

Joyner Library Procedure Manual

300.10.25

Subject: Circulation Policies: Interlibrary Loan

Title: Interlibrary Loan Service

Operational Procedure - Date Adopted by the EHRA Assembly: April 24, 1986

Date Revised: October 7, 1993; March 4, 2010; April 7, 2011; February 7, 2019

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 eligible patrons and to lend material from Joyner's collections to other eligible 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 System and the Association of Southeastern Research Libraries
 5. Sections 107 and 108 of the United States Copyright Act
 6. American Library Association division and section guidelines for the handling of materials

- 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 and governed by the Document Delivery Procedure, 300.10.27.

IV. Interlibrary Borrowing

A. Eligibility

1. Interlibrary loan services are provided by Joyner Library to
 - a) ECU's Division of Academic Affairs, including its faculty members, graduate students, undergraduate students, and staff members;
 - b) ECU's administrative offices and personnel (excluding the Division of Health Sciences);
 - c) Retired ECU faculty and staff from any departments outside the Division of Health Sciences; and
 - d) Current Friends of Joyner Library and affiliated Friends of Sheppard Memorial Library.
2. Faculty, staff, and students in the Division of Health Sciences (e.g. medical, dental, nursing, and allied health fields) must affiliate with Laupus Health Sciences Library for interlibrary loan services.

B. Registration

New patrons to the interlibrary loan service must create an account in the ILLiad management system online accessible through the library's website. Patrons who cannot use the website or ILLiad may request library staff to create an account for them.

C. Request Submission

1. Requests may be made through the online request system or directly with interlibrary loan personnel. Requests submitted by phone, email, or mail are discouraged because of the increased possibility of interpretation error.
2. Interlibrary loan requests should be submitted by the patron with as much citation information as possible.
3. Overdue materials due to Circulation and overdue fines and outstanding fees owed to Circulation must be resolved before an interlibrary loan request will be processed.

D. Limitations

1. Material which may be borrowed
 - a) Material not owned by Joyner Library
 - b) Material not currently available from Joyner Library (e.g. checked out or missing)
2. Material which may not be borrowed
 - a) Material currently available for circulation from Joyner Library
 - b) Material intended for course reserves use as loans
 - c) Material suspected of being for commercial uses or uses that could violate copyright law or vendor licenses
3. The interlibrary loan service will attempt to borrow or obtain copies of any material allowed under sections 1 and 2 above, but sometimes requested items cannot be filled due to age, availability, high cost, format, delivery time, local library restrictions, or unmanageable lending restrictions.
4. During peak times and budget reductions, per patron request 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.

E. Cost

Interlibrary loan will be offered free of charge, as allowed by university and library budgets. If budget situations necessitate passing copyright royalty and/or 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.

F. Loans

1. Requests to borrow materials found to be owned by Joyner Library will usually be filled with Joyner Library's copy. Some loan requests will be filled by the library purchasing a copy rather than borrowing it from other libraries.
2. 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.
3. When borrowed materials arrive, patrons are notified to the email

address on file with the department and to their cellular phone if they have opted for text messaging.

4. 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. Faculty and staff with offices on campus may opt for office delivery. 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 service when they move.
5. All material on loan is subject to recall by the lending library. Patrons will be informed to return recalled materials immediately and offered for another copy to be requested for them.
6. 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 if the lending library approves a renewal.
7. Titles already borrowed once may be requested again by the same patron if there is a reasonable need for another request.
8. Patrons are responsible for returning interlibrary loan materials in the condition they received them to Joyner Library by the assigned due date. Patrons who are away from campus may request a prepaid return shipping label.
9. Patrons are responsible for paying for borrowed materials not returned and for borrowed materials lost or damaged while checked out to them. Invoices received by lending libraries will be the patron's responsibility to pay or to reimburse Joyner Library for paying, in accordance with the ILL Collections SOP maintained in collaboration with Circulation and relevant library and ECU authorizes.
10. Distance Education patrons may be held responsible for losses or damages incurred during return shipping by postal or courier services depending on the circumstances (e.g. poorly packaged or incorrectly addressed shipments might be charged to the patron whereas packages lost by the postal or courier service might not).
11. There is no grace period for overdue ILL items. Joyner Library does not charge overdue fees for interlibrary loan materials. Instead, ILL and Circulation accounts will be suspended until overdue ILL borrowed items are returned and any outstanding damage/lost charges are paid.
12. Patrons may claim to have returned overdue or lost materials. Joyner Circulation or ILL staff will search for the missing materials for a period of one month. After one month if the item is not found, the lending library will be notified to bill for the lost

item or, if they invoice has already arrived, the patron will be responsible for its payment unless ILL staff have determined that the item had been returned to Joyner Library and it was lost within Joyner Library or by the courier used to return the item to the lending library.

13. Each lending library sets its own billing, payment, replacement, refund, and return policies. Joyner Library and our patrons must abide by the policies set forth by the outside lending libraries.
 - a) Some lending libraries set a flat replacement cost for damaged or lost items, regardless of the true replacement cost found at retailers. Some lending libraries may charge overdue fees, processing fees, billing fees, penalty fees, and/or interest fees in addition to replacement cost fees.
 - b) Some lending libraries will not accept the return of an overdue item once it has been billed as lost.
 - c) Some lending libraries accept payment by credit/debit card, but some require payment by check.
 - a) Some lending libraries will not accept patron-supplied replacement copies. Usually lending libraries expect payment for damaged or lost items rather than a replacement copy.
 - b) Some lending libraries will not refund a payment for a lost item even if the item is later found.

G. Articles, Photocopies, and Scanned Documents

1. Requests to obtain copies of materials found to be owned by Joyner Library will usually be filled from Joyner Library's copy.
2. When borrowed documents are received, patrons are notified to the email address on file with the department and to their cellular phone if they have opted for text messaging
3. Usually documents will be provided electronically. To comply with licenses, copyright, and industry guidelines, electronic documents will be deleted from the library's server after 30 days.
4. Documents that cannot clearly be scanned or delivered electronically 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 and office delivery patrons, delivered to the patron's address on record with the department; it is the responsibility of DE and office delivery patrons to inform the ILL department when they move.

V. Interlibrary Lending

A. Eligibility and Registration

1. Any domestic or international library may request to use the ILL Lending service. New requesting libraries will be verified by ILL employees. Consortial memberships, or lack thereof, will determine billing amounts, delivery options, processing priority, and material availability.
2. Libraries not participating in the OCLC or RapidILL systems may register in the ILLiad online management system available through Joyner Library's website.

B. Request Submission and Prioritization

1. Requests from all types of libraries are accepted via the OCLC resource sharing system, the RapidILL 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 or budget reductions, priority will be given to requests from KUDZU consortial partner libraries, the UNC System libraries, requests from non-consortial libraries paying for the ILL Lending service, ASERL consortial libraries, other NC libraries, and then other consortial libraries.

C. Expenses

1. Loans and photocopies/scans will be provided free of charge to all libraries with which Joyner Library has entered into consortial or reciprocal free lending agreements. Consortial memberships and other reciprocal free lending agreements may be suspended or withdrawn from during a period of budget reductions. Current consortial memberships will be maintained on the department website and in the OCLC Policies Directory.
2. Libraries that charge Joyner to borrow from them will be charged fees to borrow from Joyner.

Fees charged to these libraries will be posted on the department website, in the OCLC Policies Directory, and in other resource sharing sites/systems as appropriate.

3. 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). These fees will be posted on the

department website and in the OCLC Policies Directory or negotiated with the borrowing library before request fulfilment.

4. When possible, any lending fees charged will be submitted through OCLC's IFM system. Invoices will be sent periodically or with provided materials, as deemed appropriate by the department in consultation with appropriate library and university authorities.
5. Payments to Joyner Library for service charges and lost and damage fees may be made by cash, check, and credit or debit card (Visa, MasterCard, and Discover). If a check is declined by the bank used by ECU for insufficient funds or for a closed account, a returned check processing fee of \$25.00 will be added to the borrowing library's account. Payment for service charges also may be made by IFLA voucher or OCLC IFM.

D. Loans

1. Materials loaned to other libraries will usually be loaned for 120 days with no renewals allowed (exceptions on a case-by-case basis) and be allowed to be removed from the borrowing library. Audiovisual materials from the Music Library will be loaned for 30 days with no renewals. Reduced loan periods and special handling requirements may be dictated for certain collections or materials (e.g. in-library-use only or must be returned boxed by an insured trackable courier). 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. 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) Microfilm, microfiche, microcard, ultrafiche, and microprint (if the requesting library has the proper equipment)
3. 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) Bound journals
 - d) Non-circulating materials (e.g. Reference and Special Collections)

- e) Materials deemed too fragile, rare, or expensive
 - f) Exceptions may be allowed by the interlibrary loan department in consultation with the appropriate library personnel for the respective collection. Consortial partners are often grant expanded access to materials (e.g. loaning LPs or bound journals to each other when those are generally not loaned to other libraries).
4. All material on loan is subject to recall for use by Joyner Library patrons.
 5. Shipping methods to be used for delivery and for return are determined by consortial or reciprocal agreement, communicated on the request from the borrowing library, or stated in the OCLC Policies Directory. During budget limitations, expedited delivery might be restricted and/or materials might be held for bundled shipment.
 6. It is the borrowing library's responsibility to return borrowed materials to Joyner Library in the condition in which it was borrowed and to do so within weeks of the due date. [Note: The US ILL Code states that the due date provided to the borrowing library is the date the borrowing library's patron is to return the item to the borrowing library. Shipping from the borrowing library back to Joyner Library could take 1-2 weeks for domestic shipping and up to a month or longer for international shipping.]

7. Overdues and Suspended Accounts

- a) Materials loaned through ILL Lending to outside libraries do not have a grace period and do not accrue overdue fees. ILL Lending accounts for outside libraries are suspended after any materials are 90 days overdue unless consortial agreements allow for a different period.
- b) Accounts are returned to cleared status when all overdue items are returned, and all due payments are made in full. Institutions that repeatedly abuse the service may be blocked from requesting from Joyner in the future.

8. Lost and Damaged Materials

- a) If materials are lost or damaged, the borrowing library is responsible for all replacement or repair costs and for any state-mandated penalties and interest fees. Invoices will be generated and paid in accordance with the ILL Collections SOP maintained in collaboration with Circulation and relevant library and ECU authorizes.
- b) In accordance with the US ILL Code, the borrowing library is responsible for the borrowed material from the time it is shipped from Joyner Library until it is received back by Joyner Library, including for damage and loss by mail services and package carriers.

9. Claims Returned

Borrowing libraries may claim to have returned overdue materials. Joyner Circulation or ILL staff will search for the missing materials for a period of three months. In the fourth month, the item will be invoiced as lost.

10. Replacement Copies and Refunds

- a) Borrowing library supplied replacement copies are not permitted to satisfy an invoice for a lost or damaged item. The return of lost material may be accepted once invoiced, or payment for the lost material must be made. Payment must be made for damaged items.
- b) Refunds are not permitted for a returned item after the borrowing library has paid for a lost item.

E. 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 within compliance with copyright and licensing terms.
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 provision.
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 located in Special Collections usually cannot be made by ILL personnel. Borrowers will be referred directly to Special Collections for assistance with obtaining copies from materials to which ILL personnel do not have access.
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 instructions and, as appropriate, on the department webpages and in applicable resource sharing systems and sites.
6. Desired delivery method will be communicated by the borrowing library within the request or stated in their OCLC Policies Directory entry. Some electronic resource license terms require fax or mail delivery and will override the method stated on the request or in the Policies Directory.