

## **Adopting Changes to Regional Inter-library Loan Code**

Southeastern's Regional Inter-library Loan Committee ("RIC") is proposing updating our Regional Inter-library Loan Code. Our regional code is adopted from the ALA Inter-library loan code with some provisions and exceptions specific to the Southeastern area. ALA released an updated version of this code in 2023. After reviewing this update, RIC is recommending that it be officially adopted as our new regional code with two additional exceptions. These exceptions are recommendations in the national code that aren't necessarily applicable on a regional level.

### **Summary of changes (all changes are highlighted in blue):**

**Accessibility:** This code has an increased emphasis on providing materials in accessible formats through inter-library loan. The code encourages borrowers to be willing to request materials in formats that would meet the accessibility needs of their patrons and for lenders to supply these materials as requested whenever possible.

**Updates reflecting current practices:** The code makes some new recommendations reflecting practices that have become commonplace in the ILL community. These include recommendations such as: consulting borrowers when sending unpublished versions of articles, providing supplementary materials to articles when possible, and letting borrowing libraries know they shouldn't clean or repair materials belonging to another library.

**Minor language tweaks:** The code also includes some minor language tweaks to add clarity to pre-existing code recommendations. For example, the 2017 code states "Failure to comply with the provisions of this code may result in suspension of service by a supplying library", while the new code adds "until resolved", emphasizing that code suspensions shouldn't be permanent.

### **Proposed Code Exceptions:**

In section 5.9, the code recommends that libraries mail items to addresses other than their library, such as branch libraries or a patrons' home address. Many in our region rely on delivery services such as Empire Library Delivery or system couriers, and therefore cannot mail materials to locations other than a specific library or system. We therefore neither encourage or discourage this practice, emphasizing that it is up to the lending library to decide whether they can send an item to a particular address.

The other exception relates to section 5.10, which recommends libraries provide renewals for items rather than mandating them be returned and re-requested. Since some libraries prefer to have books returned and checked out again, we neither encourage or discourage this practice.

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

This code regulates the exchange of material between member libraries in the regional systems, including the public libraries in two public library systems, school libraries in five school library systems, and academic and special libraries in the Southeastern NY Library Resources Council. These regional systems are the following:

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

The Southeastern region is comprised of many types of libraries: academic, hospital, public, school, special and library system headquarters. Most libraries also participate in resource sharing with libraries outside of the region via other library networks and systems. To simplify compliance with interlibrary loan codes, the Southeastern regional code adopts the **Interlibrary Loan Code for the United States with Explanatory Text** as prepared and revised by the RUSA STARS Codes, Guidelines, and Technical Standards Committee and approved by the RUSA Board June 13, 2023. The regional code includes some regional provisos and four exceptions to the U.S. Code. They are as follows:

### Regional Provisos

- The Southeastern NY Library Resources Council maintains the virtual union catalog of the region and coordinates the electronic interlibrary loan requesting system for the region.
- To enable load leveling and to ease the burden of lending on other libraries in the region, member libraries should try to borrow from other libraries in their system first, before sending requests to libraries in other regional systems or to their system headquarters for referral to other resource sharing networks and systems.
- The regional systems are available to provide help and training for member libraries for resource sharing.
- This code will be reviewed annually by the Regional Interlibrary Loan Committee (RIC).

### Exceptions

- In exception to section 3.2 of the Interlibrary Loan Code for the United States, the regional code neither encourages nor discourages interlibrary loan with libraries in other countries.
- In exception to section 5.3 of the Interlibrary Loan Code for the United States, member libraries in the regional systems will not charge other libraries in the region for loans or for copies of 50 pages or less.
- In exception to section 5.9 of the Interlibrary Loan Code for the United States, requesting libraries should communicate with lenders if they need an item sent to a location other than the agreed upon address. Many regional libraries rely on couriers to deliver items, and therefore cannot ship to locations other than the requesting library or system. The lending library can determine whether they are able to send an item to the specified address.
- In exception to section 5.10 of the Interlibrary Loan Code for the United States, libraries are neither encouraged or discouraged from providing renewals instead of mandating an item's return and having it re-requested. The two parties should communicate to determine which action is mutually agreeable.

# Interlibrary Loan Code for the United States With Explanatory Text

Prepared by the Interlibrary Loan Committee, Reference and User Services Association (RUSA), 1994, revised 2001. Revised by the Codes, Guidelines, and Technical Standards Committee, Sharing and Transforming Access to Resources Section (STARS) 2008, 2015, 2023. Approved by RUSA Board June 13, 2023.

Download [ALA Interlibrary Loan Request Form](#) (Fillable PDF).

Note: In 2023, the separate Interlibrary Loan Code for the United States and its accompanying Explanatory Supplement were merged into one document called the Interlibrary Loan Code for the United States with Explanatory Text. This single document sets expectation standards and reflects the shared values of our resource sharing community.

## Introduction

The Reference and User Services Association, acting for the American Library Association in its adoption of this code, recognizes that the sharing of material between libraries is a core library service and believes it to be in the public interest to encourage such an exchange.

In the interest of providing quality service, libraries have an obligation to attempt to obtain and supply material to meet the informational needs of users when local resources do not meet those needs. Thus, interlibrary loan (ILL), a mechanism for obtaining material, is essential to the vitality of all libraries.

The effectiveness of the national interlibrary loan system depends upon participation of libraries of all types and sizes.

This code establishes principles that facilitate the requesting of material by a library and the provision of loans or copies in response to those requests.

### Explanatory Text:

The U.S. Interlibrary Loan Code, first published in 1916 and adopted by The American Library Association in 1917, is designed to provide a code of behavior for requesting and supplying material within the United States. This code is intended to be adopted voluntarily by U.S. libraries and is not enforced by an oversight body. However, as indicated below, supplying libraries may suspend service to requesting libraries that fail to comply with the provisions of this code.

This interlibrary loan code describes the responsibilities of libraries to each other when requesting and supplying material for users. Technology has expanded access options beyond traditional library-to-library transactions, including unmediated requests and direct-to-user delivery. This code makes provision for such options while at the same time affirming the responsibility of the patron's library for the safety and return of the borrowed material, or for paying the cost of a non-returnable item sent directly to the patron.

### Explanatory Text (continued):

The Interlibrary Loan Code reflects established practices. However, libraries and other information centers are encouraged to explore and use non-traditional means when available to ensure maximum accessibility and convenience for users.

## 1.0 Definitions

**1.1** Interlibrary loan is the process by which a library requests material from, or supplies material to, another library.

### Explanatory Text:

In this code, "Interlibrary Loan" refers to transactions between two libraries. Transactions between libraries and commercial document suppliers or library fee-based services are contractual arrangements beyond the scope of these guidelines. 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.

**1.2** In this code, "material" includes print books, audiovisual materials, and other returnable items as well as electronic or printed copies of journal articles, book chapters, excerpts, and other non-returnable items. Online books (i.e. eBooks) may be considered returnable or nonreturnable depending on the license terms related to delivery.

**1.3** In this code, "accessible" means an alternative format that gives a person with disabilities access to a work as feasibly and comfortably as a person without such disability.

### Explanatory Text:

[Section 121](#) (the Chafee Amendment) of the US copyright law (Title 17, USC) stipulates that authorized entities (including libraries) can provide reproductions of in-copyright works in alternative formats that allow eligible persons (defined as blind or with other disabilities so as to render them unable to read printed works) to read such printed works to substantially the same degree as a person without an impairment or disability.

## 2.0 Purpose

**2.1** The purpose of interlibrary loan as defined by this code is to obtain, upon request of a library user, material not available in the user's local library. Interlibrary loan is primarily intended to provide a requesting individual with a physical or online loan of a defined duration or a non-returnable copy or scan from another library.

### Explanatory Text:

Interlibrary loan (ILL) is intended to complement rather than to substitute for good library collections built and managed to meet the routine needs of local library users. ILL is based on a tradition of sharing resources between various types and sizes of libraries and the understanding that no library, regardless of its size or budget, is completely self-sufficient. When policy and circumstances warrant, interlibrary loan may also be used to obtain materials that are owned by the local library but which are not available because they are damaged, missing, or checked out. Though some libraries are net borrowers (borrow more than they lend) and others are net lenders (lend more than they borrow), the system of interlibrary loan rests on the belief that all libraries have something to contribute and should be willing to lend if they are willing to borrow.

## 3.0 Scope

**3.1** This code regulates the exchange of material between libraries in the United States.

### Explanatory Text:

#### *Domestic Transactions*

This code is intended to provide guidelines for exchanges between libraries in the United States when no other agreement applies. The code does not override individual or consortial agreements or regional or state codes which may be more liberal or more prescriptive.

The interlibrary loan of special collections materials is regulated by the [Guidelines For Interlibrary And Exhibition Loan Of Special Collections Materials](#) (2012) by the American Library Association and Association of College and Research Libraries, Rare Books and Manuscripts Section.

**3.2** United States libraries are encouraged to engage in interlibrary loan with libraries in other countries. International transactions are regulated by the International Federation of Library Associations and Institutions (IFLA) and governed by national copyright law or international treaties.

### Explanatory Text:

#### *International Transactions*

The conduct of international interlibrary loan is regulated by the rules set forth in the International Federation of Library Associations and Institutions' (IFLA) document "[International Resource Sharing and Document Delivery: Principles and Guidelines for Procedure](#) (2009)." National copyright laws and local electronic license language may also limit or enhance a library's ability to obtain or deliver copies and loans internationally. An example within U.S. copyright law (Title 17, U.S. Code) is [section 121A](#) which addresses reproduction for blind or other people with disabilities in Marrakesh Treaty countries. "[Marrakesh Treaty](#)" means the Marrakesh Treaty to Facilitate Access to Published Works for Persons Who Are Blind, Visually Impaired, or Otherwise Print Disabled concluded at Marrakesh, Morocco, on June 27, 2013 and ratified by the U.S. in 2019.

Although the U.S. shares a common border with Canada and Mexico, it is important to remember that these countries have their own library infrastructures and practices. The IFLA Principles and Guidelines regulate the exchange of material between institutions across these borders. Further, U.S. librarians would be wise to inform themselves of customs requirements that take precedence over library agreements when material is shipped across these national borders.

## 4.0 Responsibilities of the Requesting Library

**4.1** Establish, promptly update, and make available an interlibrary borrowing policy.

### Explanatory Text:

#### *Written Policies*

A library's interlibrary borrowing policy should be available in a written format and readily accessible to all library users. Whenever possible the borrowing policy should be posted on the library's website.

#### 4.2 Ensure the confidentiality of the library user.

##### Explanatory Text:

###### *Confidentiality*

ILL staff should adhere to the American Library Association's [Code of Ethics](#) (2021), specifically principle three, that states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted."

Interlibrary loan transactions, like circulation transactions, are confidential library records. Interlibrary loan personnel are encouraged to be aware of local/state confidentiality rules and laws as they relate to interlibrary loan transactions. Requesting libraries are discouraged from including a user's name on a request submitted to a supplier. If individually identifying information is needed on a request, appropriate steps, such as using identification numbers or codes rather than users' names, should be taken to maintain confidentiality.

Policies and procedures should be developed regarding the retention of ILL records and access to this information. ILL personnel should also be aware of privacy issues when posting requests for assistance or using ILL requests as procedural examples. See the following sources from the American Library Association's Office for Intellectual Freedom: [Policy concerning Confidentiality of Personally Identifiable Information about Library](#) (2004) and [Laws & Law Enforcement Inquiries](#) (2021).

#### 4.3 Describe completely and accurately the requested material following accepted bibliographic practice.

##### Explanatory Text:

###### *Complete Bibliographic Citation*

A good bibliographic description is the best assurance that the user will receive the item requested. Rather than detail these descriptive elements, this code requires the requesting library to include whatever information provides the best indication of the desired material or volume(s), whether an alphanumeric string or an extensive bibliographic citation. The important point is that this description be exact enough to avoid unnecessary work on the part of the supplier and frustration on the part of the user.

#### 4.4 Note any special requirements regarding the format needed, specified shipping address, or use to be made of the material on the request sent to potential supplying libraries.

##### Explanatory Text:

###### *Special Requirements*

Because returnable materials borrowed via interlibrary loan are traditionally intended for individual use of a defined duration, the requesting library should communicate with the supplying library in advance if the material is needed for other uses, such as course reserves, classroom or other group viewing of audio-visual material, or for an extended loan period, especially of a textbook.

Other examples of special requirements that should be clearly indicated in original requests to potential suppliers include, but are not limited to, a particular format, edition, language, an alternate library shipping address or the address of the user's home, rush delivery, [required tracking](#), or scanning with wide margins for replacement pages, etc.

#### 4.5 Communicate requirements for a specific user's accessibility needs.

##### Explanatory Text:

###### *Accessibility Needs*

As authorized entities, libraries have the right to request and receive copyrighted materials in accessible formats for the exclusive, individual use of eligible persons with disabilities, per [Section 121](#) of U.S. copyright law (Title 17, USC). The requesting library should denote if the copy is being requested exclusively for use by an eligible person and provide specific information about what is needed. Examples include one page per scan; no black borders or gutters; optimize for Optical Character Recognition (OCR).

#### 4.6 Identify libraries that own the requested material. Check policies of potential suppliers and adhere to the conditions set by the supplying library.

##### Explanatory Text:

###### *Identifying Appropriate Suppliers*

Requesting libraries should use all resources at their disposal to determine ownership of a particular title before sending a request to a potential supplier. Many libraries contribute their holdings to major bibliographic utilities such as DOCLINE and/or OCLC, and most make their individual catalogs freely available via the internet. Interlibrary loan discussion lists are also sources for the requesting library to verify and/or locate particularly difficult items when other options are exhausted.

The requesting library is encouraged to use resources such as the OCLC Policies Directory or the DOCLINE institution information to determine lending policies, including any applicable charges, before requesting material.

**4.7** When no libraries can be identified as owning the needed material, requests may be sent to libraries believed likely to own the material.

Explanatory Text:

*Sending Unverified Requests*

Despite the requirements in sections 4.3 and 4.6 that an item should be completely and accurately described and located, this code recognizes that it is not always possible to verify and/or locate a particular item. For example, a request may be sent to a potential supplier with strong holdings in a subject area or to the institution at which the dissertation was written.

**4.8** Transmit interlibrary loan requests electronically unless otherwise specified by the supplying library.

Explanatory Text:

*Transmitting the Request*

This code stipulates electronic communication. For many libraries, sending requests electronically means using the ILL messaging systems associated with DOCLINE, OCLC, other products that use the ISO ILL Protocol, or structured email requests.

Lacking the ability to transmit in this fashion, check the potential supplier's policies for preferred methods of submission. If no other preferred method is specified, an [ALA Interlibrary Loan Request Form](#) or its equivalent should be used. Whatever communication method is used, the requesting library should identify and use the appropriate address for ILL requests.

The requesting library should include a street address, a postal box number, an IP address, and/or an email address to give the supplying library delivery options.

**4.9** Comply with U.S copyright law (Title 17, USC) and be aware of related guidelines for copy requests.

Explanatory Text:

*Copy Requests*

The requesting library is responsible for complying with U.S. copyright law (Title 17, USC), in particular, the provisions of sections [107 \(Fair use\)](#), [108 \(Reproduction by libraries and archives\)](#), and [121 \(Reproduction for blind or other people with disabilities\)](#). In addition, there may be related regulations, guidelines, policies, procedures, and/or evolving industry practices to take into consideration. Examples may include the [CONTU Guidelines \(1979\)](#), institutional policies, or internal documentation and practices developed as recommended in the Association of Research Libraries white paper [Modern Interlibrary Loan Practices: Moving beyond the CONTU Guidelines \(2020\)](#).

**4.10** Assume responsibility for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, provide compensation or replacement, in accordance with the preference of the supplying library.

Explanatory Text:

*Responsibility for Materials*

Although the number is small, some material is lost or damaged at some point along the route from the supplier and back again. This section clearly states that the requesting library is responsible for the material from the time it leaves the supplying library until its safe return to the supplying library. 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.

If the requesting library asks for delivery to a location away from the library (such as to the user's home), the requesting library is likewise responsible for the material during this delivery and return process.

Borrowed items should be returned in the condition in which they were received at the requesting library. In particular, a requesting library should never affix adhesive labels or tape to any borrowed item. [Libraries should not clean or repair materials without permission from the supplying library.](#) The requesting library should also return sufficient identifying information with the material to allow the supplying library to identify the request and process the return quickly.

**4.11** Pay promptly any service, replacement, or damage fees charged by the supplying library.

Explanatory Text:

*Service, Replacement, and Damage Fees*

The requesting library should clearly state on the request an amount that meets or exceeds the charges of suppliers to which the request is sent or the request may go unfilled. The requesting library is responsible for payment of any service fees charged by the supplying library that are less than or equal to the amount stated on its request. Libraries are encouraged to use electronic invoicing capabilities such as OCLC's Interlibrary Loan Fee Management (IFM) system or DOCLINE's Electronic Fund Transfer System (EFTS).

The requesting library should use a payment method accepted by the supplying library. If the requesting library is unable to pay using the supplying library's accepted methods, it should not send a request to that library.

Explanatory Text:

*Service, Replacement, and Damage Fees (continued)*

It is the responsibility of the requesting library to review invoices for any billing errors as soon as the invoice is received, contact the supplying library if there are any questions, and pay any invoices within six months from the billing date for the charges in question.

Although this 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. For instance, the library shipping the material may need to initiate a trace with the delivery firm. In any case, a final decision regarding replacement, repair, or compensation rests with the supplying library.

**4.12** Assume full responsibility for unmediated requests.

Explanatory Text:

*Responsibility for Unmediated ILL Requests*

Some requesting libraries permit users to initiate online ILL requests that are sent directly to potential supplying libraries. A requesting library that chooses to allow its users to order materials through interlibrary loan without mediation accepts responsibility for these requests as if they have been placed by library staff. The supplying library may assume that the user has been authenticated and authorized to place requests and that the requesting library assumes full responsibility for transaction charges, the safety and return of material, and the expense of replacement or repair.

**4.13** Honor the due date and enforce any usage restrictions specified by the supplying library. Unless otherwise indicated, the due date is defined as the date by which the material is due to be checked in at the requesting library for return to the supplying library.

Explanatory Text:

*Due Date and Use Restrictions*

The due date is generally the date by which a material is due to be returned by the user and checked in at the requesting library for return to the supplying library; it is not the date when an item is due back at the supplying library. This allows the requesting library to maximize a user's time with an item and avoid the difficult practice of having to estimate shipping times and backdate from a lender's due date to arrive at an earlier due date for the end user.

Explanatory Text:

*Due Date and Use Restrictions (continued)*

In recognition of the supplying library's generosity in providing a loan, a requesting library should not provide their user with an initial due date beyond that which is given by the supplying library unless the supplying library has approved or granted a renewal. Requesting libraries are encouraged to denote minimum loan lengths desired in a request note to potential suppliers and to use lists of known suppliers with long loan periods.

The requesting library is responsible for ensuring compliance with any use restrictions specified by the supplying library, such as "in library use only" or "no photocopying," and for returning materials to the supplying library promptly following check in.

**4.14** Request a renewal before the item is due whenever possible. If the supplying library does not respond, the requesting library may assume that a renewal has been granted, extending the due date by the same length of time as the original loan.

Explanatory Text:

*Renewals*

When the supplying library denies a renewal request, the material should be returned by the original due date or as quickly as possible if the renewal is denied after the due date has passed.

**4.15** Respond immediately if the supplying library recalls an item. All borrowed material is subject to recall at any time.

Explanatory Text:

*Recalls*

The response to a recall may be the immediate return of the material or timely communication with the supplying library to negotiate a new due date.

When the material has been recalled, the requesting library is encouraged to return the material via an expedited delivery carrier such as UPS, FedEx, or USPS Priority Mail.

**4.16** Package material to prevent damage or loss in shipping and comply with any special instructions stated by the supplying library.

From the Explanatory Supplement:

*Shipping*

It is the ultimate responsibility of the requesting library to return materials in the same condition in which they were received.

Explanatory Text:

*Shipping (continued)*

It is the responsibility of the requesting library to follow the shipping and packaging requirements, including insurance and preferred shipping method, as stipulated by the supplying library. Packaging is defined as the outer material, which may be a box, padded envelope, etc. Wrapping is defined as an inner covering for the item such as paper or bubble wrap.

If no shipping or packaging methods are specified, the requesting library's regular form of shipment should be used.

If packaging material has been used previously, remove or mark out old addresses, postal marks, etc. to avoid misdirection. Do not reuse old, frayed, ripped, or decaying packaging and wrapping materials. Clearly address all packages with both the destination and return addresses properly attached to the packaging material. In accordance with United States Postal Service guidelines, tape is the preferred sealing method on all types of packages. Staples are strongly discouraged in order to prevent injury to staff and/or damage to materials.

Use wrapping and packaging material that is appropriate to the size and format of the material being shipped. Too small or too large packaging will not adequately protect materials during transportation. Remember to use appropriate wrapping to avoid shifting and damage.

For special collections materials, consult [Guidelines For Interlibrary And Exhibition Loan Of Special Collections Materials](#) (2012) by the American Library Association and Association of College and Research Libraries, Rare Books and Manuscripts Section.

**4.17** Failure to comply with the provisions of this code may result in suspension of service by a supplying library **until resolved.**

Explanatory Text:

*Suspension of Service*

Repeated or egregious breaches of this code may result in the requesting library's inability to obtain material. Examples of actions that may result in suspension include repeated failure to return loans in a timely manner, multiple lost or damaged items, allowing "in library use only" items to leave the library, or failing to pay the supplier's charges. A supplying library should not suspend service to a requesting library without first attempting to resolve the problem(s).

## 5.0 Responsibilities of the Supplying Library

**5.1** Establish, promptly update, and make available an interlibrary lending policy, contact information, and a service schedule.

Explanatory Text:

*Lending Policy*

The lending policy should be clear, detailed, and readily available to requesting libraries. The policy should include among other things, schedule of fees and charges, non-circulating item types, loan periods and renewal policies, current shipping instructions, penalties for late payments, etc. The supplying library is strongly encouraged to fill requests from all types of libraries whenever possible with a mindset toward facilitating equitable access. The supplying library is encouraged to establish as generous a loan period as its local environment allows.

The supplying library is encouraged to make its lending policy, contact information, and service schedule available on the library's website, and in resources such as the OCLC Policies Directory or DOCLINE institution information.

**5.2** Ensure the confidentiality of the library user.

Explanatory Text:

*Confidentiality*

The supplying library has a responsibility to safeguard the confidentiality of the individual requesting the material. The sharing of the user's name between requesting and supplying library is not, of itself, a violation of confidentiality. However, the supplying library should not require the user's name if the requesting library chooses not to provide it. If the name is provided, the supplying library needs to take care not to divulge the identity of the person requesting the material.

**5.3** If it is necessary to charge service fees, make available a fee schedule as part of an interlibrary lending policy. Bill any service, replacement, or damage fees promptly.

Explanatory Text:

*Service, Replacement, and Damage Fees*

Supplying libraries are encouraged to fill requests without charge when possible. If charging for services, the supplying library may only charge an amount less than or equal to the amount a requesting library has indicated they are able and/or willing to pay.

A supplying library may add a surcharge for expedited delivery, but no fee should be added to a routine service charge for delivering a document electronically.



Explanatory Text:

*Service, Replacement, and Damage Fees (continued)*

If charging for services or for lost/damaged items, the supplying library should make every effort to allow for a variety of payment options (for example, OCLC IFM, DOCLINE EFTS, IFLA vouchers, credit cards, acceptance of replacement copies).

A supplying library should not charge a renewal fee to renew an item that is still on loan to the requesting library and their user, but a supplying library may charge a service fee to lend again a physical item previously borrowed and returned.

It is the responsibility of the supplying library to send final bills for service no later than six months after the supply date, final overdue notices no later than six months after the final due date, and final bills for replacement of lost material no later than one year after the final due date. The supplying library should resolve billing questions within six months of receiving notice of an apparent billing error.

5.4 Consider filling all requests for material regardless of format or the collection in which it is housed.

Explanatory Text:

*Material Format or Collection*

Supplying libraries are encouraged to lend as liberally as possible regardless of the format of the material requested, while retaining the right to determine what material will be supplied. It is the obligation of the supplying library to consider the loan of material on a case by case basis. Supplying libraries are encouraged to lend audiovisual material, microformats, serials, and other categories of material that have traditionally been non-circulating.

For special collections materials, supplying libraries are encouraged to consult [Guidelines For Interlibrary And Exhibition Loan Of Special Collections Materials](#) (2012) by the American Library Association and Association of College and Research Libraries, Rare Books and Manuscripts Section.

If permitted by copyright law, the supplying library should consider offering a scan of the work in part or in its entirety in lieu of a loan rather than giving a negative response.

Supplying libraries should be aware of the provisions of license agreements for electronic resources that may either permit or prohibit use of an electronic resource to fill interlibrary copying requests. Interlibrary loan staff are encouraged to work with those negotiating licenses for electronic resources to include favorable terms for interlibrary loan.

Explanatory Text:

*Material Format or Collection (continued)*

If a supplying library prefers to provide a loan instead of a copy (for example, article is too many pages to scan, citation is actually an entire journal issue, etc.), the supplying library should contact the requesting library to secure their permission first before sending the item. If a loan is accepted, the requesting library then assumes responsibility if the item is lost or damaged before its return to the supplying library.

As open access materials become more prevalent, a request citation may match an item that can be found in an institutional repository or on social media. In these cases, supplying libraries should consult with the requesting library before supplying an unpublished version of the copy.

5.5 Be aware that, as authorized entities, libraries have the right to reproduce copyrighted materials in accessible formats for the exclusive, individual use of eligible persons with disabilities, per Section 121 of US copyright law (Title 17, USC).

Explanatory Text:

*Accessibility Needs*

Requesting libraries may be using interlibrary loan to meet an accessibility need. If this is denoted in the request, supplying libraries are encouraged to fill the request whenever possible even if they might not ordinarily do so (for example, scanning a greater number of pages than indicated in their interlibrary loan policy or scanning with optical character recognition).

5.6 Process requests accurately and in a timely manner, recognizing the needs of the requesting library and/or the requirements of the resource sharing system being used. If unable to fill a request, respond promptly and state the reason the request cannot be filled.

Explanatory Text:

*Accurate and Timely Processing*

Pay attention to bibliographic fields and notes in requests for identifying information such as edition, format, volume(s), and year(s) to ensure the correct material is supplied. Prior to updating a request as filled or unfilled, the potential supplier should request additional information and/or negotiate special loan terms, use restrictions and/or return shipping requirements, as needed, by contacting the requesting library through the resource sharing system or directly via email, phone, etc.

Explanatory Text:

*Accurate and Timely Processing (continued)*

The supplying library has a responsibility to act promptly on all requests. The response should be sent via the same method the requesting library used to send the request, or by otherwise contacting the requesting library directly. Some resource sharing systems such as OCLC and DOCLINE have built-in time periods after which requests will either expire or be sent to another institution. The supplying library should respond before this time elapses rather than allowing requests to **expire**.

Timely processing of a loan or copy may involve branch libraries and/or other library departments, such as circulation, special collections, and/or the mailroom. The interlibrary loan department is responsible for ensuring that material is delivered as expeditiously as possible, irrespective of internal library organizational responsibilities.

Providing a reason for an unfilled request helps the requesting library determine what additional steps, if any, may be taken to obtain the requested item. For example, "non-circulating" indicates the item is likely available for on-site use while "in use" indicates that another request at a later date might be filled. Providing no reason or simply stating "policy problem" or "other" without providing further explanation deprives the requesting library of important information and can lead to time-consuming follow-up for both libraries.

5.7 Send sufficient information to identify the particular request when filling or communicating about requests.

Explanatory Text:

*Identifying the Request*

The supplying library should send sufficient identifying information with the material to allow the requesting library to identify the request and process it quickly. Such information may include a copy of the request, the requester's transaction number, or the user's ID. Failure to include identifying information with the material can unduly delay its processing and may risk the safety of the material.

5.8 Indicate the due date, any restrictions on the use of the material, and any special return packaging or shipping requirements. The due date is defined as the date the material is due to be checked in at the requesting library for return to the supplying library.

Explanatory Text:

*Due Date, Use Restrictions, and Shipping Requirements*

**Secure agreement (for example, via conditional message) from the requesting library for any usage and shipping restrictions.** The supplying library should also include specific instructions with the item and in the resource sharing system when it is lending material that needs special handling. These instructions might include the requirement that material be used only in a monitored special collections area, no photocopying, in library use only, specific return packaging/shipping instructions, etc. The supplying library should not send "in library use only" material directly to a user.

The supplying library should clearly indicate the due date. Unless otherwise indicated, the due date is defined as the date by which the material is due to be checked in at the requesting library for return to the supplying library. Supplying libraries **are strongly encouraged** to implement a grace period before sending overdue notices to account for items in transit back from the requesting library.

5.9 Ship material **in a timely manner** to the location specified by the requesting library. Package loaned material to prevent damage or loss.

Explanatory Text:

*Delivery and Packaging*

The delivery location may be different from the **requesting library or consortial resource sharing service. Take all appropriate steps to deliver the item to the specified location (such as an affiliated library or the user's home address).**

It is the responsibility of the supplying library to:

- judge whether an item is suitable for shipment and circulation. If a damaged item is sent, the supplying library should note all prior damage and not hold the requesting library responsible for this damage. Examples include loose pages/ spine, liquid damage, or significant markings and defacement.
- take care that the material it sends out is adequately packaged to protect the item from damage or loss even though the requesting library will be held responsible for material damaged in shipment.
- specify the **shipping method, as well as any insurance or tracking requirement,** for returning materials and if any special wrapping or packaging is required. See section 4.16 above for definitions and other important information regarding wrapping and packaging.

Explanatory Text:

*Delivery and Packaging (continued)*

- provide a return address including a complete street address if asking for return via UPS, FedEx, etc. (Many supplying libraries find it safer and more cost effective to ship all material via expedited carriers). Supplying libraries are encouraged to enclose an accurate and complete return mailing label.
- work with the requesting library when tracing a lost or damaged item if the commercial delivery firm is responsible for reimbursement for losses in transit.

5.10 Respond promptly to requests for renewals. If the supplying library does not respond, the requesting library may assume that a renewal has been granted, extending the due date by the same length of time as the original loan.

Explanatory Text:

*Renewals*

The supplying library should respond affirmatively or negatively to all renewal requests. The supplying library is encouraged to grant the renewal request if the material is not needed by a local user. Renewing an item when possible is preferred to mandating the item's return and having it re-requested since a second loan curtails a user's time with the item, creates additional staff work, and unnecessarily exposes the physical item to additional risk of loss or damage during re-shipment.

5.11 The supplying library may recall loaned material at any time.

Explanatory Text:

*Recalls*

The supplying library may recall material at its discretion at any time. However, it often is more effective to request the material through interlibrary loan for a local user rather than to recall material on loan to another library.

5.12 Deliver copies electronically whenever possible. Provide complete and legible copies, and adhere to any special scanning or accessibility instructions of the requesting library.

Explanatory Text:

*Copy Requests*

Comply with U.S. copyright law or applicable license agreements when providing copies.

The supplying library should provide a copy that closely reproduces the original article or chapter in appearance, legibility, and completeness with appropriate attention paid to image color and clarity, margins, page orientation, and any accompanying references, plates, supplementary material, or appendices. The supplying library should strive to evaluate the requested conditions and communicate back to the requesting library indicating which conditions can be met rather than canceling if all the conditions cannot be met.

Respond promptly to resend requests (for example, missing pages, margins cut off, poor images, unreadable text, etc.).

5.13 The supplying library may suspend service to a requesting library if it fails to comply with the provisions of this code.

Explanatory Text:

*Suspension of Service*

A supplying library may suspend service to a requesting library following repeated or egregious breaches of this code. Examples of actions that may result in suspension include repeated failure to return loans in a timely manner, multiple lost or damaged items, allowing "in library use only" items to leave the library, or failing to pay the supplier's charges. A supplying library should not suspend service without first attempting to address the problem(s) with the requesting library.