

# UHLN Inter Library Loans Procedure

## 1. Introduction

The Inter-Library loans (ILL) service within the Upper Hunter Library network is managed by the Technical Services team located at the Muswellbrook Branch of the Upper Hunter Regional Library. All Inter-Library loan requests are to be managed by this team in accordance with the UHLN procedure and the ILRS Standards.

This procedure provides a framework for use by the Technical Services Staff as well as the Customer Services Branch Staff in collecting, processing and completing ILL requests.

This procedure is advised by the [Australian Interlibrary Resource Sharing \(ILRS\) Code](#) adopted by ALIA in October 2011 as well as the [Libraries Australia Document Delivery Manual](#).

## 2. Objectives

This procedure is essential in ensuring that ILL services are offered with ongoing consistency and efficiency. This procedure:

- Provides the framework for current technical services and customer services staff in accepting, processing and completing ILL transactions
- Provides the framework for future training in ILL services to new or existing staff
- Ensures that the operation of the ILL service is in accordance with the relevant guidelines and best practice standards.
- Ensures that the ILL services offered do not detract from core collection development activities

## 3. Charges

The Upper Hunter Library Network offers Inter-Library Loans to its customers for items not found in its collection. The ILL service should not detract from core collection development, however should be used to provide access to materials which are not able to be purchased or do not fit selection criteria as set out in the Collection Development Policy and Selection Profiles.

It should be noted that each ILL request, aside from bulk loans, incurs a non-refundable charge which is required to be paid prior to placing the request. This charge is set out in the fees and charges schedule and covers postage, handling and processing of the requested item. This charge remains even if the title is not available to be inter-library loaned. ILL's ordered from University, TAFE or private libraries also incur an additional charge which is set by the ILRS standards and is passed on by the loaning library to the customer. Customers wishing to loan items from these libraries will be asked to confirm that they will pay the additional charge prior to the loan being progressed further.

The library can organise bulk loans free of charge for HLS members and for multicultural collection loans.

#### **4. Non-ILL materials**

There are some items which are not able to be inter-library loaned. These will be set out in the individual library's loan conditions. The commonly excepted standards of non-loanable items include items of less than 12 months of age since publication date, popular titles with high request/reservation rates, reference material, short loan items, audio-visual material or items from special collections. It should be noted that some items can be provided as photocopies or electronic scans provided that the copied sections meet copyright regulations. Any costs charged by the loaning library will be passed on to the customer in this instance.

Staff should not accept any ILL requests for materials which were published within a one year span prior to the request being made as these items cannot be supplied. Staff should instead ask the borrowers to submit a stock suggestion form.

#### **5. Placing a request**

##### **a. Accepting requests**

As mentioned in Section 4, there are certain items and item types which are commonly accepted as non-ILL materials. In aiding the customer, Branch staff should indicate whether it is best to place an ILL or a stock suggestion based on the age of the item. Staff are to ensure the customer is aware that the ILL fee is non-refundable once processed, regardless of whether the item can be sourced.

Staff are asked to ensure the customer includes as much information as possible about the item being requested. This includes information such as full title, author, ISBN and date published.

Staff are not able to indicate expected delivery dates of items, as delivery dates rely upon responses from libraries outside of the Library Network.

##### **b. Transmitting requests**

Items are to be passed on to ILL staff located at Muswellbrook Branch via email at [ill@muswellbrook.nsw.gov.au](mailto:ill@muswellbrook.nsw.gov.au) as soon as possible to ensure loans are progressed in a timely manner.

##### **c. Processing Requests**

###### **i. Outgoing**

When ILL requests are received the ILL Officer/s will check for availability via the Libraries Australia Document Delivery Service (LADD). If a holding is found a request will be immediately sent to the libraries holding the item. If the item is only held at a University, TAFE or Private institution the customer will be informed, as there would be additional charges if progressed further.

If a holding is not found for the item and the item is unable to be purchased, the Loans Officer will notify the customer via phone.

###### **ii. Incoming**

The ILL team check the LADD system multiple times daily for any new requests. New requests are actioned as soon as they are viewed and reserves are placed for items held throughout the region.

**d. Delivery of Requested Items**

When received, ILL Staff will add the item to the system using the Inter-Library Loan Barcodes and a brief MARC record detailing date borrowed. These barcodes are attached to each item and are removed from the system on return to the lending library. The item record is retained on the system however will not have any holdings and is marked as an Inter-Library Loan.

Following processing, the item will be dispatched from Muswellbrook library in the next available weekly courier delivery.

Staff are not able to indicate expected delivery dates of items, as delivery dates rely upon responses from libraries outside of the Library Network.

**e. Borrowing conditions**

The due date of ILL items is set by the lending library. This period is most commonly 6 weeks.

ILL items are able to be renewed, however the customer is required to contact the ILL Officer at Muswellbrook Library on 6543 1913 or via email at [ill@muswellbrook.nsw.gov.au](mailto:ill@muswellbrook.nsw.gov.au), at least two days prior to the due date to request an extension. Lending libraries will not extend items past their due date. A lending library may refuse the request to renew the item, in which case the initial due date still stands.

Any Overdue fees received by Muswellbrook Library as a result of a non-returned ILL will be passed on to the borrower.

**6. Bulk Loans**

The library is able to organise bulk loans of large print and audio books for the home library service and bulk loans of Foreign language titles for borrowers seeking titles in their native language. There is no charge for these loans. The ILL service can organise bulk loans of up to 20 items for a loan period of 3 months. To submit a bulk loan, borrowers are asked to complete an ILL form clearly marking what types of titles they wish to loan.

**7. Lost or Damaged Inter-Library Loaned Items**

Any costs incurred by the UHLN due to lost or damaged ILL items will be passed on to the borrower.

**8. Training**

Only library Staff who have been trained as ILL Officers are to place ILL requests. ILL Training is received through accredited Libraries Australia providers.

