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INTERLIBRARY LOAN MANUAL



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Interlibrary Loan Service

Definition

Interlibrary loan is the process by which a library requests material from, or supplies material to, another library. The purpose of interlibrary loan is to obtain, upon request of a library user, material not available in the user's local library. The terms "**requesting library**" and "**supplying library**" are used in preference to "borrowing" and "lending" to cover the exchange of copies as well as loans. Circulation of materials between a central library and its branches is not considered interlibrary loan. **Reciprocal borrowing** is not within the scope of this document.

Scope

1. The prerogative of each ILLINET library is to enter into mutually beneficial cooperative 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.
2. Any type of library material needed by an individual for any purpose, including but not limited to study, instruction, information, recreation, or research may be requested from another library.
3. Any materials, regardless of format, may be requested from another library. The supplying library determines whether the material can be provided.

Ethics and Responsibilities of ILLINET Libraries

1. Each library will develop collections in response to local needs. Interlibrary loan is an adjunct to, not a substitute for, collection development in individual libraries.
2. To expedite state and nationwide resource sharing initiatives, every ILLINET library should strive to enter and maintain its collection and holdings in a regional, statewide, and / or national electronic database.
3. Each library will offer and promote the availability of interlibrary loan service to their users.
4. Personnel responsible for interlibrary loan in each library must be familiar with relevant interlibrary loan documents and aids including interlibrary loan codes and procedures, bibliographic tools, and services.
5. Libraries will comply with current Copyright Law (17 U.S.C.) governing both print and digital resources.
6. Interlibrary loan is a mutual relationship and libraries are strongly encouraged to supply materials as freely as they request materials.
7. Each library will ensure the confidentiality of the user.
8. Each library will be responsible for maintaining a current "online" lending policy for interlibrary loan. The policy should include any schedule of fees/charges, restrictions, preferred methods of delivery and special instructions.
9. Each library will have its borrowing policy available for its users.
10. Each library will clearly identify its materials with a current ownership mark.
11. Each library will collect and annually submit its interlibrary loan statistics to the Illinois State Library.
12. Each library will annually review and update its Every Library in ILLINET (ELI) record.

From the *ILLINET Interlibrary Loan Code (2008 Revision)*

- http://www.cyberdriveillinois.com/departments/library/who_we_are/pdfs/ill_loan_code.pdf

Within DLS

1. DLS and the Illinois State Library are committed to assisting our member libraries in making full use of information technology. State grants and funding programs have enabled DLS to provide its members with access to databases throughout the State of Illinois. I-Share includes the resources of 76 Illinois libraries belonging to CARLI, the Consortium of Academic & Research Libraries in Illinois. The Illinois State Library has fully subsidized subscriptions to a subset of FirstSearch databases since 1993. Most recently, the Statewide Illinois Library Catalog (SILC) was developed. SILC combines the power and ease of OCLC's familiar FirstSearch interface, the rich resources of Illinois records in the WorldCat union catalog, and shelf status from local web catalogs. It makes resource discovery and interlibrary loan easy for every library in Illinois.
2. All DLS member libraries are expected to search these databases and request the direct loan of materials for your patrons as instructed in this manual. As of Jan. 1, 2004, DLS will not place interlibrary loan requests for its member libraries. As of July 1, 2004, OCLC referrals are no longer necessary; member libraries can place out-of-state requests under their new contracts.
3. DLS will lend most materials from its professional library science collection. Requests can be placed in several ways:
 - MAGIC SHARE PAC database
http://pac.dupagels.lib.il.us/rooms/portal/page/Sirsi_HOME.psml?action=SetUserProfile¤tSetting=ill&originSetting=ill
 - Form on DLS website
<http://www.dupagels.lib.il.us/pages/illform.html>
 - fax to 630/232-0699
 - OCLC to lender JBR.
4. DLS periodically offers interlibrary loan orientation training. These will be listed on the L2 [Library Learning] Calendar: <http://www.librarylearning.info/?LibSys=DLS>.

However, any time a member library has staff needing an introduction to or review of interlibrary loan procedures, call DLS. We will arrange a mutually convenient time for the staff member(s) to visit DLS and work with our ILL staff and be trained on general ILL procedures, the MAGIC database, other DLS databases, FirstSearch, and I-SHARE. Call the DLS Resource Sharing Specialist at 630/232-8457 x220, or send an email to dls-ill@dupagels.lib.il.us for assistance.

5. The Illinois State Library and ILLINET/OCLC, in conjunction with the Illinois OCLC Users' Group (IOUG), periodically offers online training for Beginning and Advanced WorldCat Resource Sharing. Course information and registration is available from on the L2 [Library Learning] Calendar: <http://www.librarylearning.info/?LibSys=ISL>.

Interlibrary Loan Requests

The following are recommended general procedures. Your library may have specific procedures about which databases to search and how to place ILL requests.

Before submitting an interlibrary loan request, verify the information as completely as possible, particularly the title and author information. Make sure the spelling is correct. If you are unable to verify the information, include any source information that the patron provided (for example, “patron heard on the radio” or “patron found online”). Include this information no matter how you submit the request (fax, website, OCLC, or mail).

Then try to locate potential lenders. Interlibrary loan staff should first try to fill requests within DLS. Check MAGIC, LINC, SILC, and standalone libraries accordingly. The following web catalogs are available online:

- **MAGIC** <http://www.dupagels.lib.il.us/pages/magic.html>
- **LINC** Web catalog for searching only: <http://www.linc.lib.il.us>
Web catalog for interlibrary loans (requires that library be registered with LINC): http://www.linc.lib.il.us/web2/tramp2.exe/log_in?setting_key=LINC

Other libraries have online catalogs as well, but this is a good starting point. For further resources within DLS, go to the DLS membership directory at <http://www.dupagels.lib.il.us/pages/members.html>.

To expedite interlibrary loan requests for member libraries, DLS facilitates two cooperative projects that allow requests to be placed directly in participants’ web-based online catalogs:

- **DLS WEB HOLDS:** Staff-initiated interlibrary loans through web catalogs are available at participating DLS libraries. All MAGIC and LINC libraries participate, as well as a number of stand alone public libraries. Additional information is available at: http://www.dupagels.lib.il.us/pages/pdf/web_holds.pdf.
- **SHARE (Share Holdings And Resources Easily)** is a cooperative project to facilitate staff-initiated interlibrary loans among participating Illinois library automation consortia. Information is available at <http://www.shareillinois.info>. Participating consortia provide access to their online catalogs:
 - iBistro (CCS)
 - PrairieCat (PALS)
 - LINC/iBistro (LINC)
 - MAGIC (DLS)
 - NIC (PALS)
 - SWAN (MLS)

One advantage of using these two programs is that holds can be placed on checked out items, and requests will be filled as the items become available. Usual ILL procedures require that requests can only be placed on available items.

OCLC has integrated ILL functions into FirstSearch, and the Statewide Illinois Catalog (SILC) allows you to scope to regions within Illinois, including DLS (select “far west suburbs”). Library staff can use the familiar FirstSearch interface on SILC to search for materials; OCLC members can also place interlibrary loan requests and fill requests. Login into your library’s FirstSearch account at

<http://firstsearch.oclc.org>. Holdings for DLS libraries will be provided for libraries that contribute their holdings to OCLC.

If you are unable to locate owning libraries within DLS, then search other Illinois catalogs such as I-SHARE. If you can't find any owning libraries within Illinois, then search nationally using WorldCat. (WorldCat includes many Illinois libraries, so you may want to search there first.) You can find links to these resources on the DLS website at <http://www.dupagels.lib.il.us/pages/links.html>.

If you are unable to locate information for an interlibrary loan request, forward the request to the DLS Resource Sharing Specialist. Indicate the databases searched and status information. DLS will attempt to locate the item and provide you with the information required to obtain it.

ILL policy and contact information may be found in:

- Every Library in ILLINET (ELI)
<http://www.eliillinois.org>
- OCLC ILL Policies Directory (for OCLC ILL users)
<https://illpolicies.oclc.org>

Once you have verified the information and located owning libraries, place the interlibrary loan request. Requests can be submitted online (via many websites, web catalogs, or FirstSearch), by fax, or by mail. It's standard practice to submit faxed or mailed requests on ALA ILL forms. The ALA form can be obtained through the ALA website (see *Useful Websites* at the end of this manual) or purchased from vendors of library supplies. Requests should be sent to one library at a time. Some online systems such as MAGIC and FirstSearch will route the request for you, sending it to several libraries, one library at a time, until the request is filled.

DLS no longer serves as a referral center for out-of-state OCLC requests from DLS OCLC selective members. All OCLC member libraries can place their own out-of-state requests.

Book and Multimedia Requests

Interlibrary loan staff should attempt to fill all interlibrary loan requests. However, patrons should be made aware that the following might not be available through ILL.

- Bestsellers or other popular titles in high demand
- Reference books, rare and fragile books
- Dissertations, manuscripts and text books
- Genealogy and historical materials
- Multiple copies of one title (as for a class or reading club)
- Self-published titles or TV "infomercial" items
- Some multimedia such as CD-ROMs and feature films

Photocopy Requests

Please provide as complete a citation as possible, including the full name of the periodical, volume, issue number, date, name of author, title of article, and pages. Include the ISSN. Entire issues of magazines and journals are not available on interlibrary loan.

If the patron obtained a citation by searching an online database, indicate which database provided the citation (e.g. MEDLINE or ERIC). Include any database-specific ID numbers.

Unless the journal title is well known, it is helpful to verify the title in WorldCat or *Ulrich's*. This helps to distinguish among journals with the same or similar names. The ISSN is crucial when trying to locate one-word titles (e.g. *Science*) or common word titles (e.g. *American History*). A volume number and date are also helpful in distinguishing a title.

WorldCat now includes serial holdings information. If the title is found, check the appropriate database, (MAGIC, LINC, etc.) to make sure that the library owns the date needed and the issue is on the shelf.

Check the I-SHARE database for additional holdings. If the issue is on shelf, note the call number and request directly via fax if possible.

LVIS members can also find LVIS holdings through WorldCat; include the OCLC group LVIS in your search. All LVIS locations will supply up to 30 pages without charge to other LVIS members.

While many ILLINET libraries will provide up to 10 photocopied pages without a charge, a growing number have found they must charge. Indicate any limits on what the patron is willing to pay.

Remember to check the copyright compliance box and sign the form before sending. The requesting library is responsible for copyright compliance.

CCG indicates compliance with "Copyright Compliance Guidelines" meaning that the library has not requested more than 5 articles per calendar year from the last 5 years of this title.

CCL indicates that the request is not governed by CCG, such as photocopies from government documents, periodicals over 5 years old, or from periodicals that the library owns but needs copies because pages are missing.

Census Microfilm Requests

The only microfilmed census reports available through interlibrary loan are those from the State of Illinois. Microfilm of the Illinois census is available for loan from the Illinois State Library by completing an ALA form and sending it directly to the Illinois State Library via van delivery.

Census materials for other states may be located on WorldCat. When you find a location, check the holding library's lending policy. Policies vary, and libraries that do lend often charge a fee for loans.

Federal Census documents are available for purchase from:

HeritageQuest
(Formerly American Genealogical Lending Library)
http://www.heritagequest.com/en-US/products/brands/pl_hq.shtml
Phone: 800/760-2455

Archival records are also available to view by appointment at:

National Archives – Federal Records
7458 South Pulaski Road
Chicago, Illinois 60629-5898
Phone: 773/581-7816

OR

Center for Research Libraries
6050 South Kenwood Ave.
Chicago, Illinois 60637-2804
Phone: 773/955-4545

Genealogy and Historical Newspaper Requests

Genealogy materials are often noncirculating items. Most are one-of-a kind items and cannot be replaced or restored if lost or damaged. DLS has had a limited amount of success in borrowing genealogical items that have been located on WorldCat. The patron should be advised that even if the title is found, it could be noncirculating wherever it is owned.

Wheaton Public Library's genealogy collection is noncirculating. However, their library staff is willing to copy names from indexed volumes, up to 10 pages, without charge.

The Shawnee Library System's genealogy collection is located at C.E. Brehm Memorial Public Library in Mount Vernon, Illinois. Their collection is also found in WorldCat. Most titles circulate and may be requested on ALA forms directly from C.E. Brehm Memorial Public Library via fax (618/242-0810).

Abraham Lincoln Presidential Library Newspaper Microfilm Collection contains more than 5,000 newspaper titles preserved on nearly 100,000 reels. The Library holds newspaper titles from every one of Illinois' 102 counties. Many date from the early 19th century, including the earliest newspaper published in Illinois, the *Illinois Herald* from Kaskaskia (1814). The Library subscribes to over 300 current newspaper titles. For more information, visit:

- <http://www.alplm.org/library/newspapers.html>.

The Illinois Newspaper Project (INP) is part of the U.S. Newspaper Program (USNP), a cooperative effort between the states and the federal government designed to identify, catalog and preserve on microfilm the nation's historic newspaper heritage. The USNP is funded by the National Endowment

for the Humanities and administered by the Library of Congress. Their holdings can be searched through the Illinois Newspaper Project at <http://www.library.uiuc.edu/inp/database.php>.

Photocopies from current newspapers may be obtained from owning libraries. Check holdings on FirstSearch or WorldCat databases. Note that many libraries do not keep out-of-town papers more than two months. When requesting a photocopy from a major newspaper (*Chicago Tribune*, *Wall Street Journal*, etc.), it is important to indicate the specific edition needed.

Government Documents

Poplar Creek Public Library and Wheaton College Library are both depositories for government documents. A title may often be obtained most quickly by calling them. Both libraries have selective collections. The Illinois State Library also has government documents available for loan.

Titles for government documents should be requested on ALA forms and should be sent to depository libraries. Include the SuDoc# or any other identification number when possible.

Patent Requests

There are two good patent collections in the state – the Illinois State Library and the Chicago Public Library. In general, only the patent number is needed to obtain a photocopy, although it is also helpful to have a title and date.

The Illinois State Library will supply patents without charge. Fax ALA form requests directly to the Illinois State Library, Patent Library at 217/782-8432.

The Chicago Public Library will also supply patents. However, if a patent exceeds 10 pages, CPL will charge. Fax ALA form requests directly to 312/747-4918.

ERIC Document Requests

The DLS resource is College of DuPage Library. They will copy, depending on their workload, up to 30 pages per request. Fax ALA requests to 630/942-2166.

Arlington Heights Memorial Library (NSLS) also provides copies to libraries outside their system. Documents start at #219500, 12/28/82. Maximum copies are determined on case-by-case basis. They accept faxed or OCLC requests (OCLC symbol JBL). Fax ALA forms to 847/392-0136.

ERIC is also one of the core FirstSearch databases. It contains annotated references to nonjournal material issued in the monthly Resources in Education (RIE) and to journal articles issued in the monthly Current Index to Journals in Education (CIJE). For documents available electronically, links are provided in the document records to the ERIC data archive. You may download documents as Adobe PDF documents.

Interlibrary Loan Forms

ALA Requests

ALA request forms may vary slightly depending upon the vendor providing them. However, the information required remains the same. Use this form for:

- Books and photocopies requested from other libraries when not using an online database
- Genealogy requests
- Census microfilms
- Illinois newspaper microfilms
- Patent requests
- ERIC documents
- Standards

Instructions for Completing ALA Forms

Refer to the sample ALA form on the following page.

1. Date of patron's request.
2. Use only if patron must have by this date. Be specific – ASAP is not a date. If request cannot be filled by this date, it will be cancelled.
3. Use if call number is known.
4. Your library's address. For routing purposes, include ILDS system route DLS.
5. Library and patron information. If you are an LVIS member, enter it here.
6. For a *book* request, enter author's name. For a *photocopy* request, enter the periodical title, volume, issue number, date, and pages of article. Avoid abbreviations of journal names. However, if the full name of a journal cannot be verified, use the abbreviation. Do not guess.
7. For a *book* request, enter book title. For a *photocopy* request, enter the complete citation, including author and title of article.
8. Enter source of verification.
9. Enter ISBN, ISSN or OCLC number if known. An ISSN is the key to locating the correct periodical or journal.
10. Address of supplying library to who request is being sent.
11. Check one. The requesting library is responsible for copyright compliance. *CCG* indicates that your library has requested no more than 5 articles per calendar year from a specific journal's current issues (last 5 years). *CCL* refers to the years prior to the last 5, and there is no limit to the number of articles you may request.
12. Please sign your full name. All requests must be signed.
13. Enter -0- if patron is not willing to pay.
Enter \$ amount.....if patron is willing to pay up to a certain amount.
(Many libraries charge \$10-\$15 for photocopies or loans.)
Enter "Full"if article or item is wanted regardless of cost.

Request No.: Date: **1** Need before: **2** Notes: _____

Call No.:

(Requesting Address Here)

3

4

Patron information: **5**

Book author, OR, Serial title, volume, issue, date, pages; OR Audiovisual title:

6

Book title, edition, imprint, series; OR, Article author, title: This edition only

7

Verified in; AND/OR Cited in: **8**

ISBN, ISSN, LCCN, or other bibliographic number: **9**

10

(Supplying Address Here)

Request complies with

Authorization: _____ **12** _____

108(g) (2) Guidelines (CCG)

other provision of copyright law (CCL) Telephone: _____

11

TYPE OF REQUEST:

LOAN; WILL PAY FEE _____

PHOTOCOPY; MAX COSTS **13**

SUPPLYING LIBRARY REPORT: Date

Date shipped: _____ via _____

Insured for \$ _____ Charge \$ _____

DUE _____ Return insured

Packing Requirements

RESTRICTIONS: Library use only

Copying not permitted

No renewals _____

NOT SENT BECAUSE:

In use Lacking Not owned

At bindery Cost exceeds limit

Non Circulating Lost

Not found as cited On order

Not found on shelf

Lacks copyright compliance

In process Request on _____

Hold placed Poor Condition

Estimate Cost of Loan \$ _____

Photocopy \$ _____ Microfilm/fiche \$ _____

Prepayment required

REQUESTING LIBRARY REPORT:

Date received _____ Date returned _____

Returned via _____ Insured for \$ _____

Payment provided \$ _____

RENEWALS:

Date requested _____

New due date _____

Renewal denied _____

Interlibrary Loan Routing

DLS Delivery

DLS provides three types of system van delivery:

1. Direct daily weekday deliveries to libraries.
2. Van on Demand to selected libraries on specific days.
3. Pick-up point delivery. Items are left at designated pick-up points for libraries.

All materials being sent on the DLS vans should be clearly and carefully labeled using the DLS routing label for libraries within DLS. Library names should be spelled out, not abbreviated. It is important that all materials be labeled so that their destinations are easily recognizable to the DLS van drivers. Materials being sent to libraries with direct delivery should be addressed to the library as:

To: Wheaton Public Library
or
To: National University of Health Sciences

Check the DLS Delivery Routes document for Van on Demand (VOD) and pick-up points for libraries that do not have direct delivery. For libraries with VOD, use a DLS routing label and address to the library, as:

Van on Demand for St. Charles High School (CUSD #303)
or
VOD for Rush-Copley Hospital

For libraries with pick-up point delivery, use a DLS routing label addressed first to the pick-up point and then to the final destination, as:

To: West Chicago Public Library
For: West Chicago High School
or
To: Itasca Public Library
For: National Safety Council

Libraries receiving direct delivery should establish a designated space that is set aside for DLS delivery materials only. This will avoid mistaken pick-up of items going out for repairs, bindery, etc. Libraries that serve as pick-up points should call the receiving library when something has been delivered for them. Receiving libraries are urged to collect materials from their pick-up point as promptly as possible. If the item is not picked up within one week, it should be returned to DLS.

DLS Routing Label

http://www.dupagels.lib.il.us/pages/pdf/DLS_blue_routing_label.pdf

DLS
DUPAGE LIBRARY SYSTEM
ROUTING LABEL

Deliver to: **1**

(Full name of library)

For: **2**

(Full name of destination library
if different than above)

From: **3**

MAGIC TRANSIT HOLD

PATRON I.D. # **4** _____

NOTES:
RBP

FINES PAID

Date Returned by Patron: _____

ATTENTION: _____

OTHER:

1. Location where DLS delivery will drop the item.
2. Enter the name of the destination library here. Please use the library's full name.
3. The sending library.
4. For MAGIC holds only, enter the patron's MAGIC ID number here. This helps to match items to locations when routing errors occur. To ensure privacy, do not include the patron's name.

Fill out the DLS routing label as shown. Rubber band the label to the material, using two rubber bands perpendicular to each other. Secure the label to the rubber bands with tape. Do not tape the label to the book.

You may rubber band several items together with one label, provided that they are securely banded so that they do not shift or fall out.

ILDS - Illinois Library Delivery Service

The Illinois Library Delivery Service is a courier service that transports library materials between participating Illinois academic and research libraries to support interlibrary resource sharing in the state of Illinois.

As of January 2, 2008, all CARLI Governing and Associate members that confirmed their participation and delivery information are direct ILDS service locations. To support statewide resource sharing, the 9 Illinois regional library systems, and Chicago Public Library, are also ILDS delivery locations to provide a mechanism for the transfer of materials traveling between and among ILDS and the regional library systems' delivery services. A complete list of ILDS locations is available at <http://www.illinoisdelivers.net>

Use the ILDS routing label for materials going to libraries in another system, but within Illinois. Use the ILDS paper routing label available at <http://www.illinoisdelivers.net/PaperILDSlabel.pdf>.

Before you send items outside the DuPage Library System, determine what system the library belongs to. Search Every Library in ILLINET (ELI) at <http://www.eliillinois.org> to determine both library system affiliation and delivery route information. If you are unable to determine which system a library belongs to, call the DLS Resource Sharing Specialist.

Fill out an ILDS routing label as shown below. Rubber band the label to the material, using two rubber bands perpendicular to each other. Secure the label to the rubber bands with tape. Do not tape the label to the book.

1. **FINAL DESTINATION:** Destination Library
2. **FROM:** Sending Library
3. If there is any additional information, such as "attn to:" use the **NOTES** section.
4. Circle the ILDS library system or ILDS library route that the destination library belongs to. If you are unsure, check <http://www.eliillinois.org>.

FINAL DESTINATION*					
1					
<small>*If different than what is circled below. For materials going to non-ILDS libraries, write the destination library's full name above, and circle their System's ILDS code below at left.</small>					
FROM					2
NOTES					
3					
ALWAYS CIRCLE OR HIGHLIGHT ONE ILDS DESTINATION CODE BELOW					
To Systems or their Non-ILDS Members		To ILDS Libraries			
ALS	ADL	EWU	KEN	NPU	SJN
CPL	ALP	FLD	KIS	NUH	SML
DLS	ARG	GRN	KNX	NWU	SRC
LCL	ARU	GSU	KSC	OAK	SSC
LTL	AUG	HCD	LAC	ONU	SVC
MLS	BEN	HIC	LCC	PML	SWI
NSL	BHC	HRT	LCN	PRC	SXU
PAC	BLC	HWC	LEW	PRK	TIU
PAR	BRA	ICC	LFC	QCY	TRN
PAS	BRN	ICO	LKC	RAS	TRT
RPL	CLC	IEF	LLC	RCC	UCH
SHL	COD	IEL	LNC	RKC	UIC
	COL	IEO	LUC	RLC	UIH
	CON	IEW	MBI	RMC	UIP
	CRL	IIA	MCK	ROB	UIR
	CSC	IID	MHC	ROS	UIS
	CSP	IIT	MIL	ROU	UIU
	CSU	ILC	MMC	RSH	UNI
	CTS	IMS	MON	RVC	USF
	CTU	ISL	MTS	SAI	VCM
	DAC	ISU	MVC	SCC	WCC
	DOM	IVC	MWU	SCI	WHE
	DPU	IWU	MXC	SEI	WIU
	DPX	JAL	NBT	SFM	WRH
	ECC	JKM	NBY	SHC	WWC
	EIU	JOL	NCC	SIC	
	ELM	JUD	NEI	SIE	
	ERI	JWC	NIU	SIM	
	ERK	KCC	NLU	SJC	

ILDS
WWW.ILLINOISDELIVERS.NET

ILDS codes defined at <http://illinoisdelivers.net>

For a directory of all Illinois libraries see: <http://www.eliillinois.org>

January 2009

Requesting and Supplying Responsibilities

Requesting (Borrowing) Library's Responsibilities

Requesting libraries are responsible for following established procedures in requesting interlibrary loans, for insuring the safety of materials loaned to them, and for the prompt return of loans.

DLS members are expected to search for and request interlibrary loans directly, using the databases available throughout the state.

Libraries are encouraged to share materials as freely as they borrow them, with the understanding that their own patrons' needs come first. For example, libraries that borrow videos should lend them as well.

When materials are received, do not make any changes to them such as affixing labels, removing any labels, or marking in any way on the material.

Make sure the patron is aware of the due date of materials. Encourage the patron to renew items before they become overdue. Contact the supplying library to request renewals.

Occasionally items are designated for "In-library use only" by the supplying library. If you receive interlibrary loans that you have reservations about circulating, you may use this limitation even if the supplying library does not specify this restriction.

Notify patrons when interlibrary loans are overdue. Pursue as you would for your own materials. Member libraries are urged to charge patrons for overdue library loans on the same basis that they charge fines for their own materials. The member library keeps fine money that is received. The Illinois interlibrary loan code states that libraries should not charge overdue fines to other libraries.

Return material directly to the supplying library using the correct return label as listed below:

- DLS routing label for libraries within DLS
- ILDS routing label for other Illinois library systems
- Mailing label included in material received from libraries outside of the state

The requesting library is responsible for the interlibrary loan material until it is received at the supplying library. It is important to keep accurate records indicating the date of return and the library to which it was returned.

Supplying (Lending) Library's Responsibilities

Supplying libraries are responsible for responding promptly to requests for loans, for sharing materials as generously as possible with due consideration for the needs of their own patrons, and for issuing overdue notices when materials are not returned on time. The Illinois interlibrary loan code states that libraries should not charge overdue fines to other libraries.

The decision to lend materials is at the discretion of the supplying library. Each library is encouraged to be generous in their lending policy.

The supplying library should respond to requests promptly. Include a copy of the original request when sending the material.

Items should indicate the due date. Allow at least 3 weeks for travel and patron use within the state. Items requested through OCLC should have a 6-week loan period if possible, as many of these are loaned to out-of-state libraries. This will allow time for items to be mailed to and from the libraries.

Include a self-addressed ILDS label for in-state loans. A self-addressed mailing label should be included for out-of-state borrowers. This is the best assurance that your material will be returned properly. All libraries should make sure their library's name appears on all their materials.

If your library is unable to fill a request, send a negative response so that the requesting library can request the item elsewhere.

Interlibrary Loan Records Retention

Lynn Bierma, interlibrary loan coordinator for the Illinois State Library advises:

CONTU (National Commission on New Technological Uses of Copyright Works) specifies filled requests of articles should be retained for the current year, plus the previous three (3) years' records:

The requesting entity shall maintain records of all requests made by it for copies or phonorecords of any materials to which these guidelines apply and shall maintain records of the fulfillment of such requests, which records shall be retained until the end of the third complete calendar year after the end of the calendar year in which the respective request shall have been made. [Final Report of the National Commission on New Technology Uses of Copyrighted Works, Chapter 4 – Machine Reproduction – Photocopying, CONTU Guidelines on Photocopying under Interlibrary Loan Arrangements, <http://digital-law-online.info/CONTU/contu24.html#sec7>]

Electronic request records should be purged on the same schedule. For filled requests for books, the rule of thumb is the same. Your library, if associated with a company, or state, city, or federal institution, should also be aware of the record retention policies of its governing body.

Additional Information

Unfilled Requests

When the supplying library is unable to fill a request, it should notify the requesting library as soon as possible that the requested item is unavailable. This allows the requesting library to request the item from another source.

Interlibrary loan requests may be unfilled for any of several reasons. When material is requested on FirstSearch, it is routed to up to 5 locations before the request is listed as unfilled.

Interlibrary Loan Statistics

DLS member libraries are responsible for keeping their interlibrary loan statistics and submitting them on an annual basis. The Illinois State Library makes available the Interlibrary Loan Traffic form to member libraries each year. Member libraries will be alerted when the form is available. Statistics are kept for the period of July 1 to June 30 and are due shortly after the period ends.

The Interlibrary Loan Traffic form is now completed in an online format, using Bibliostat Collect (<http://collect.btol.com/>). Please contact the Resource Sharing Specialist if you need your library's User Name and Password. Interlibrary Loan statistics can be analyzed using Bibliostat Connect (<http://connect.informata.com/>).

Lost or Damaged Books

The requesting library is responsible for lost or damaged interlibrary loans. It is expected that the requesting library will obtain reimbursement from their patron. If the patron will not reimburse, the requesting library must still pay the cost of replacement. Notify the owning library if you know an item is lost. In the event that a member library needs assistance in rectifying a payment situation, notify DLS.

Charges for lost or damaged books are assessed by the supplying library. However, since it takes time to obtain a bill, some libraries prefer to charge the patron immediately. This makes it easier to be sure the bill will be paid and sometimes even results in the return of the book.

If you prefer to bill your patron before you receive the supplying library's bill, we suggest you charge the patron according to the fees listed on the chart below, keep the money, and notify the owning library that the book is lost.

DLS does not reimburse libraries for books lost through interlibrary loan unless DLS is the agency responsible for the loss.

Charges for Lost Books	
Adult fiction	\$50.00
Adult nonfiction (except as listed below)	\$50.00
Adult nonfiction – art, business, medical, reference, law, science	\$100.00
AV materials	\$50.00
Large type books	\$50.00
Juvenile books	\$50.00
Juvenile paperbacks	\$25.00
Mass market paperbacks	\$25.00

Charge is per volume for multivolume sets.

There will be no refunds if the book is found after the bill is paid.

Glossary

ALA – American Library Association.

- <http://www.ala.org>

Borrower – The agency requesting the material.

ELI – Every Library in ILLINET. A web based directory of Illinois academic, public, school, and special libraries that includes ILL contact and policy information. Your library should be updating its ELI record on an annual basis.

- <http://www.eliillinois.org>

FirstSearch – OCLC’s user friendly interface to multiple databases, including WorldCat and some full-text databases.

- <http://firstsearch.oclc.org>

ILLINET – Illinois Library and Information Network. Any library that belongs to an Illinois regional library system such as DLS is an ILLINET member.

I-Share – I-Share includes the resources of 71 Illinois libraries belonging to CARLI, the Consortium of Academic & Research Libraries in Illinois.

- <https://i-share.carli.illinois.edu/ilcso/cgi-bin/welcome>

ISSN – International Standard Serial Number. A unique identifier for periodicals and other serials.

Lender – The agency supplying the material.

LINC – Library Integrated Network Consortium. The combined library catalog of Batavia, Bloomingdale, Franklin Park, Geneva, Glen Ellyn, Itasca, St. Charles, Villa Park and West Chicago public libraries.

- Web catalog for patrons: <http://www.linc.lib.il.us/html/welcome.html>
- Web catalog for interlibrary loans (requires that library be registered with LINC): http://www.linc.lib.il.us/web2/tramp2.exe/log_in?setting_key=LINC

LVIS – Libraries Very Interested in Sharing. A nationwide resource sharing group of OCLC members that provides no cost lending and borrowing to its members.

- http://www.cyberdriveillinois.com/departments/library/who_we_are/OCLC/programs_and_services/lvis_description.html

MAGIC – Multitype Automation Group In Cooperation. The MAGIC database is the DuPage Library System sponsored automation program that represents the holdings of nine public library sites, one academic library, seven school libraries, one special library, and DuPage Library System.

- <http://www.dupagels.lib.il.us/pages/magic.html>

OCLC – Online Computer Library Center. A nonprofit membership organization that serves libraries by providing tools for various library functions, including interlibrary loan.

- <http://www.oclc.org>

SILC – Statewide Illinois Library Catalog. SILC uses the familiar FirstSearch interface for WorldCat searches of titles held by OCLC libraries in Illinois. SILC links back to local catalogs, allowing you to check shelf status. SILC is available to all ILLINET libraries and the general public, but only OCLC members will have full interlibrary loan functionality.

- Guest view for all Illinois citizens: <http://findit.ilsos.net/OCLC/>. Customized view for your patrons and staff view for interlibrary loan functionality are available through your library's FirstSearch account.

VOD – Van on Demand. Request based van delivery of materials to DLS member libraries.

- Email vod@dupagels.lib.il.us or call 630/232-1836.

WorldCat – A union catalog of OCLC member libraries. It contains over 50 million records and can be searched through OCLC's FirstSearch service.

Useful Websites

ALA

ALA Interlibrary Loan Form	Word document: http://www.ala.org/ala/mgrps/divs/rusa/archive/protocols/referenceguide/illformprint.doc Adobe Acrobat (PDF) document: http://www.ala.org/ala/mgrps/divs/rusa/archive/protocols/referenceguide/illformprint.pdf
ALA Guidelines and Standards	http://www.ala.org/Template.cfm?Section=userservices&template=/ContentManagement/ContentDisplay.cfm&ContentID=104201
National Interlibrary Loan Code for the United States	http://www.ala.org/ala/mgrps/divs/rusa/archive/protocols/referenceguide/interlibrary.cfm Explanatory Supplement http://www.ala.org/ala/mgrps/divs/rusa/archive/protocols/referenceguide/interlibraryloancode.cfm

DuPage Library System

DLS Delivery	http://www.dupagels.lib.il.us/pages/delivery.html
DLS Resource Sharing	http://www.dupagels.lib.il.us/pages/resourcesharing.html
DLS Staff	http://www.dupagels.lib.il.us/pages/boardstaff.html

Illinois State Library

Every Library in ILLINET (ELI)	http://www.eliillinois.org
ILLINET Interlibrary Loan Code	http://www.cyberdriveillinois.com/departments/library/who_we_are/ill_code.html
SILC	http://findit.ilsos.net/OCLC/
Statistical Information for Libraries	http://www.cyberdriveillinois.com/departments/library/who_we_are/illinet.html

OCLC

FirstSearch Information	http://www.oclc.org/firstsearch
OCLC Participating Institutions Search	http://www.oclc.org/contacts/libraries/
WorldCat Information	http://www.oclc.org/worldcat/default.htm

