

## REGIONAL INTERLIBRARY LOAN PROCEDURES FOR THE MID-HUDSON / RAMAPO-CATSKILL / SOUTHEASTERN REGION

*Recommended by the Regional Interlibrary Loan Committee, April 26, 2018*

These Procedures are an agreement to facilitate interlibrary loan processes among libraries in the eight systems within the Southeastern region. Each regional system may have procedures particular to that system, which should be available in a local procedural manual. The regional systems include the public libraries in two public library systems, school libraries in five school library systems and academic & special libraries in Southeastern. These regional systems are the following:

- Dutchess BOCES School Library System
- Mid-Hudson Library System
- Orange-Ulster BOCES School Library System
- Ramapo Catskill Library System
- Rockland BOCES School Library System
- Southeastern New York Library Resources Council
- Sullivan BOCES School Library System
- Ulster BOCES School Library System

The Southeastern region has adopted the **Interlibrary Loan Code for the United States** with clarifying text from the **Explanatory Supplement** including a cover sheet of Southeastern regional provisos and exceptions to the US code for the regional ILL code. For the purpose and scope of interlibrary loan in this region, see the code located at this URL: <https://www.senylrc.org/ILL>.

Libraries in the Southeastern region may use one or more of the following electronic systems to request from each other: Southeastern Access to Libraries (SEAL 2.0), OCLC, and Docline. Regardless of the method or electronic system used, the following procedures are to be followed. In addition, most academic libraries in the region use OCLC's ILLiad or Tipasa interlibrary loan management systems. For questions regarding procedures to use these electronic systems, users are advised to consult system specific manuals and help screens.

SEAL is provided by Southeastern to all regional libraries at no cost to the participating library. Every library in the region may use SEAL to place requests electronically and loan to other libraries in the region.

### I. PROCEDURES FOR THE REQUESTING LIBRARY

- A. Interlibrary loan requests should be placed electronically via one of the systems named above. Electronic transmission of requests is preferred. (See section 4.7 of the ILL Code of the US)
- B. Requesting using standard American Library Association (ALA) interlibrary loan forms should be considered a last resort method. ALA forms are available via the ALA website, <http://www.ala.org/rusa/guidelines/interlibrary>. Contact a regional library before sending an ALA form. Many libraries no longer accept ALA forms for lending. (See section 4.7 of the ILL Code of the US)

- C. For an urgent request, contact the lending library directly and follow up with an appropriate request form. "Urgent" should be used with discretion and reserved for situations when an item is needed within 24 hours.
- D. Verify and locate a requested item in the regional virtual union catalog, local catalogs, library system catalogs, and other available standard library verification tools such as Docline or OCLC.
- E. For items not verified or located, requests can be referred to the borrowing library's system headquarters' ILL staff. (See section 4.6 of the ILL Code of the US)
- F. Route a request to all available locations within one's own system before sending a request to another system as specified in the Regional Interlibrary Loan Code Regional Provisos. Every effort should be made to distribute requests fairly, and to avoid concentrating interlibrary loan lending on a few libraries.
- G. A borrowing library should notify the lender if a requested item noted as shipped by the lender does not arrive within a reasonable period of time (two – three weeks).
- H. The due date is the date when the item is due back at the borrowing library for return to the lender. The duration of loan, unless otherwise specified by the lending library, should be a minimum of a period of five weeks from the date sent by the library. (See section 4.12 of the ILL Code for the US)
- I. Renewals should be requested in a timely manner, so that if the renewal is denied, the item may be returned on time. Renewals are granted at the discretion of the lending institution. (See section 4.13 of the ILL Code for the US)
- J. The requesting library should respond promptly to recall notices from the lender and make every effort to return the material as soon as possible by the fastest means available. (See section 4.14 of the ILL Code for the US)
- K. Libraries should be familiar with and in compliance with the CONTU guidelines <http://digital-law-online.info/CONTU/contu24.html> as well as the copyright law (Title 17, U. S. Code, section 108). Records of photocopy transactions must be kept for three years plus current year. (See section 4.8 of the ILL Code for the US)
- L. It is recommended that requests for returnable items be kept for statistical purposes and to solve problems. There are no requirements to keep copies of returnable requests for any specific length of time.
- M. Upon receipt of material, the borrowing library should make sure they received the correct item that was requested. Also, borrowers should note the lending library and the due date as well as check condition of the material. Identify and notify the patron that the item is available for them. The borrowing library shall honor the lender's stipulations such as "in library use only", no photocopying, renewal limitations, and shipping requirements for return of the item. (See sections 4.12 and 4.15 of the ILL Code for the US)

- N. The borrowing library shall label the item to inform the patron that the item must be returned to the borrowing library.
- O. Materials being returned must include a copy of the request or appropriate identifying number, be addressed completely and legibly and packaged so as to ensure its return in good condition. If your shipper bears no responsibility for replacement cost if the item is lost or damaged, you may want to insure it. (See section 4.15 of the ILL Code for the US)
- P. The requesting library assumes a small but inherent risk when material is supplied through interlibrary loan. Although the percentage is very 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. The requesting library is responsible for the material from the time it leaves the supplying library until its safe return to the supplying library. (See section 4.9 of the ILL Code for the US)
- Q. The requesting library is responsible to return materials in the same condition in which they were received. The library should follow any shipping specifications made by the lender and label and package materials securely. Use appropriately sized packaging materials and seal packages with tape according to United States Postal Service guidelines. Only reuse packaging materials in good condition. (See section 4.9 of the ILL Code for the US)
- R. 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. The library shipping the material may need to initiate a trace with the delivery firm who may pay for actual costs of the replacement. However, processing fees may still be the responsibility of the requesting library. (See section 4.10 of the ILL Code for the US)
- S. Bills for lost or damaged materials and other correspondence regarding the transaction should be acknowledged within four working days from date of receipt. Payment is due within ninety days of receipt of a bill. (See section 4.10 of the ILL Code for the US)
- T. Statistics on interlibrary loan borrowing shall be kept according to the requirements of the regulating bodies of the library.

## **II. PROCEDURES FOR THE SUPPLYING LIBRARY**

- A. The lending library shall respond to requests promptly, within four business days from date of receipt, or according to time triggered actions by an electronic system. (See section 5.5 of the ILL Code for the US)
- B. The supplying library shall respond "not supplied" if unable to fill the request and indicate the reason. Use Appendix # A to select the appropriate Reason for No (ISO ILL 10161 Codes and Definitions). (See section 5.5 of the ILL Code for the US)
- C. The supplying library shall be aware of licensing agreements and how they apply to interlibrary loan. (See section 5.4 of the ILL Code for the US)

- D. For copy requests, the supplying library shall ship copies using electronic transmission unless the borrowing library requests an alternate method. (See section 5.11 of the ILL Code for the US)
- E. Loans should be packaged to ensure their safety, and they should be addressed completely and legibly. The supplying library should enclose a copy of the request or label material with date due and ILL transaction number. Check to be sure material ownership is properly identified, i.e., permanently stamped with the name of the owning institution. (See section 5.8 of the ILL Code for the US)
- F. The supplying library should track the following data: date of loan, the date due, the method of delivery, and the date of transaction completion.
- G. Any copy of a document produced to fill a request should be discarded after the transaction is completed. In other words, an incidental copy made to facilitate transmission is a fair use, as long as that copy is not retained. (See section 5.11 of the ILL Code for the US Explanatory Supplement)
- H. The supplying library should respond promptly to requests for renewal from the borrowing library. Renewals are at the discretion of the supplying library. (See section 5.3 of the ILL Code for the US)
- I. The supplying library may recall material at its discretion at any time. It is important for the supplying library to contact the borrowing library directly. (See section 5.10 of the ILL Code for the US)
- J. Generate overdue notices promptly. Bills for lost or damaged material should be issued no later than one year after the final due date. (See section 5.3 of the ILL Code for the US)
- K. Statistics on interlibrary loan supplying shall be kept according to the requirements of the regulating bodies of the library.

### **III. SYSTEM DELIVERY**

As of March 2018, Empire Library Delivery (ELD) is used by participating academic libraries, Mid-Hudson Library System and Ramapo Catskill Library System. Check the roster of participating libraries for the current list: <https://www.esln.org/services/empire-library-delivery/>. The public and school library systems may have system specific delivery. Check with your system headquarters for procedures. If ELD or system delivery is not available to you and/or the other library, ship materials via the United States Postal Service or commercial carriers such as UPS and FedEx.

### **IV. ANNUAL REVIEW**

These procedures will be reviewed annually by the Regional Interlibrary Loan Committee. (RIC)