

## ROCHESTER REGIONAL LIBRARY COUNCIL

### INTERLIBRARY LOAN POLICY

This policy reflects the purpose stated in the resolution adopted by the charter members of the Rochester Regional Library Council (RRLC) and recorded in the members' By-Laws, May 25, 1966, Article I., #2:

**Purposes.** The purposes of this organization shall be:

1. To improve and develop reference and research library services within the region; and
2. To promote interlibrary cooperation in the use of such resources.

The goal of the interlibrary loan program is to provide regionally available materials to libraries as quickly as possible. The policy is designed to be flexible enough so that no library's basic purpose need be violated nor its clientele deprived.

Collections of all RRLC member libraries, subject to a library's internal policies, are made available via interlibrary loan to library users whose needs cannot be met through their own institutional resources.

The RRLC interlibrary loan policy includes the following conditions:

1. A library should not request on interlibrary loan its own materials which are non-circulating.
2. Individual libraries may have their own policies with regard to items available for loan. An example of this might be type of material, publication date or number of copies. Please check the RRLC Interlibrary Loan Directory (<http://www.rrlc.org/orgmain.asp?sid=&orgID=68>) before placing a library in the lender string.
3. The requesting library is bound by any conditions or limitations of use imposed by the supplying library, and is responsible for the return of materials on time.
4. The requesting library may submit requests electronically via WorldCat Resource Sharing (or DOCLINE where appropriate), or ROARing Cat email, or on standard ALA forms. Telephone requests are discouraged.
5. Every effort should be made to verify requests, preferably in a standard bibliographic source such as WorldCat or an electronic or printed index. If a request cannot be verified, it is still helpful to list those sources checked.

6. All photocopy requests are subject to copyright restrictions.
7. For "returnable" items (e.g. books, CDs, DVDs, etc.), the due date is set by the supplying library. The due date is the date the item must be checked in at the supplying library. The requesting library should develop a method for monitoring due dates so that material can be returned to and checked in at the supplying library by the due date assigned by the supplying library.
8. Renewal requests are at the discretion of the lending library.
9. Material on loan is subject to recall at the discretion of the supplying library. The requesting library must comply immediately.
10. No overdue fines are charged by the lending library on interlibrary loan items. Each requesting library has the option of charging its own users without forwarding the fine. The supplying library should send overdue notices directly to the requesting library.
11. The safety of borrowed materials is the responsibility of the requesting library from the date the item is shipped to that library to the date of their receipt back by the supplying library, except during the time materials are in transit on the RRLC delivery system.
12. In the case of loss or damage, the requesting library is obligated to meet the cost of repair, rebinding, replacement and/or processing. Loss or damage incurred during delivery by RRLC delivery system will be charged to the RRLC.

#### CHARGES FOR INTERLIBRARY LOAN AND PHOTOCOPYING

RRLC members do not charge each other for interlibrary loan activities, EXCEPT:

The Edward G. Miner Library at the University of Rochester Medical Center is designated as a Document Delivery Provider (DDP) for the National Network of Libraries of Medicine (NN/LM). As a DDP, Miner Library charges for Interlibrary Loan. Libraries requesting medical information from Miner may use funds from the Medical Information Services Program to cover the cost. See <http://www.rrlc.org/orgmain.asp?sid=&orgID=67> for details.

#### PUBLIC LIBRARIES AND PUBLIC LIBRARY SYSTEMS

There are two public library systems within the Rochester Regional Library Council. The Monroe County Library System includes the Rochester Public Library's Central Library and all city branches, and all of the town libraries in

Monroe County. The Pioneer Library System includes the public libraries in the counties of Livingston, Ontario, Wayne, and Wyoming. Interlibrary loans for individual public libraries are processed through the respective system headquarters. For the public libraries, an "interlibrary loan" is defined as an *out-of-system* request. In other words, it is a request for an item that is not available in any of the system's member libraries.

## SCHOOL LIBRARIES AND SCHOOL LIBRARY SYSTEMS

There are five school library systems within the Rochester Regional Library Council: the Rochester City School District, Monroe #1 BOCES, Monroe #2 – Orleans BOCES, Genesee Valley BOCES, and Wayne-Finger Lakes BOCES. The systems represent a total of 281 school libraries. School libraries use email or the regional union catalog to send interlibrary loan requests to other school libraries. Interlibrary loan requests that cannot be filled within the five school library systems should be forwarded to the school library system office.

The school library systems use OCLC's WorldCat Resource Sharing to send requests to RRLC libraries outside the school library systems or to libraries outside the RRLC service area.

### Placement of Requests

Methods for placing requests can include OCLC's WorldCat Resource Sharing, fax, Ariel, Odyssey, E-mail, and U.S. Mail. Generally, libraries do not accept telephone requests.

Requests should be placed to assure the best and fastest service for your library patrons. Location selection should be done so as to not overload any individual library. Libraries should read and be familiar with the guidelines provided in the Interlibrary Loan Code for the United States. (Go to <http://www.ala.org/rusaTemplate.cfm?Section=referenceguide&Template=/ContentManagement/ContentDisplay.cfm&ContentID=31579>). It is desirable and more efficient to exhaust local lenders prior to going beyond our local region.

As a borrower or requester:

- Libraries are encouraged to request from local libraries first
- Potential local lenders should be selected using the heaviest fillers last (see <http://rrlc.entrexp.com/orgmain.asp?orgID=5&storyID=219> for RRLC Load Leveling list)
- Provide accurate and complete bibliographic information
- Be a responsible borrowing library

Before adding any library to the lender string on the request form, it is important to check the library's lending policies using OCLC's ILL Policies Directory (<http://illpolicies.oclc.org>).

The New York State Library is another potential location to consider. Any New York State citizen may request materials from the New York State Library through his or her local library. See <http://www.nysl.nysed.gov/ill.htm> for instructions for accessing the New York State Library. The State Library accepts requests from libraries only. Libraries will need a user id and pin number to use the service.

As a lender or supplier:

- Respond to requests as quickly as possible
- When filling a request, include a copy of the request or transaction number with the item
- If unable to supply a request, notify borrowing library as soon as possible

### **Copyright**

Interlibrary Loan staff should have basic understanding of the U.S. Copyright Law (Public Law 94-553) and the CONTU guidelines for fair use.

#### **Borrower's Responsibilities:**

Copyright compliance is indicated by noting either CCG (Conforms to Copyright Guidelines) or CCL (Conforms to Copyright Law) on the request form.

CCG refers to Section 108 (g) (2) of the Copyright Law and its guidelines. CCG applies under the following conditions:

1. The borrower subscribes to or has entered a subscription to the periodical;
- OR**
2. The request is for an article in a periodical issue published within five (5) years of the date of the request;
- AND**
3. The borrowing library has not submitted more than five (5) requests for the periodical title within the current calendar year.

To obtain further articles from the same periodical, libraries will need to go through the Copyright Clearance Center and pay the appropriate fee, or request permission directly from the publisher. For more information about the Copyright Clearance Center, please visit <http://www.copyright.com/>.

CCL refers to other provisions of Copyright Law. CCL applies under the following conditions:

1. The requested photocopy is from a periodical published more than five (5) years prior to the date of the request,
- OR**
2. The request is for replacement pages of a damaged publication.

It is also the responsibility of the borrowing library to keep copyright records of its requests for a period of up to three (3) years.

### **Lender's Responsibilities**

The lending library assumes that all copyright provisions have been satisfied when CCG or CCL has been indicated.

It is the responsibility of the lender to affix the following notice to each item photocopied:

NOTICE: THIS MATERIAL MAY BE PROTECTED BY COPYRIGHT LAW  
(TITLE 17 U.S. CODE)

### **ILL-Only Subscription Pricing**

"ILL-Only" is a way for smaller libraries to use the WorldCat Resource Sharing system without becoming full OCLC users. ILL-Only libraries have full access to WorldCat Resource Sharing, but no access to other OCLC products and services.

Pricing is subscription-based and is dependent on the number of interlibrary loan requests placed by the library each year. Current users will receive a price quote in late May or June of each year that is based on the previous year's interlibrary loan activity. New users are asked to provide a "good faith" estimate of the number of interlibrary loan transactions they will have.

### **NYSILL (New York State Interlibrary Loan System)**

The New York State Library provides interlibrary loan service to New York State libraries through interlibrary loan (ILL). Residents of New York State may access the collections of the New York State Library through their Public, 3Rs, or School Library Systems. New York State libraries with Internet access can request materials directly once they have registered with the New York State Library.

Libraries in New York that would like more information on requesting materials directly from the State Library should contact the Interlibrary Loan Unit of the New York State Library at [ill@mail.nysed.gov](mailto:ill@mail.nysed.gov) or (518)474-5383.

The New York State Library accepts interlibrary loan requests only from libraries. Most books are lent at no charge for six weeks. Within copyright restrictions, photocopies of up to 50 pages of noncirculating material will be supplied to libraries within New York State at no charge. Additional pages will be supplied if the ILL request authorizes the charge for them. For more information, visit the library's website at <http://www.nysl.nysed.gov/ill.htm>.

ILL Requests are transmitted to the New York State Library via its website at: <http://www.nysl.nysed.gov/ill/dir.htm>.

### **Medical Interlibrary Loan**

#### **For Non-Medical Libraries with OCLC Access:**

Non-medical libraries with access to WorldCat Resource Sharing should use WorldCat to submit medical information requests, either locally or outside the region. Libraries will be billed if the Miner Library or any other Regional Medical Library fills the request. Miner routinely accepts requests only from libraries that participate in EFTS or the IFM fee management program. However, they will make exceptions for RRLC member libraries that do not have access to either of these services. Libraries need to contact E.G. Miner Library prior to placing a request if they are not using EFTS or IFM. Call 585-275-5787 to let them know you will be placing a request. Area libraries can use the statewide Medical Information Services Program to help defray the cost of medical interlibrary loans from E. G. Miner Library or other designated Document Delivery Providers. See further information at <http://www.rrlc.org/orgmain.asp?sid=&orgID=67>.

#### **For Non-Medical Libraries without OCLC Access:**

Non-medical libraries in the RRLC region without OCLC access and the need for placing requests of medical nature may call E. G. Miner Library for assistance (585-275-5787).

### **Medical Information Services Program (MISP)**

#### **Purpose of the Program**

The purposes of this program are to:

- improve access to health information to benefit the residents of New York State,

- make the resources of the NN/LM network directly accessible by libraries in the reference and research library regions,
- encourage the full use of local and regional health information resources before accessing other resources in the NN/LM, and
- facilitate referrals to the most appropriate locations.

The major participants in the program include the New York State Library, the New York Academy of Medicine (as the NN/LM Region 1 - Regional Medical Library), the NN/LM Region 1 Document Delivery Providers, and the nine Reference and Research Library Resources Systems in New York State. Document Delivery Providers (DDPs) in Region 1 have agreed to accept health and medical information requests from any library or library system located in New York State. Requests should be related to patient care, consumer health, research in medicine or the education of health practitioners.

See <http://www.rrlc.org/orgmain.asp?sid=&orgID=67> or <http://www.nysl.nysed.gov/libdev/misp/> for further details.

### **Paying for Requests**

All requests will be charged in accordance with the prevailing NLM guidelines (at this writing, \$11 per transaction, with additional charges permitted for, but not limited to, special services such as rush services). Libraries may use state Medical Information Services funds to pay for medical and health interlibrary loan services. RRLC is responsible for administering the program according to an allocation plan approved by the state. Each library is awarded an amount of money for medical interlibrary loan needs. In most cases, libraries receive a lump sum payment from RRLC or have the funds deposited in their EFTS accounts. Libraries then pay for medical interlibrary loans using OCLC's IFM service or directly from their EFTS accounts. Some libraries elect to pay DDPs on a per-use basis. Smaller libraries or those that are only occasional users may submit invoices from DDPs to RRLC for payment.

In all cases, libraries must keep an accurate accounting of requests and charges. RRLC is required to compile the information and submit it to the state on an annual basis.

## Words You Need to Know

As is the case with many library functions, the resource sharing field is filled with acronyms and jargon. For those who are less familiar with resource sharing, following are some terms it will be helpful to know.

**ALA Form** - A generic interlibrary loan request form in paper format. The form is available from the American Library Association (ALA) website, <http://www.ala.org/ala/rusa/rusaprotocols/referenceguide/illformprint.doc>. Most libraries will accept interlibrary loan requests in this manner, regardless of the library automation system in use.

**Ariel** - Ariel is software commonly used between libraries to deliver documents via the Internet. Journal articles and many other types of print items are scanned and sent using this system. The software now allows libraries to forward items to their users on the Web, instead of printing them out.

**CCG** - Complies with copyright guidelines

**CCL** - Complies with copyright law

**DDP** - Document Delivery Provider

**DOCLINE** - DOCLINE® is the National Library of Medicine's automated interlibrary loan (ILL) request routing and referral system. The purpose of the system is to provide efficient document delivery service among libraries in the [National Network of Libraries of Medicine \(NN/LM\)](#)

**EFTS** - Electronic Funds Transfer Service, operational since 1996 in New England, is a transaction-based electronic billing system used for interlibrary-loan (ILL) and document delivery. Participants establish an account with the University of Connecticut Health Center. Lenders upload billing data for DOCLINE or other transactions. Their accounts are credited and Borrowers' accounts are debited. Lenders pay a three percent (3%) fee of the amount collected. (<https://efts.uchc.edu/efts/common/index.html>)

**IDS** - Usually stands for Information Delivery Services. Many libraries, especially in academic institutions, have renamed the traditional Interlibrary Loan department to Information Delivery Services or IDS.

**IFM** - OCLC ILL Fee Management (IFM) is an automatic billing system, which for some requests, eliminates the labor intensive chore of issuing and paying invoices for ILL. IFM is an optional service that can be activated on a request-by-request basis. Enrollment is not necessary

**ILL** - short for Interlibrary Loan

**ILLiad** - The ILLiad Resource Sharing Management software (now OCLC ILLiad), developed by interlibrary loan staff at Virginia Polytechnic Institute and State University, automates routine interlibrary loan functions. ILLiad is now an OCLC product. It saves time by managing a library's borrowing, lending and document delivery through one single, Windows-based interface. Library users can submit and track their own requests via the Web.

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

**Load Leveling** - Load leveling refers to strategies borrowers can use when selecting potential suppliers that will help equalize the lending responsibility among libraries.

**Net Borrower** - Net lending or borrowing is the difference between the number of items a library borrows and the number it lends. When the number of borrows is greater than the number of loans, a library is a net borrower.

**Net Lender** - Net lending or borrowing is the difference between the number of items a library borrows and the number it lends. When the number of loans is greater than the number of borrows, a library is a net lender.

**Nylink** - Nylink is a not-for-profit membership organization of all types of libraries and information organizations throughout New York State and surrounding areas. Nylink offers a range of services, including access to and support for [OCLC](#) cataloging, resource sharing, LAND delivery service, electronic resources, and digitization services. It is important to RRLC libraries because it is through Nylink that we contract for WorldCat access, WorldCat Resource Sharing, and LAND.

**NYSILL** - pronounced "nice-ill", stands for New York State Interlibrary Loan

**OCLC** - stands for Online Computer Library Center; a nonprofit, membership, computer library service and research organization dedicated to the public purposes of furthering access to the world's information and reducing information costs. OCLC and its member libraries cooperatively produce and maintain [WorldCat](#)—the OCLC Online Union Catalog. The majority of Interlibrary Loan activity is done through an OCLC interface known as WorldCat Resource Sharing, or WRS.

**Odyssey** - Odyssey is ILLiad's integrated document-delivery feature, which allows staff to send and receive documents from other ILLiad or Odyssey users

**WorldCat** - a worldwide union catalog created and maintained collectively by more than 9,000 member institutions. It currently has over 65 million online records built from the bibliographic and ownership information of contributing libraries, and is the largest and most comprehensive database of its kind. WorldCat is the [foundation of many OCLC services](#) that let libraries process, manage and share information resources.

### **Regional Delivery Service**

RRLC operates a regional delivery service to facilitate resource sharing activities. Participation in this fee-based service is optional. A list of participating libraries and the delivery schedule is available on the RRLC website at <http://www.rrlc.org/orgmain.asp?sid=&orgID=45>. Most participating libraries receive delivery on a daily basis Monday-Friday. Books, photocopies, and other library items may be shipped in the RRLC delivery. Public Libraries and school libraries receive materials via their respective system offices. This routing may add a day or two to the turnaround time.

RRLC libraries not listed on the delivery schedule are not part of the RRLC delivery system. Items must be sent to them by other means (UPS, USPS, etc.).

RRLC contracts with a courier company to provide the delivery service. The courier follows the same schedule each day. Each participating library has its own procedures for handling items to be shipped in the RRLC delivery. Participating libraries should use the RRLC delivery to exchange items with other RRLC libraries whenever possible.

### **Statistics**

RRLC members are asked to provide annual ILL statistics. These are cumulated into reports to the area's interlibrary loan personnel, the directors of RRLC member libraries and library systems, the Board of Trustees, and the Division of Library Development at the New York State Library. At the state level, the statistics are used to indicate the level of regional sharing of library resources. The statistics are also used to facilitate planning and monitor load leveling.

RRLC requests statistics in July each year. A sample copy of the form used is available at <http://admin.rrlc.entrexp.com/documentView.asp?sessionID=CAAGGBJBCEFFHJJJJJC&docID=344>. Each library will be sent the appropriate form in July of each year.

Please keep in mind the following:

1. ILL activity is defined as an interlibrary loan between member institutions and other libraries or systems and does not include intrasystem ILL activity or "holds".
2. The year, for statistical purposes, is July 1 - June 30.
3. Whenever an item is zero, please indicate "0" instead of leaving the space blank.
4. If a statistic is not available, please indicate "N/A".
5. The form also asks for delivery statistics. Please report the number of items shipped via the RRLC delivery service and/or other delivery options.