibrary loan (ILL) is an essential service. ILL supplements and expands local collections and removes many geographic and economic barriers for patrons. NMRLS encourages borrowing and lending between libraries of all types in the Region. The Region recommends: member libraries make efforts to reduce barriers to interlibrary lending; free up restricted collections and allowing loans of as many materials as possible; promote the availability of ILL to library staff and patrons to improve overall library services; and adhere to National standards outlined in the NMRLS ILL Code.

The NMRLS Interlibrary Loan Best Practices are designed to allow members to attain a vision of collaboration, providing timely access to information, materials, training, and expertise and are based on the principals listed below:

- Ensure availability and maximize access to collections, resources, and services
- Expand ILL Center services, maintaining the highest level of service possible to the membership.
- Engage in timely transfer of information and materials on behalf of users
- Encourage members to cooperate in establishing policies and procedures to facilitate access to services
- Expand multitype library relationships by strengthening and creating new ties to enhance library services

NMRLS supports Interlibrary Loan in the region by providing targeted ILL and delivery services and supporting the resource sharing activities as follows:

- Formation of member-driven NMRLS ILL Committee to advise in best practices and efficiency.
- Access by all member libraries to a full-service regional mediated ILL center.
- Delivery services provided to the most active regional participants in ILL.

This document reflects the goal of the NMRLS *Plan of Service* to insure that all people of the Northeast Massachusetts Region have access to Interlibrary Loan services.

Interlibrary Loan Code

for the
Northeast Massachusetts Regional Library System

February 2004

Intent

The intent of this code is to provide a general guideline for lending and borrowing activities among regional members and to define the function of the regional ILL centers. This code is intended to complement, not to replace, any other resource sharing agreements.

The code is organized into three major sections:

- Responsibilities of Borrowing Libraries
- Responsibilities of Lending Libraries
- Responsibilities of the ILL Centers

There are also eight Appendixes with information relating to the procedures and recommendation in the Code. Most of the information contained in the Appendixes is available online, the Appendixes list the appropriate URLs. The Appendixes are listed below:

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Definitions

An interlibrary loan is a transaction in which library material or a copy of the material is made available by one library to another upon request. The Massachusetts Board of Library Commissioners recognizes two types of lending/borrowing activities, network transfers and mediated interlibrary loan.

A **network transfer** is a transaction in which a member of a library network (or consortium) requests materials electronically from another member of a network.

Mediated interlibrary loan encompasses all other requests. If the material is requested from a network different from that to which the requestor belongs, then the request may also be referred to as a *point-to-point request*.

This code refers to mediated interlibrary loan activity.

Scope

Libraries may request on interlibrary loan most library materials (*refer to Appendix H for current NMRLS policy*). The owning library determines whether a particular item can be provided. As a general rule the following types of materials are not ordinarily loaned: rare or valuable material; bulky or fragile items; materials in high demand at the lending library; entire issues of periodicals; materials cataloged as reference or genealogy.

I. Responsibilities of Borrowing Libraries

A. Each library provides the resources to meet the ordinary needs and interests of its primary clientele. Material requested from another library under this code is generally limited to those items that do not conform to the library's collection development policy or for which there is no recurring demand. Interlibrary loan is designed to serve as an adjunct to, not a substitute for, collection development.

B. Borrowing libraries will make every effort to exhaust their own resources before resorting to interlibrary loan (e.g.: MVLC, NOBLE, MassCat, Mass. Virtual Catalog).

C. The interlibrary loan staff of each library will be familiar with, and use, relevant interlibrary loan documents and aids, including local network or cluster guidelines, NMRLS ILL policies and procedures and the National ILL code.

See Appendix A - Sample National & Local ILL Codes.

See Appendix H - Current NMRLS ILL Policies.

D. The borrowing library is responsible for compliance with U.S. copyright law (Title 17, U.S. Code) and its accompanying guidelines and will inform its users of the applicable portions of the law. An indication of compliance must be provided where necessary. Unless specifically forbidden by the lending library, copying by the borrowing library is permitted provided that it is in accordance with the copyright law and no damage to the original volume will result.

See Appendix B - U.S. Copyright law relating to ILL.

E. Each library is encouraged to develop an interlibrary loan policy and inform its users of this policy and any regional or other policies which might be pertinent.

See Appendix C - Sample ILL policies.

F. Requested material must be described as completely and accurately as possible following accepted bibliographic practice. Libraries should attempt to verify citations using appropriate bibliographic tools available to Regional members: MassCat, MVLC, NOBLE on-line catalogs; Massachusetts Virtual Catalog; OCLC WorldCat. If an item cannot be verified, the statement "cannot verify" is included along with information about the original source of citation. Any library without access to the major bibliographic verification tools can contact the regional ILL centers.

See Appendix D - Verification Tools: Online catalogs, NMRLS ILL Centers.

G. Accepted interlibrary loan formats are preferred for all requests, regardless of the means of transmission.

See Appendix E - ILL request forms: ALA, NMRLS ILL Centers, BPL ILLiad

H. The borrowing library accepts the responsibility of careful use and prompt return of all borrowed materials. The safety of borrowed material is the responsibility of the borrowing library from the time the material leaves

the lending library until it is received back by the lending library. The borrowing library is responsible for packaging the material so as to ensure its return in good condition.

See Appendix F - Packing Recommendations & Regional Delivery Routing Directory.

I. If damage or loss occurs, the borrowing library is responsible for all costs of repairs or replacement, in accordance with the preferences of the lending library.

J. The borrowing library will comply with the conditions of loan established by the lending library. The borrowing library is responsible for honoring the due date and enforcing all use restrictions specified by the lending library.

K. The borrowing library should normally request a renewal before the item is due.

L. The borrowing library gives patrons realistic information regarding the availability of materials (and as a general rule, not request such items as best sellers, high demand feature films, etc.) as well as realistic information about the length of time needed to obtain them.

M. The borrowing library may be restricted as to the number of titles any one person may request at any one time.

See Appendix H - Current NMRLS ILL Policies.

N. The borrowing library can provide alternatives to library users when materials are not available for loan: for example, encouraging library users to travel to other libraries for on-site access to material when extensive use of a collection is required or the nature of the material requires special handling.

O. Each library is responsible for maintaining the provisions of this code in good faith.

II. Responsibilities of Lending Libraries

A. Many regional libraries are used to loaning their materials, especially those libraries belonging to automated networks which participate in network transfer activities. Regional membership assumes an obligation to loan circulating materials to all members of the region, regardless of network affiliation. Regional members may also be asked to provide materials for other libraries outside the region and the state usually in response to OCLC requests.

See Appendix G - Overview of OCLC.

B. The decision to loan materials is at the discretion of the lending library. However, all libraries are encouraged to interpret their lending policies as generously as possible.

It is the responsibility of the lending and borrowing library to ensure confidentiality of the user.

C. The lending library should process requests promptly. Conditions of loan should be clearly stated. The duration of the loan (due date), unless otherwise specified by the lending library, is the period of time the item may remain with the borrowing library *disregarding time spent in transit*. A copy of the borrowing request should accompany the item.

D. Clearly mark all materials sent out on interlibrary loan with an ownership stamp; stating both the name and location of the owning library.

- E. The borrowing library is notified by the lending library when unable to fill a request and, as a courtesy, state the reason for not filling the request.
- F. The lending library may recall items at any time.
- G. Each library is responsible for maintaining the provisions of this code in good faith.

III. Responsibilities of the ILL Centers

Introduction

The Northeast Massachusetts Regional Library System has provided two interlibrary loan centers for its members. The purpose of the centers is to receive, process and fill requests for materials not owned by member libraries and to provide these same services, reciprocally, to non member libraries.

The **NOBLE** ILL Center serves the libraries in the following communities:

Beverly, Danvers, Everett, Gloucester, Lynn, Lynnfield, Marblehead, Melrose, Nahant, Peabody, Reading, Revere, Salem, Saugus, Stoneham, Swampscott, Wakefield, and Winthrop.

Memorial Hall Library, Andover serves the libraries in the following communities:

Amesbury, Andover, Billerica, Boxford, Burlington, Carlisle, Chelmsford, Dracut, Dunstable, Essex, Georgetown, Groveland, Hamilton, Haverhill, Ipswich, Lawrence, Littleton, Lowell, Manchester-by-the sea, Merrimac, Methuen, Middleton, Newbury, Newburyport, North Andover, North Reading, Rockport, Rowley, Salisbury, Tewksbury, Topsfield, Tyngsborough, Wenham, West Newbury, Westford and Wilmington.

- A. ILL Centers shall identify and locate resources in a variety of formats for all member libraries of the region.
- B. They shall provide clearing house services, including bibliographic verification and locations, by accessing a variety of data bases on behalf of member libraries.
- C. They will facilitate the delivery of materials to members not on the regular delivery route.
- D. They will support network transfer activity.
- E. They will process requests from OCLC member libraries for items held by members of the Region whose holdings are not uniquely available (e.g. MVLC & NOBLE).
- F. They will provide advisory assistance and training in ILL procedures according to NMRLS guidelines and encourage cooperation and resource sharing among all members of the region.
- G. They will collect and compile appropriate statistical information regarding regional ILL activity according to NMRLS and Board of Library Commissioners guidelines.
- H. All incoming requests for interlibrary loan materials will be processed within 2 working days of receipt.
- I. All requests for status checks will be answered promptly and be made available online.
- J. The ILL Centers will notify libraries of the unavailability of items as soon as possible. Requests will automatically be considered cancelled if not filled within 3 months.

K. It is the responsibility of the ILL Centers to cover certain costs. It may also be the responsibility of the borrowing library to cover other or additional costs.

See Appendix H - Current NMRLS ILL Policies.

L. The NMRLS ILL Centers will work with the borrowing and lending libraries to ensure the safe receipt and return of borrowed material.

NMRLS ILL Code Appendixes

An online version of the NMRLS ILL Manual with the hyperlinks listed below is available at:

http://www.nmrls/ill/ILL_Manual.htm .

APPENDIX A - Sample National & Local ILL Codes.

Guidelines and Procedures for Telefacsimile and Electronic Delivery of Interlibrary Loan Requests and Materials (1994).

http://www.ala.org/Content/NavigationMenu/RUSA/Professional_Tools4/Reference_Guidelines/Guidelines_and_Procedures_for_Telefacsimile_and_Electronic_Delivery_of_Interlibrary_Loan_Requests_and_Materials

Interlibrary Loan Code for the United States(2001) (*Includes link to generic ILL form*).

http://www.ala.org/Content/NavigationMenu/RUSA/Professional_Tools4/Reference_Guidelines/Interlibrary_Loan_Code_for_the_United_States.htm

Interlibrary Loan Packaging and Wrapping Guidelines (1997).

http://www.ala.org/Content/NavigationMenu/RUSA/Professional_Tools4/Reference_Guidelines/Interlibrary_Loan_Packaging_and_Wrapping_Guidelines.htm

Interlibrary Loan Code for the United States Explanatory Supplement

http://www.ala.org/Content/NavigationMenu/RUSA/Professional_Tools4/Reference_Guidelines/Interlibrary_Loan_Code_for_the_United_States_Explanatory_Supplement.htm

"Language Suggested for the Notices Required by the Copyright Revision Act of 1976"

http://www.ala.org/Content/NavigationMenu/RUSA/Professional_Tools4/Reference_Guidelines/Language_Suggested_for_the_Notices_Required_by_the_Copyright_Revision_Act_of_1976.htm

APPENDIX B - U.S. Copyright law relating to ILL.

ALA/Copyright & Fair Use

http://www.ala.org/Content/NavigationMenu/ALCTS/Division_groups/Interest_Groups2/Networked_resources_and_metadata1/Copyright_and_fair_use.htm

CONTU Guidelines on photocopying under ILL arrangements

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

Facts about CCL & CCG (from the Indianhead Federated Library System ILL website

www.ifls.lib.wi.us/ILL/copyright.html)

The requesting library is responsible for determining that any interlibrary loan request for photocopied materials complies with copyright. The following are basic steps to complete interlibrary loan requests. For complete information refer to Reproductions of Copyrighted Works by Educators and Librarians – Circular 21 published by the US Copyright Office <http://www.loc.gov/copyright/circs/circ21.pdf> .

As a borrower, copyright compliance must be noted on the request. You must indicate whether the request Complies with the Copyright Guidelines (CCG) or the Copyright Law (CCL).

CCG (Copyright Guidelines)

- Applies to periodicals/materials published within five years of the request.
- Write CCG on the request form.
- *The guidelines basically establish the number five as the key - five filled copies from the current five years of a copyrighted title during a single year.*

CCL (Copyright Law)

- Applies to periodicals which are older than five years.
- For replacement copies, if an item is out of print and cannot be obtained at a reasonable price, an entire work can be copied by the lending library.
- Write CCL on the request form.

Some examples of when to use CCL:

- When the work is in the public domain.
- When the article is more than five years old.
- When the copy is for a collection to replace a copy that had been purchased and is now lost, deteriorating etc. and the library has determined after a reasonable effort that an unused replacement is unavailable at a fair price.

As a lender, copyright law states lenders cannot fill requests for photocopies if a copyright compliance code (CCG or CCL) is not listed on the request.

When requests are completed:

- Keep records of all filled photocopy requests for the previous three years and the current year.
- If six or more copies from the same periodical were requested during one calendar year, consider purchasing the periodical for your library.

Alternatives to library copying:

- Borrow the item from another library.
- Request a reprint of the article directly from the author of the item.
- Ask for permission of the copyright owner to copy beyond the provisions of Sections 107 and 108.
- Print out the article from a full-text database that includes payment of royalties in its print charge.
- Print out the article from a licensed database that includes permission in the license to copy under certain circumstances. (ALL EBSCO ARTICLES FALL UNDER THIS PROVISION.)
- Purchase individual periodical issues from the publisher.

For more information about copyright, the following web sites may be of help:

- US Copyright Office <http://www.loc.gov/copyright/>.
- Information Policy: Copyright and Intellectual Property <http://www.ifla.org/II/copyright.htm>

APPENDIX C - Sample ILL policies.

Thomas Crane Public Library/Quincy, MA

<http://thomascranelibrary.org/aboutus/services/interloanillpol.shtml>

Carbondale (IL) Public Library

http://www.public.lib.carbondale.il.us/interlibrary_loan_policies.htm

APPENDIX D - Verification Tools: Online catalogs, NMRLS ILL Centers.

Verification tools:

- OCLC WorldCat: <http://www.nmrls.org/reference/dbases.shtml>
- MassCat: <http://www.nmrls.org/masscat/>
- Massachusetts Virtual Catalog: <http://www.mlin.lib.ma.us/flash3.html>

Tools Pages:

- NOBLE ILL Center: <http://www.noblenet.org/ill/NMRLSilltools.htm>
- Memorial Hall Library ILL Center: <http://www.mhl.org/ill/illtools.htm>

Contact Information:

NOBLE ILL Center:

<http://www.noblenet.org/ill/>

Memorial Hall Library ILL Center:

<http://www.mhl.org/ill/>

APPENDIX E - ILL request forms: ALA, NMRLS ILL Centers, BPL ILLiad.

ILL FORMS:

NOBLE ILL Center: <http://www.noblenet.org/ill/illform.htm>

Memorial Hall Library, Andover: <http://www.mhl.org/ill/form.asp>

BPL ILLIAD/ DD: <http://illiad.bpl.org/>

ALA Forms:

http://www.ala.org/Content/NavigationMenu/RUSA/Professional_Tools4/Reference_Guidelines/illformprint.pdf

http://www.ala.org/Content/NavigationMenu/RUSA/Professional_Tools4/Reference_Guidelines/Interlibrary_Loan_Code_for_the_United_States.htm#forms

APPENDIX F - Packing Recommendations & Regional Delivery Routing.

Packaging and routing information

ALA packaging and wrapping Guidelines:

http://www.ala.org/Content/NavigationMenu/RUSA/Professional_Tools4/Reference_Guidelines/Interlibrary_Loan_Packaging_and_Wrapping_Guidelines.htm

NOBLE ILL CENTER:

http://www.noblenet.org/ill/MAILING_INSTRUCTIONS.htm

Memoiral Hall Library/Andover:

<http://www.mhl.org/ill/MAILING%20INSTRUCTIONS.pdf>

REGIONAL DELIVERY: <http://www.nmrls.org/delivery/label.shtml>

Boston Public Library Delivery Routing Directory :

<http://www.bpl.org/brls/delivery.htm>

Delivery routing slips:

<http://www.nmrls.org/delivery/label.shtml>

APPENDIX G - Overview of OCLC.

OCLC (Dublin, Ohio)

<http://www.oclc.org/about/default.htm>

APPENDIX H - Current NMRLS ILL Policies.

NMRLS Interlibrary Loan Policies, May 2004

FAQs for Libraries

Approved by the NMRLS Executive Board, April 15, 2004

1. Why are there changes in the NMRLS ILL services?

We are compelled to set limits and recover some costs on interlibrary loans processed at NMRLS ILL Centers (Memorial Hall Library, Andover and NOBLE) in order to reduce expenses due to recent severe budget cuts.

2. How will these changes save money?

Long-term costs will be reduced by charging for requests from out-of-state libraries, the elimination of some of the more labor-intensive loan requests, and by shifting some of the responsibility for mediated ILL from the region to the borrowing library.

3. Are services between MVLC and NOBLE libraries affected?

No. This interlibrary loan activity remains the same.

4. Will the interlibrary loan centers at Memorial Hall Library and NOBLE still request books from other Massachusetts automated networks and interlibrary loan centers?

Yes. This service is unchanged.

5. May my library make direct requests to another library within Massachusetts or outside of Massachusetts?

Yes, libraries are free to conduct their interlibrary loan activity in the manner they deem most efficient. The ILL Centers strive to work with our member libraries in this regard. But, any library may make direct requests to any other library.

6. How will my library obtain magazine and journal articles?

All requests for articles will be made directly by libraries to the Boston Public Library's ILLiad service: <http://illiad.bpl.org/>.

7. What if I login to ILLiad and I do not know the password?

Call the Boston Public Library ILL Office at 1-800-422-4065 x2343.

8. Are there limits to borrowing?

No.

9. How does my library return items?

Member libraries are to return all borrowed items directly to the lending library.

10. What if my library does not have the staffing to do this?

The ILL Centers may still be used for returns if the library is willing to pay a \$2.50 per item shipping fee. Libraries will be billed quarterly by NMRLS if they use this service.

11. Are there any materials that the ILL Centers will not borrow for my library?

Yes. The ILL Centers will not borrow feature films on video-cassette or DVD.

12. Are there any other limits on materials?

Yes. ILL Centers will borrow best sellers only from MVLC or NOBLE. Sound recording and non-feature film requests will be directed only to Massachusetts libraries that are members of automated networks.

13. What if there is a fee for borrowing from the lending library?

The ILL Centers will process all loans for which a fee is charged by the lending library. The costs will be absorbed by the ILL Centers.

14. Which NMRLS ILL Center do I use?

The ILL Center you should use is based on the town your library is located in. To determine your ILL Center, please consult the website for NMRLS Regional ILL at: <http://www.nmrls.org/ill/region.shtml>.