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 Supplement* as prepared and revised by the Reference and User Services Association (RUSA) of the American Library Association, approved by the RUSA Board January 11, 2016, with some regional provisos and two 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.
Recommended by the SENYLRC Regional Interlibrary Loan Committee, June 27, 2017

<table>
<thead>
<tr>
<th>System approval:</th>
<th>Date:</th>
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<tr>
<td>Dutchess School Library System</td>
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<td>September 21, 2017</td>
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<td>Sullivan School Library System</td>
<td>September 26, 2017</td>
</tr>
<tr>
<td>Ulster School Library System</td>
<td>September 29, 2017</td>
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</tbody>
</table>
Interlibrary Loan Code for the United States


The Interlibrary Loan Code below is accompanied by clarifying text from the Explanatory Supplement in the box insets. The supplementary material is intended to amplify specific sections of the official Code, providing fuller explanation and specific examples for text that is intentionally general and prescriptive. Libraries are expected to comply with the Code, using the Supplement as a source for general direction.

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 obtain material to meet the informational needs of users when local resources do not meet those needs. 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.

From the Explanatory Supplement:
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. The 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 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.

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.

From the Explanatory Supplement:
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 books, audiovisual materials, and other returnable items as well as copies of journal articles, book chapters, excerpts, and other non-returnable items.

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 loan of a defined duration or a non-returnable copy or scan from another library.

From the Explanatory Supplement:
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 belief 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.

From the Explanatory Supplement:
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 governed by the International Federation of Library Associations and Institutions.

From the Explanatory Supplement:
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)."

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.

From the Explanatory Supplement: 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 Web site.

4.2 Ensure the confidentiality of the library user.

From the Explanatory Supplement: Confidentiality
ILL staff should adhere to the American Library Association's Code of Ethics (2008), specifically principle III, 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 documents from the American Library Association's Office for Intellectual Freedom: Policy concerning Confidentiality of Personally Identifiable Information about Library Users (2004) and Confidentiality and Coping with Law Enforcement Inquiries: Guidelines for the Library and its Staff (n.d.).

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

From the Explanatory Supplement: 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, the code requires the requesting library to include whatever data provides the best indication of the desired material, 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.

From the Explanatory Supplement: 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, or scanning with wide margins for replacement pages, etc.

4.5 Identify libraries that own the requested material. Check and adhere to the policies of potential supplying libraries.

From the Explanatory Supplement: 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 must 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.

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

From the Explanatory Supplement: Sending Unverified Requests
Despite the requirements in sections 4.3 and 4.5 that an item should be completely and accurately described and located, the 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.

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

From the Explanatory Supplement: Transmitting the Request
The 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 if the other 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.

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

From the Explanatory Supplement: 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) and 108 (Reproduction by libraries and archives). In addition, there may be related regulations, guidelines, policies, and/or procedures to take into consideration such as the CONTU Guidelines (1979).

4.9 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.

From the Explanatory Supplement: 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
4.10 Pay promptly any service, replacement, or damage fees charged by the supplying library.

4.11 Assume full responsibility for user-initiated transactions.

4.12 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.

4.13 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.

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

4.15 Package material to prevent damage or loss in shipping and comply with any special instructions stated by the supplying library.
4.16 Failure to comply with the provisions of this code may result in suspension of service by a supplying library.

From the Explanatory Supplement:
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 “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.

From the Explanatory Supplement:
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 for all types and classes of users, and all types of libraries, regardless of their size or geographic location. 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 web site, and in resources such as the OCLC Policies Directory or DOCLINE Institution Information.

5.2 Ensure the confidentiality of the library user.

From the Explanatory Supplement:
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.

From the Explanatory Supplement:
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.

From the Explanatory Supplement:
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 (e.g. OCLC IFM, EFTS, IFLA vouchers, credit cards, acceptance of replacement copies).

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.

From the Explanatory Supplement:
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 providing a copy 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.

If a supplying library prefers to provide a loan instead of a copy (e.g. 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.

5.5 Process requests 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.

From the Explanatory Supplement:
Timely Processing
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 time-out.

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

From the Explanatory Supplement:  
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 or name. Failure to include identifying information with the material can unduly delay its processing and may risk the safety of the material.

5.7 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.

From the Explanatory Supplement:  
Due Date, Use Restrictions, and Shipping Requirements  
Although it is the responsibility of the requesting library to ensure the safe treatment and return of borrowed material, the supplying library should provide 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, library use only, specific return packaging/shipping instructions, etc. The supplying library should not send "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 should implement a grace period before sending overdue notices to account for items in transit back from the requesting library.

5.8 Ship material by the fastest method reasonably available to the location specified by the requesting library. Package loaned material to prevent damage or loss.

From the Explanatory Supplement:  
Delivery and Packaging  
The delivery location specified by the requesting library may be the requesting library itself, a branch library, departmental library, or the individual user.

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 requirement, for returning materials and if any special wrapping or packaging is required. See section 4.15 above for definitions and other important information regarding wrapping and packaging.