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# THE ILLINET INTERLIBRARY LOAN CODE

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## PREFACE TO THE ILLINET INTERLIBRARY LOAN CODE

As partners in the Illinois Library and Information Network (ILLINET), more than 4000 multitype (academic, public, school and special) member libraries contribute to the ongoing enrichment of the state's library resources. Dating from 1975, ILLINET relies on resource sharing to fill the information, recreation and research needs of library users. Individual libraries, financially and programmatically challenged to meet the requests of their users, can do so through statewide cooperative collection management agreements and a high level of local commitment to interlibrary loan.

The leadership and collegiality of the Illinois State Library, the 12 regional library systems and the member libraries ensure the future of the Illinois information base. With the addition of two key linking mechanisms, automation and document delivery, the Illinois library community is assured of continued, even increased, access to information in the 21<sup>st</sup> Century.

*Note: The first "Illinois Interlibrary Loan Code" was written in 1971. It has been revised in 1988 and 1993. The current revision was completed in 2000.*

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## ILLINET INTERLIBRARY LOAN CODE

This code, approved by the Illinois State Library Advisory Committee, endorsed by the Illinois Library Systems, and adopted by the Illinois State Library, effective September 1, 2000, governs interlibrary lending policy within ILLINET. Based on the most current American Library Association National Interlibrary Loan Code, this code promotes efficient resource sharing among ILLINET libraries. Specific procedures for interlibrary loan are not included in this code because they are considered the prerogative of individual libraries.

### I. DEFINITION

Interlibrary loans are transactions in which library materials are made available from one library to another. An interlibrary loan is defined as a transaction in which the material moves from library to library/designated library user. The libraries involved in interlibrary loans are not under the same library administration. NOTE: Reciprocal borrowing is not within the scope of this document (see definition in Glossary).

### II. SCOPE

1. Each library is responsible for developing collections in response to local needs. Interlibrary loan is an adjunct to, not a substitute for, collection development in individual libraries.
2. It is the prerogative of each ILLINET library to enter into mutually beneficial cooperative/reciprocal agreements in order to meet the needs of its primary clientele. Such agreements are outside the scope of this code. In the absence of pre-arranged agreements between and among specific libraries, this code governs interlibrary loan among ILLINET libraries.
3. Any type of library material needed for any purpose, including but not limited to study, instruction, information, recreation, or research, may be requested from another library.
4. Interlibrary loan is a mutual relationship and libraries are strongly encouraged to supply materials as freely as they request materials. Any materials, regardless of format, may be requested from another library. The supplying library determines whether the material can be provided and in what format.
5. Each library shall have an interlibrary loan policy statement which shall be available upon request.

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### **III. RESPONSIBILITIES OF REQUESTING/BORROWING LIBRARY**

1. The requesting library is responsible for compliance with the copyright law (Title 17, US Code) and its accompanying guidelines, and shall inform its users of the applicable portions of the law. An indication of compliance shall be provided with all requests for photocopies.
2. The requesting library should avoid sending the burden of its requests to a few libraries. However, it is the responsibility of each library to determine the best source for the requested material.
3. Requested items shall be cited completely and accurately and owner or location verified. The requesting library should transmit all interlibrary loan requests in standard bibliographic format in accordance with the protocols of the electronic network or transmission system used. In the absence of an electronically generated form, the elements of the American Library Association Interlibrary Loan request form should be used (see Appendix A).
4. When items cannot be verified and/or located, "cannot verify" or "cannot locate" shall be indicated on the request and source of reference, if available.
5. The borrowing library shall honor the lending library's conditions of loan including observation of dates and duration of loans, recall notices, fees (if applicable), and special handling provisions. The borrowing library shall convey these conditions to library users.
6. The borrowing library is responsible for borrowed materials from the time they leave the supplying library until they have been received back. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.

### **IV. RESPONSIBILITIES OF LENDING LIBRARY**

1. Libraries are strongly encouraged to implement generous lending policies with due consideration for the needs of their primary clientele.
2. The lending library shall search, locate, send, reply, refer or cancel all ILL requests within four working days of receipt.
3. The lending library may return a request unfilled when bibliographic data and location are incomplete.
4. The lending library shall notify the borrowing library of dates and duration of loans on the materials, renewal policies and special handling. If possible, the lending library shall send a copy of the original request along with any materials loaned.

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## V. FEES

1. Libraries may not charge service fees or delivery fees for loans of returnables to other ILLINET libraries, except as noted under the provisions for "Rush" requests. If a library chooses not to use ILDS or Intra-System Delivery for delivery and prefers another mechanism, they should negotiate this with borrowing/lending libraries.
2. Libraries are encouraged to absorb the costs of providing photocopy service, however, after carefully reviewing and evaluating their organizational environment, ILLINET libraries may charge fees for the provision of photocopies. Libraries charging service fees for "Rush" delivery fees should make their policies available on request.
3. Libraries may not charge overdue fines to other libraries.

## VI. RUSH AND URGENT REQUESTS

1. "Rush" service requests are those in which the requesting library designates the request to be "Rush" and requires the item to be processed and sent within 24 hours/one working day.
2. Requesting libraries which need an "Urgent" request (one filled faster than "Rush") shall negotiate such conditions and fees directly with the lender.
3. An ILLINET library may, by policy or on a case by case basis, choose not to offer "Rush" or "Urgent" service.

## VII. VIOLATION OF THE CODE

1. Should a violation occur, the following procedures should be followed.
  - a. The lending/requesting library is responsible for informing the requesting/lending library of any failure to observe the provisions of this code. If necessary, one library may suspend service to a library which disregards its policies. Such action requires written notification to the suspended library, specifying the terms and duration of the suspension. A copy of all documentation should be sent to the regional library system(s).
  - b. The lending/requesting library is also responsible for reviewing ongoing circumstances and for reinstatement of borrowing privileges. These should be done on a timely basis. The lending/requesting library should provide written notification of this action to the suspended library and the regional library system(s).
2. Should violations continue, the following procedures should be followed.
  - a. *Same regional library system*--Should a library continue to commit borrowing/lending violations, the other library or libraries may request the regional library system serve as negotiator. The request must be written and a copy should go to the library allegedly committing the violations as well as the regional library system.

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- b. *Two regional library systems*--Should the libraries be in two different regional library systems, those systems should work together as negotiators to resolve the problem. A request for negotiation should be written by the lending/borrowing library, with copies sent to the library allegedly committing the violations and to both regional library systems.
  3. Continued disregard of the provisions of this code despite negotiation efforts shall be sufficient reason for suspension of borrowing privileges within ILLINET and may result in the suspension of all ILLINET privileges.
  4. The following steps are necessary in order to suspend a library's ILLINET privileges.
    - a. The initiating library should provide a written complaint of the continued code violations. The complaint should be directed to the regional library system for documentation of notification (see VII. 1.) and negotiation (see VII. 2.) efforts.
    - b. If a second regional library system has been involved in the negotiations, the complaint should be directed to them for documentation of negotiation (see VII. 2.).
    - c. The regional library system(s) should document the effectiveness of any negotiations. They will also make a recommendation supporting or disputing the initiating library's request for suspension of ILLINET privileges.
  5. The complete report should be sent to the violating library, the regional library system(s) and to the Illinois State Library, which will act on the recommendations in the complaint. The Illinois State Library, in consultation with the regional library system(s), will decide on the appropriate action in accordance with the System Rules and Regulations (Section 3030.115).

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## GLOSSARY

**Commercial Document Delivery**—CARL's "Uncover" or the British Library; some libraries may fill requests for materials by using commercial suppliers.

**Cooperative Agreement**—A binding agreement between two or more parties.

**Cooperative Collection Management**—Cooperative activities include the coordination of selection and purchasing of materials to avoid unnecessary duplication and to make collections complementary to one another. *Standards for the Services of Illinois Multitype Library Systems*. Springfield, Ill.: State of Illinois, 1992.

**ILDS**—Known variously as Intersystem Library Delivery System, Inter Library Delivery System, or Illinois Library Delivery System, ILDS is a dedicated surface delivery system funded by the Illinois State Library through a grant to the subcontractors. The ILDS delivery system runs between individual library systems and other designated stops throughout the state of Illinois. Peterson, Fred M. "A Study of the Surface Delivery of Library Material in Illinois." Springfield, Ill.: Illinois State Library, March 1997. Photocopied.

**ILLINET**—Illinois Library and Information Network; the cooperative network of multitype (academic, public, school and special) libraries in Illinois. ILLINET is coordinated by the Illinois State Library. Membership is open to those libraries which are members of one of the 12 regional library systems as defined by the Illinois Library System Act [75 ILCS 10]. ILLINET includes, but is not limited to, ILDS and ILLINET/OCLC services.

**Intra-System Delivery**—Dedicated delivery systems operated by the individual regional library systems for their members. Systems may operate the delivery service or may subcontract for it. Peterson, Fred M. "A Study of the Surface Delivery of Library Material in Illinois." Springfield, Ill.: Illinois State Library, March 1997. Photocopied.

**Non-returnables**—Materials that the supplier/lending library does not expect to have returned. Examples of non-returnables include photocopies or facsimiles, fiche to fiche copies, print copies of microfilm, electronic full-text documents and gratis print copies of unpublished reports and/or departmental working papers. Department of Commerce. Bureau of the Census. *Integrated PostSecondary Education Data System*. Washington, D.C.: U.S. Government Printing Office, 1998.

**Primary Clientele**—A library's user group, defined locally by each library, e.g., taxpayers, students and faculty, local community, etc. and as described in the library's mission statement.

**Reciprocal Borrowing**—A form of cooperative agreement between two or more libraries allowing their users on-site circulation privileges at another library. For purposes of this policy, reciprocal borrowing does not cover remote circulation (a means of allowing eligible library users to check out materials off site) or interlibrary loan.

**Regional Library System**—As defined by the provisions of the Illinois Library System Act [75 ILCS 10], the central office of an organization of public and other types of libraries that enter into an agreement to provide any or all library services on a cooperative basis.

**Returnables**—Materials that the supplier/lending library expects to have returned. Examples of returnables include books, dissertations, microfilm reels, sound recordings and audiovisual materials. Department of Commerce. Bureau of the Census. *Integrated PostSecondary Education Data System*. Washington, D.C.: U.S. Government Printing Office, 1998.

**Special Handling Provisions**—Conditions for loaning set by the lenders such as restrictions on copying, in-library use only, or other special handling provisions designated by the lender.

**Verification**—The process by which a library determines the accuracy of information.

**Working Days**—Days on which the library is open for service, excluding Saturdays, Sundays or holidays.

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Freedom of Information Act. Exemptions. 5 ILCS 140/7.

Illinois Local Library Act. 75 ILCS 5/1-7.

Library Records Confidentiality Act. 75 ILCS 70/1, 70/2.

Public Library District Act of 1991. 75 ILCS 16/1-25.

State Records Act. 5 ILCS 160/7.

### ***Interlibrary loan personnel should be familiar with and use current editions of relevant documents and aids including but not limited to:***

Procedure manuals for online interlibrary loan systems.

Lending policies of all libraries to which requests are sent.

All applicable consortium, state, or regional codes that apply.

Standard bibliographic tools and services necessary for verification and location of requested materials.

Appropriate interlibrary loan forms.

### ***The following Bibliography is reproduced and adapted from the current American Library Association National Library Loan Code, which can be found at [http://www.ala.org/rusa/stdn\\_inc.html](http://www.ala.org/rusa/stdn_inc.html)***

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National Information Standards Organization. *Interlibrary Loan Data Elements*. Z39.63-1989. New Brunswick, N.J.: Transaction Publishers, 1990.

## APPENDIX A

To access the current American Library Association's Interlibrary Loan Form, visit the ALA website at: <http://www.ala.org/rusa/illformprint.html>