Joyner Library Procedure Manual

300.10.25

Subject: Circulation Procedures: Interlibrary Loan

Title: Interlibrary Loan Services

Operational Procedure - Date Adopted by the Library Services Faculty: April 24, 1986

Date Revised: October 7, 1993; March 4, 2010; April 7, 2011

I. Definition

A. A traditional interlibrary loan is a transaction in which library material, or a copy of material, is made available by one library to another upon request; interlibrary loan now also fulfills patron requests from databases, vendors, non-library organizations, institutional repositories, and websites.

B. In this procedure, ‘libraries’ will include both libraries and select non-library institutions (e.g. museums and government agencies).

C. In this procedure, ‘Joyner Library’ and ‘Joyner’ will include the Music Library unless otherwise stated. II.

Purpose

The two-fold purpose of interlibrary loan is to obtain research materials not available in Joyner Library for students, faculty, and staff in ECU’s Division of Academic Affairs, and to lend material from Joyner’s collections to other libraries.

III. Conditions of Interlibrary Borrowing and Lending

A. Interlibrary loan services are based on cooperation among many types of libraries. The conditions of this service follow the guidelines set forth in the most recent versions of the following documents or their successors.

1. North Carolina Interlibrary Loan Code
2. Interlibrary Loan Code for the United States
3. IFLA International Lending and Document Delivery: Principles and Guidelines for Procedure
4. Consortial and reciprocal agreements, especially agreements within the UNC University System
5. Sections 107 and 108 of the United States Copyright Act

B. Document delivery services for distance education patrons are locally established to enact the most recent version of the ACRL Standards for Distance Learning Library Services, or its successor. Other document delivery services are guided by the needs and capabilities of ECU and Joyner Library.

IV. Interlibrary Borrowing

A. Eligibility

1. Interlibrary loan services are provided by Joyner Library to a) ECU’s Division of Academic and Student Affairs, including its faculty members, graduate students, undergraduate students, and staff members; b) ECU’s administrative offices and personnel; c) Retired ECU faculty and staff; and d) Current Friends of Joyner Library.

2. Faculty, staff, and students in the medical, dental, nursing, and allied health fields must affiliate with Laupus Health Sciences Library for interlibrary loan services.

3. Interlibrary loan requests should be completed by the patron with as much citation information as possible. Requests may be returned to patrons if pertinent information is missing or unclear.

B. Limitations

1. Material which may be borrowed

   a) Material not owned by Joyner Library
   b) Material not currently available from Joyner Library

2. Material which may not be borrowed

   a) Material currently available from Joyner Library b) Material intended for reserve use
   c) Required course textbooks
   d) Material intended for commercial uses or uses that would violate copyright law or vendor licenses

3. Material which is sometimes difficult or impossible to obtain through interlibrary loan

   a) Rare or valuable materials, including manuscripts
   b) Bulky or fragile items
   c) Material in high demand at libraries
d) Unique material that would be difficult or impossible to replace if lost or damaged

e) Material with local circulation restrictions at the owning libraries

f) Audiovisual materials

g) Bound volumes or issues of serials

i) Computer software

j) Textbooks

k) Dissertations and theses

l) Conference proceedings

m) Standards documents

n) Titles published in foreign countries

4. During peak times and budget reductions, per patron limits may be imposed. If enacted, limits will be listed on the department’s website and otherwise publicized. In such cases, Interlibrary Loan personnel will consult with patrons to establish a priority arrangement of pending requests.

C. Expenses

1. Interlibrary loan will be offered free of charge, as allowed by university and library budgets. If budget situations necessitate passing lending fees on to patrons or charging patrons for the service, patrons will be informed of possible charges before those charges accrue. Such fees, when established by the department in conjunction with library administration, will be posted on the department website and otherwise publicized.

2. Patrons are responsible for paying for borrowed materials lost or damaged while checked out to them. Distance Education patrons may be held responsible for losses or damages incurred during return shipping by postal or courier services.

D. Overdues and Other Abuses

1. ILL does not charge overdue fees. Instead, ILL accounts may be suspended until overdue borrowed items are returned.

2. In extreme overdue cases, Joyner circulation accounts may be suspended and university records may be tagged. A tagged university record prohibits registration, graduation, and receipt of transcripts.

3. Repeated overdue statuses may result in a patron being placed on in-library-use-only status. In such cases, items borrowed to fulfill future requests will not be allowed out of the library building.
4. Failure to pay fees and fines charged by either the Circulation Department or ILL Department may also result in suspended library accounts and tagged university records.

E. Loans

1. Lending libraries establish due dates for all loaned items. Due dates vary by library and often by material type and time of the year. ECU patron status (e.g. faculty or undergraduate student) does not determine the due date for interlibrary loan materials.

2. Patrons are notified when borrowed materials arrive. Materials are held at the circulation desk of Joyner Library or at the service desk of the Music Library, as determined by the patron’s delivery preference. Materials obtained for Distance Education patrons are delivered to the patron’s address on record with the department; it is the responsibility of DE patrons to inform the ILL department when they move.

3. All material on loan is subject to recall by the lending library. Patrons will be informed of reduced due dates.

4. Renewal requests should be made by patrons before the due date. Renewals are granted or denied at the discretion of the lending library alone. Patrons will be informed of adjusted due dates.

5. Only in extreme cases may materials already borrowed once be borrowed again for the same patron.

6. Patrons are responsible for returning interlibrary loan materials in the condition they received them to Joyner Library by the assigned due date.

F. Articles, Photocopies, and Scanned Documents

1. Patrons are notified when requested reproductions are available. Usually documents will be provided electronically via email. Documents that cannot clearly be scanned or delivered may be held at the circulation desk of Joyner Library or at the service desk of the Music Library, as determined by the patron’s delivery preference, or, for Distance Education patrons, delivered to the patron’s address on record with the department; it is the responsibility of DE patrons to inform the ILL department when they move.

2. Only in extreme cases may materials already obtained once be obtained again for the same patron.

V. Interlibrary Lending

A. Eligibility

1. Requests from all types of libraries are accepted via the
OCLC resource sharing system and web form submissions. Submissions by fax or electronic means of IFLA forms and ALA forms are also accepted. Submissions via phone, email, and other non-standard methods are highly discouraged and may be returned to the borrowing library for re-submittal.

2. During peak times, priority will be given to requests from consortial partner libraries, the UNC System academic libraries, rush requests, and then other NC libraries.

B. Expenses

1. Loans and photocopies/scans will be provided free of charge to all libraries with whom Joyner Library has entered into consortial or reciprocal free lending agreements. When mutually beneficial and cost-effective, additional reciprocal agreements and consortial deals will be negotiated.

2. Libraries that charge Joyner to borrow from them may be charged fees to borrow from Joyner. Such fees generally will be established on a reciprocal basis (i.e. we will charge what it charges us).

3. University or library budget difficulties may necessitate charging certain or all libraries lending fees. Such fees, when established by the department in conjunction with library administration, will be posted on the department website, in the OCLC system, and in other resource sharing sites/systems as appropriate. Consortial or reciprocal free lending agreements may be temporarily suspended or canceled in such cases.

4. Special fees may be charged to any library for rush requests and other specialized requests (e.g. large color reproductions). Such fees will be calculated in accordance with prevailing rates, as determined by periodic reviews of what other libraries charge and what specialized materials cost (e.g. large photograph paper or mailing boxes for LPs). Fees, when established, will be posted in applicable resource sharing systems and sites.

5. When possible, any lending fees charged will be submitted though OCLC’s IFM system. Invoices will be sent periodically or with provided materials, as deemed appropriate by the department in consultation with the Circulation Department and Library Administration.

C. Loans

1. Materials loaned to other libraries will usually be loaned for 60 days and be allowed to be removed from the borrowing library. Reduced loan periods and special handling requirements may be dictated for certain collections or materials (e.g. in-library- use-only or must return by FedEx insured). Library personnel
responsible for materials that need such adjustments are to discuss these needs with interlibrary loan personnel. Exceptions to the general circulation and handling procedure will be noted in the interlibrary loan department’s procedures and, as appropriate, in the OCLC and other resource sharing systems/sites.

2. Renewals of one month will be allowed if there are no holds on that material.

3. Materials that generally may be loaned
   a) Most materials that circulate to ECU patrons (e.g. general stacks books, government documents, and audio/visual items)
   b) Bound journals
   c) Microfilm, microfiche, microcard, ultrafiche, and microprint (if the requesting library has the proper equipment)

4. Materials that generally may not be loaned
   a) Equipment intended for ECU patron use only (e.g. laptops)
   b) Collections with limited circulation to ECU patrons (e.g. popular reading and NC adopted K-12 textbooks)
   c) Non-circulating materials (e.g. Reference and Special Collections)
   d) Exceptions may be allowed by the interlibrary loan department in consultation with the appropriate library personnel for the respective collection. Consortial partners often grant expanded access to materials (e.g. loaning LPs to each other when LPs are generally not loaned).

5. All material on loan is subject to recall for use by Joyner Library patrons.

D. Articles, Photocopies, and Scanned Documents

1. Articles, book chapters, reference book entries, and other short documents may be photocopied or digitally scanned for borrowing institutions.

2. Requests for electronic documents found in Joyner’s online subscriptions or full-text databases will be fulfilled if the license agreement for the resource allows interlibrary loan copying.

3. Requests for duplications of lengthy portions of documents or entire documents will be carefully reviewed for copyright compliance and for the needed scanning time. If possible, a loan of such materials will be made instead.
4. Reproductions of documents found in Special Collections cannot be made by ILL personnel. Borrowers must be referred directly to Special Collections for assistance.

5. Library personnel in charge of other materials that should not be duplicated by interlibrary loan should discuss these limitations with interlibrary loan personnel. Such limitations will be noted in the department’s procedures and, as appropriate, in applicable resource sharing systems and sites. E.

Overdues

1. There are no overdue charges for materials loaned to other libraries.

2. If materials are lost or damaged, the borrowing library is responsible for all replacement costs. Invoices will be generated and paid in conjunction with the Circulation Department.

3. Institutions that repeatedly abuse the service may be blocked from requesting from Joyner in the future.