

THE ILLINET INTERLIBRARY LOAN CODE

PREFACE TO THE ILLINET INTERLIBRARY LOAN CODE

As partners in the **Illinois Library and Information Network (ILLINET)**, more than 5,000 multi-type (academic, public, school and special) member libraries contribute to the ongoing enrichment of the state's library resources. Dating from 1975, ILLINET relies on resource sharing to fill the information, recreation and research needs of library **users**. Individual libraries challenged to meet the requests of its users can do so through statewide **cooperative collection management** agreements and with a high level of local commitment to interlibrary loan (ILL).

The leadership and collegiality of the Illinois State Library, the 10 **regional library systems** and the member libraries ensure the future of **resource sharing** in Illinois. Through automation and document delivery, the Illinois library community is assured of continued, even increased, access to information throughout the 21st Century.

Note: The first "Illinois Interlibrary Loan Code" was written in 1971. It has been revised in 1988, 1993, and 2000. The current revision was completed in 2008.

ILLINET INTERLIBRARY LOAN CODE

This code, approved by the Illinois State Library Advisory Committee, endorsed by the Illinois Library Systems, and adopted by the Illinois State Library, effective March 12, 2008, governs interlibrary lending policy within ILLINET. Based on the most current American Library Association National Interlibrary Loan Code, this code promotes efficient resource sharing among ILLINET libraries.

I. 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.

II. 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.

III. 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.

IV. RIGHTS & RESPONSIBILITIES OF REQUESTING LIBRARY

1. The requesting library is responsible for compliance with Copyright Law (17 U.S.C.) and its accompanying guidelines, and will inform its users of the applicable portions of the law. An indication of **copyright compliance** shall be provided with all requests for photocopies.
2. The requesting library is responsible for identifying libraries that own the requested material. The requesting library is responsible for checking the policies of potential suppliers for restrictions, special instructions and information on fees prior to sending a request.
3. The requesting library should avoid sending the majority of its requests to a few libraries. However, each library has the right to determine the best source for the requested material.
4. Requested items will be cited completely and accurately. The requesting library should transmit all interlibrary loan requests in standard bibliographic format in accordance with the protocols of the electronic network or transmission system used. In the absence of an electronically generated form, the elements of the American Library Association Interlibrary Loan Request Form should be used.
5. When items cannot be verified and/or located, "cannot verify" or "cannot locate" will be indicated on the request. The source of reference should also be indicated on the request.
6. The requesting library must honor the supplying library's conditions of loan including observation of dates and duration of loans, recall notices, fees (if applicable), **In-Library Use Only** and other special handling provisions. The requesting library will convey these conditions to library users.

7. The requesting library will package material to prevent damage in shipping. The requesting library must comply with packaging instructions as required by the supplying library.
8. The requesting library is responsible for borrowed materials from the time they leave the supplying library until they have been received back at the supplying library. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library.
9. The requesting library is responsible for all authorized fees imposed by the supplying library. The requesting library is responsible for timely processing of payments related to the interlibrary loan transaction.
10. Some libraries permit users to initiate online interlibrary loan requests that are sent directly to potential supplying libraries. The user's home library assumes full responsibility for these user-initiated transactions.
11. Libraries that initiate interlibrary transactions for reciprocal borrowers assume responsibility for that transaction.

V. RIGHTS & RESPONSIBILITIES OF SUPPLYING LIBRARY

1. Libraries are strongly encouraged to implement generous interlibrary loan lending policies with due consideration for the needs of its **primary clientele**.
2. The supplying library will search, locate, send, reply to, refer or cancel all ILL requests within a maximum of three working days of receipt.
3. The supplying library may return a request unfilled when bibliographic data and location are incomplete.
4. The supplying library will send a copy of the request or sufficient information to identify the request along with any materials provided.
5. The supplying library will notify the requesting library of dates and duration of loans for the materials, renewal policies, In-Library Use Only, and special handling and other packaging instructions.
6. The supplying library has the right to recall its material at any time.
7. The supplying library will send any bills within one year of the due date of the item.

VI. RUSH AND URGENT REQUESTS

1. "Rush" service request are those in which the requesting library designates the request to be "Rush" and requires the item to be processed and sent within 24-hours/one working day.

2. "Urgent" service requests are those in which the requesting library designates the request to be "Urgent" and requires the item to be processed and received in less than 24 hours.
3. Requesting libraries, which need "Rush" or "Urgent" service requests, will contact the supplying library directly to negotiate conditions and fees.
4. An ILLINET library may, by policy or on a case-by-case basis, choose not to offer "Rush" or "Urgent" service.

VII. FEES

1. ILLINET libraries may not assess fees for the loan of returnables to other ILLINET libraries, except as noted under the provision for "Rush" or "Urgent" service requests in Section VI.
2. ILLINET libraries are encouraged to absorb the cost of providing photocopies; however, some ILLINET libraries may be required to assess fees for photocopies.
3. If a library chooses not to use **Intra-System Delivery** or **Illinois Library Delivery Service (ILDS)**, the library must negotiate special shipping conditions with the requesting/supplying library prior to shipment of the item.
4. Libraries that assess service fees for "Rush" or "Urgent" delivery will make its policies available on request.
5. Libraries will not assess overdue fines to other libraries.

VIII. VIOLATION OF THE CODE

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

- b. *Two regional library systems* - Should the libraries be in two different regional library systems, those systems should work together as negotiators to resolve the problem. The requesting/supplying library should write a request for negotiation with copies sent to the library allegedly committing the violations and to both regional library systems.
3. Continued disregard of the provisions of this code, despite negotiation efforts, will be sufficient reason for suspension of borrowing privileges within ILLINET, and may result in the suspension of all ILLINET privileges.
4. The following steps are necessary in order to suspend a library's ILLINET privileges:
 - a. The initiating library should provide a written complaint of the continued code violations. The complaint should be directed to the regional library system for documentation of notification (see VIII. 1.) and negotiation (see VIII. 2.) efforts.
 - b. If a second regional library system has been involved in the negotiations, the complaint should be directed to them for documentation of negotiation (see VIII. 2.).
 - c. The regional library system(s) should document the effectiveness of any negotiations. They will also make a recommendation supporting or disputing the initiating library's request for suspension of ILLINET privileges.
5. The complete report should be sent by the initiating library's regional library system to all parties involved as well as to the Illinois State Library. The Illinois State Library, in consultation with the regional library system(s), will act on the recommendations in the complaint and decide on the appropriate action in accordance with the Illinois Administrative Code [23 IL ADC 3030.122 and 23 IL ADC 3030.115].

GLOSSARY OF TERMS

ALA Interlibrary Loan Request Form - Four-part paper form, approved by the American Library Association and the National Information Standards Organization, used by a library to request an interlibrary loan from another library.

Borrowing Library - See Requesting Library

CARLI - The Consortium of Academic and Research Libraries in Illinois (CARLI) was formed to improve the efficiency and cost effectiveness of services, increase the effectiveness of consortia and member library staff efforts, and create opportunities to pursue new programs and services.

CCG - The requesting library's indication on a photocopy request that the request conforms to the CONTU "Guidelines for the Proviso of Subsection 108(g)(2)."

CCL - The requesting library's indication on a photocopy request that the request conforms to the U.S. Copyright Law, Title 17 U.S.C.

Consortium - A group of libraries formally organized to promote common interests and achieve common goals, of which interlibrary loan and resource sharing activities are typical examples.

CONTU Guidelines - "The Guidelines for the Proviso of Subsection 108(g)(2)," known as the CONTU Guidelines, were developed by the National Commission on New Technological Uses of Copyrighted Works to assist librarians and copyright proprietors in understanding the amount of photocopying for use in interlibrary loan arrangements permitted under the copyright law.

Cooperative Agreement - A binding agreement between two or more parties.

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

Copyright Compliance - The requesting library is responsible for making certain that the interlibrary loan request conforms to the copyright law or the accompanying guidelines. A supplying library may choose not to process a photocopy request if an indication of copyright compliance is not included. See "CCG" and "CCL."

Copyright Law - Federal Copyright Law, Public Law 94-553, codified in Title 17 of the United States Code (U.S.C.), is intended to bring about a balance between the rights of creators and owners of copyrighted works and the needs of users of those works. Copyright law limits what may be copied, sold, and distributed with and without the consent of the copyright owner. The rights of owners are enumerated in Section 106, and the limitations on the owner's rights are listed in Sections 107-118.

Date Due - Either the year, month, and day by which the user must return the loaned item to the requesting library or the period of time the item may remain with the requesting library disregarding the time spent in transit.

Direct Borrowing - A user-initiated request, which generally implies an unmediated (library staff not involved in the process) user-initiated request.

Every Library in ILLINET - Every Library in ILLINET, (ELI), is a service provided by the Secretary of State and State Librarian. This web interface supplies access to directory and statistical information concerning ILLINET libraries collected by the State Library. Only ILLINET libraries are represented in ELI. www.eliillinois.org

Fair Use - Fair use, described in Section 107 of the U.S. Copyright Law, permits limited uses of copyrighted works by individuals who do not own the copyright to the work. The four criteria used to determine fair use are: the purpose of the use; the nature of the copyrighted work; the amount of the work used; and the effect of the use on the potential market.

FAX - Electronic transmission of text or graphics using telephone lines.

ILDS - The Illinois Library Delivery Service is a dedicated surface delivery system, funded by the Illinois State Library through a grant to CARLI. The ILDS runs between individual library systems and other designated stops throughout the state of Illinois. <http://illinoisdelivers.net>

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

Illinois Library Laws & Rules - Laws relevant to libraries in Illinois.

In-Library Use Only - Materials designated by the supplying library as in-library use only must be used only within the requesting library. These items may not be removed from the library.

Internet - International "network of networks" that uses protocols to provide file transfer, remote login, electronic mail, listservs, and other services.

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

Lending Library - See Supplying Library

Library Bill of Rights - A document, developed and available from the American Library Association that outlines a user's rights to library services.

Library Confidentiality Act - 75 ILCS 70 Et seq. provides legal guaranties of patron confidentiality of circulation of library materials. Circulation records shall not be made available to anyone except by a court order in a criminal proceeding.

National Information Standards Organization (NISO) - Organization accredited by the American National Standards Institute to develop and promote technical standards for library, publishing, and information services. Z39.63, Interlibrary Loan Data Elements, is the NISO standard that covers ILL transactions.

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

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

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

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

Requesting Library - The library that initiates an interlibrary loan request on behalf of a user. Other synonymous terms include borrowing library and borrower.

Resource Sharing - A variety of library or consortial activities that are designed to improve library services and/or reduce costs. Interlibrary loan and direct borrowing privileges are two examples of resource sharing.

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

Special Handling Provisions - Conditions for loaning set by the supplier such as restrictions on copying, in-library use only, or other unique requirements designated by the lender.

Supplying Library - The library that fills an interlibrary loan request by either loaning the item or supplying a copy of the item. Other synonymous terms include lending library and lender.

Telefacsimile - See Fax

U.S. Code (USC) - See Copyright Law.

User - Individual that initiates an interlibrary loan request. Other synonymous terms include patron, client, customer, end user, and library user.

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

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

INTERLIBRARY LOAN RESOURCES

INTERLIBRARY LOAN CODES

United States

"Interlibrary Loan Code for the United States." RUSA (Reference and User Services Association). January 2001. ALA (American Library Association). 7 April 2008
<http://ala.org/ala/rusa/protocols/referenceguide/interlibrary.cfm#forms>

"Interlibrary Loan Code for the United States Explanatory Supplement." RUSA (Reference and User Services Association). January 2001. ALA (American Library Association). 7 April 2008
<http://ala.org/ala/rusa/protocols/referenceguide/interlibraryloancode.cfm>

International

"International Lending and Document Delivery: Principles and Guidelines for Procedure." IFLANET. March 2001. IFLA (International Federation of Library Associations and Institutions). 21 Jun 2007
<http://www.ifla.org/VI/2/p3/ildd.htm>

OVERVIEW

Boucher, Virginia. *Interlibrary Loan Practices Handbook*. 2nd ed. Chicago: American Library Association, 1997.

"Interlibrary Loans: ALA Library Fact Sheet Number 8." ALA (American Library Association). September 2005. ALA (American Library Association). 21 Jun 2007
<http://www.ala.org/ala/alalibrary/libraryfactsheet/alalibraryfactsheet8.cfm>

"Guidelines and Procedures for Telefacsimile and Electronic Delivery of Interlibrary Loan Requests and Materials." RUSA (Reference and User Services Association). 8 February 1994. RUSA (Reference and User Services Association). 7 April 2008
<http://web.archive.org/web/20070609143019/http://www.ala.org/ala/rusa/rusaprotocols/referenceguide/guidelinesprocedures.htm>

COPYRIGHT/PHOTOCOPYING

"Copyright: United States Copyright Office." Copyright. 19 June 2007. U.S. Copyright Office. 21 Jun 2007 <http://www.copyright.gov/>

Butler, Rebecca P. *Copyright for Teachers and Librarians*. New York: Neal-Schuman Publishers, 2004.

Russell, Carrie. *Complete Copyright: An Everyday Guide for Librarians*. Chicago: American Library Association, 2004.

"Guidelines for Preservation Photocopying of Replacement Pages." ALCTS (Association for Library Collections and Technical Services). 1990. ALCTS (Association for Library Collections and Technical Services). 7 April 2008
<http://www.ala.org/ala/alctscontent/pubsbucket/webpublications/alctspreservation/guidelinesforpre/guidelinespreservation.cfm>

SHIPPING/PACKAGING

"Interlibrary Loan Packaging and Wrapping Guidelines." RUSA (Reference and User Services Association). 1993?. RUSA (Reference and User Services Association). 7 April 2008
<http://web.archive.org/web/20070608141027/http://www.ala.org/ala/rusa/rusaprotocols/referenceguide/interlibraryloan.htm>

"Guidelines for the Interlibrary Loan of Audiovisual Formats Final Draft." ALA (American Library Association). January 1998. ALA (American Library Association). 21 Jun 2007
<http://www.ala.org/ala/vrt/pubguidelines/guidelinesinterlibrary.htm>

"Guidelines for the Interlibrary Loan of Rare and Unique Materials." ACRL (Association of College & Research Libraries). February 1994. ACRL (Association of College & Research Libraries). 21 Jun 2007
<http://www.ala.org/ala/acrl/acrlstandards/rareguidelines.cfm>

"Guidelines for Packaging and Shipping Microforms." ALCTS (Association for Library Collections & Technical Services). 27 June 1989. ALCTS (Association for Library Collections & Technical Services). 7 April 2008
<http://www.ala.org/ContentManagement/ContentDisplay.cfm?ContentID=25155>

"Guidelines for Packaging and Shipping Magnetic Tape Recording and Optical Discs (CD-ROM and CD-R), Carrying Audio, Video, and/or Data." ALCTS (Association for Library Collections and Technical Services). 2004?. ALCTS (Association for Library Collections and Technical Services). 7 April 2008
<http://www.ala.org/ALCTSTemplate.cfm?Section=alctssectionscont&template=/ContentManagement/ContentDisplay.cfm&ContentID=25150>

CONTINUING EDUCATION/TRAINING

Beaton, Barbara. "Interlibrary Loan Training and Continuing Education Model Statement of Objectives." RQ 31:2 (Winter, 1991): 177-184. Library U: <http://learning.libraryu.org/home/>

Library U is web based training modules available to Illinois library staff 24/7. The current ILL module is Essential Elements of Interlibrary Loan.

USEFUL WEB SITES

Hollerich, Mary. "ShareILL!" ShareILL!. 19 June 2007. 22 Jun 2007
http://www.shareill.org/index.php/Main_Page

"Interlibrary Loan Resource Kit." BCR (Bibliographic Center for Research). 03 April 2007. BCR (Bibliographic Center for Research). 22 Jun 2007
<http://www.bcr.org/productivity/sharing/interlibrary.html>

WebJunction Illinois: <http://il.webjunction.org/do/Home>

WebJunction Illinois is an online community where library staff meet to share ideas, solve problems, and take online courses.

(Click on Resources; Ongoing Statewide Programs; Resource Sharing)

ESSENTIAL FORMS, DIRECTORIES, AND TOOLS

ALA Interlibrary Loan Request Form:

<http://www.acrl.org/ala/rusa/protocols/referenceguide/illformprint.pdf>

ELI (Every Library in ILLINET) Directory:

<http://www.eliillinois.org>

ILDS:

WebJunction Illinois: <http://il.webjunction.org/do/Home>

WebJunction Illinois is an online community where library staff meet to share ideas, solve problems, and take online courses. (Click on Resources; Ongoing Statewide Programs; Resource Sharing)

STUDIES

A Report on Library Resource Sharing Experiences, Expectations, and Preferences of Wisconsin Libraries: A Final Report On The Findings. Madison, WI: Russell Consulting, Inc., 2005.

Jackson, Mary E. Measuring The Performance of Interlibrary Loan Operations in North American Research and College Libraries. Washington, D.C.: Association of Research Libraries, 1998.

Jackson, Mary E. Assessing ILL/DD Services: New Cost-effective Alternatives. Washington, DC: Association of Research Libraries, 2004.

LAWS, STANDARDS, AND ETHICS

Laws - Illinois

Illinois Library Laws. Chicago, IL: Illinois Library Association. [75 ILCS 5 et seq.]

Specific Illinois Acts

Freedom of Information Act. 5 ILCS 140 et seq.

Library Records Confidentiality Act. 75 ILCS 70 et seq.

State Records Act. 5 ILCS 160 et seq.

Standards – National

ANSI/NISO Z39.63-1989: Interlibrary Loan Data Elements.

Ethics/Intellectual Freedom

"Intellectual Freedom: The Library Bill of Rights." American Library Association. 24 January 1996.

American Library Association. 11 Sep 2007

<http://www.ala.org/ala/oif/statementspols/statementsif/librarybillrights.htm>

Intellectual Freedom Manual. 7th ed. Chicago, IL: American Library Association, 2005.