

REGIONAL INTERLIBRARY LOAN PROCEDURES FOR THE MID-HUDSON / RAMAPO-CATSKILL / SOUTHEASTERN REGION

Recommended by the Regional Interlibrary Loan Committee, June 24, 2021

These Procedures are an agreement to facilitate interlibrary loan processes among libraries in the eight systems within the Southeastern region. Each regional system may have procedures particular to that system, which should be available in a local procedural manual. The regional systems include the public libraries in two public library systems, school libraries in five school library systems and academic & special libraries in Southeastern. These regional systems are the following:

- Dutchess BOCES School Library System
- Mid-Hudson Library System
- Orange-Ulster BOCES School Library System
- Ramapo Catskill Library System
- Rockland BOCES School Library System
- Southeastern New York Library Resources Council
- Sullivan BOCES School Library System
- Ulster BOCES School Library System

The Southeastern region has adopted the **Interlibrary Loan Code for the United States** with clarifying text from the **Explanatory Supplement** including a cover sheet of Southeastern regional provisos and exceptions to the US code for the regional ILL code. For the purpose and scope of interlibrary loan in this region, see the code located at this URL: https://www.senylrc.org/Resource_Sharing

Libraries in the Southeastern region may use one or more of the following electronic systems to request from each other: Southeastern Access to Libraries (SEAL 2.0), OCLC, and DOCLINE. Regardless of the method or electronic system used, the following procedures are to be followed. In addition, most academic libraries in the region use OCLC's ILLiad or Tipasa interlibrary loan management systems. For questions regarding procedures to use these electronic systems, users are advised to consult system specific manuals and help screens.

SEAL is provided by Southeastern to all regional libraries at no cost to the participating library. Every library in the region may use SEAL to place requests electronically and loan to other libraries in the region.

I. PROCEDURES FOR THE REQUESTING (BORROWING) LIBRARY

- A. Interlibrary loan requests should be placed electronically via one of the systems named above. Electronic transmission of requests is preferred. (See section 4.7 of the ILL Code of the US)
- B. Requesting using standard American Library Association (ALA) interlibrary loan forms should be considered a last resort method. ALA forms are available via the ALA website, <http://www.ala.org/rusa/guidelines/interlibrary>. Contact a regional library before sending an ALA form. Many libraries no longer accept ALA forms for lending. (See section 4.7 of the ILL Code of the US)

- C. For an urgent request, contact the supplying library directly and follow up with an appropriate request form. "Urgent" should be used with discretion and reserved for situations when an item is needed within 24 hours.
- D. Verify and locate a requested item in the regional virtual union catalog, local catalogs, library system catalogs, and other available standard library verification tools such as DOCLINE or OCLC.
- E. For items not verified or located, requests can be referred to the requesting library's system headquarters' ILL staff. (See section 4.6 of the ILL Code of the US)
- F. Route a request to all available locations within one's own system before sending a request to another system as specified in the Regional Interlibrary Loan Code Regional Provisos. Every effort should be made to distribute requests fairly, and to avoid concentrating interlibrary loan lending on a few libraries.
- G. A requesting library should notify the lender if a requested item noted as shipped by the lender does not arrive within a reasonable period of time (two – three weeks).
- H. The due date is the date when the item is due back at the requesting library for return to the lender. The duration of loan, unless otherwise specified by the supplying library, should be a minimum of a period of five weeks from the date sent by the library. (See section 4.12 of the ILL Code for the US)
- I. Renewals should be requested in advance of an item's due date, so that if the renewal is denied, the item may be returned on time. Renewals are granted at the discretion of the lending institution. (See section 4.13 of the ILL Code for the US)
- J. The requesting library should respond promptly to recall notices from the lender and make every effort to return the material as soon as possible by the fastest means available. (See section 4.14 of the ILL Code for the US)
- K. Libraries should be familiar with and in compliance with the CONTU guidelines <http://digital-law-online.info/CONTU/contu24.html> as well as the copyright law (Title 17, U. S. Code, section 108). Records of photocopy transactions must be kept for three years plus current year. (See section 4.8 of the ILL Code for the US)
- L. It is recommended that requests for returnable items be kept for statistical purposes and to solve problems. Libraries should keep copies of returnable requests for a minimum of one year.
- M. Upon receipt of material, the requesting library should make sure they received the correct item that was borrowed. Also, borrowers should note the supplying library and the due date as well as check condition of the material. Identify and notify the patron that the item is available for them. The requesting library shall honor the lender's stipulations such as "in library use only", no photocopying, renewal limitations, and shipping requirements for return of the item. (See sections 4.12 and 4.15 of the ILL Code for the US)

- N. The requesting library shall label the item to inform the patron that the item must be returned to the requesting library.
- O. Materials being returned must include a copy of the request or appropriate identifying number, be addressed completely and legibly and packaged so as to ensure its return in good condition. If your shipper bears no responsibility for replacement cost if the item is lost or damaged, you may want to insure it. (See section 4.15 of the ILL Code for the US)
- P. The requesting library assumes a small but inherent risk when material is supplied through interlibrary loan. Although the percentage is very small, some material is lost or damaged at some point along the route from the supplier and back again. The requesting library's responsibility for this loss is based on the concept that if the request had not been made, the material would not have left the supplier's shelf, and thus would not have been put at risk. The requesting library is responsible for the material from the time it leaves the supplying library until its safe return to the supplying library. (See section 4.9 of the ILL Code for the US)
- Q. The requesting library is responsible to return materials in the same condition in which they were received. The library should follow any shipping specifications made by the lender and label and package materials securely. Use appropriately sized packaging materials and seal packages with tape according to United States Postal Service guidelines. Only reuse packaging materials in good condition. (See section 4.9 of the ILL Code for the US)
- R. If a borrowed item has been damaged or lost, the requesting library should first contact the supplying library to alert them of the issue. Both libraries may then need to work together to resolve the matter. The library shipping the material might need to initiate a trace with the delivery firm who may pay for the actual costs of replacement. However, processing fees may still be the responsibility of the requesting library. Although the code stipulates that the requesting library is required to pay if billed for a lost or damaged item, the supplying library is not required to charge for it. (See section 4.10 of the ILL Code for the US)
- S. Bills for lost or damaged materials and other correspondence regarding the transaction should be acknowledged within four working days from date of receipt. Payment is due within ninety days of receipt of a bill. (See section 4.10 of the ILL Code for the US)
- T. Statistics on interlibrary loan borrowing shall be kept according to the requirements of the regulating bodies of the library.

II. PROCEDURES FOR THE SUPPLYING (LENDING) LIBRARY

- A. The supplying library shall respond to requests promptly, within four business days from date of receipt, or according to time triggered actions by an electronic system. (See section 5.5 of the ILL Code for the US)
- B. The supplying library shall respond "not supplied" if unable to fill the request and indicate the reason. Use Appendix # A to select the appropriate Reason for No (ISO ILL 10161 Codes and Definitions). (See section 5.5 of the ILL Code for the US)
- C. The supplying library shall be aware of licensing agreements and how they apply to interlibrary loan. (See section 5.4 of the ILL Code for the US)

- D. For copy requests, the supplying library shall ship copies using electronic transmission unless the requesting library requests an alternate method. (See section 5.11 of the ILL Code for the US)
- E. Loans should be packaged to ensure their safety, and they should be addressed completely and legibly. The supplying library should enclose a copy of the request or label material with date due and ILL transaction number. Check to be sure material ownership is properly identified, i.e., permanently stamped with the name of the owning institution. (See section 5.8 of the ILL Code for the US)
- F. The lending period for an item is up to the discretion of the supplying library. However, loan periods should take into consideration the time required for delivery as well as pick-up and use by the patron.
- G. The supplying library should track the following data: date of loan, the date due, the method of delivery, and the date of transaction completion.
- H. Any copy of a document produced to fill a request should be discarded after the transaction is completed. In other words, an incidental copy made to facilitate transmission is a fair use, as long as that copy is not retained. (See section 5.11 of the ILL Code for the US Explanatory Supplement)
- I. The supplying library should respond promptly to requests for renewal from the requesting library. Renewals are at the discretion of the supplying library. (See section 5.3 of the ILL Code for the US)
- J. The supplying library may recall material at its discretion at any time. It is important for the supplying library to contact the requesting library directly. (See section 5.10 of the ILL Code for the US)
- K. Generate overdue notices promptly. Bills for lost or damaged material should be issued no later than one year after the final due date. (See section 5.3 of the ILL Code for the US)
- L. Statistics on interlibrary loan supplying shall be kept according to the requirements of the regulating bodies of the library.

III. SYSTEM DELIVERY

As of June 2021, Empire Library Delivery (ELD) is used by participating academic libraries, Mid-Hudson Library System and Ramapo Catskill Library System. Check the roster of participating libraries for the current list: <https://www.esln.org/services/empire-library-delivery/>. The public and school library systems may have system specific delivery. Check with your system headquarters for procedures. If ELD or system delivery is not available to you and/or the other library, ship materials via the United States Postal Service or commercial carriers such as UPS and FedEx.

IV. ANNUAL REVIEW

These procedures will be reviewed annually by the Regional Interlibrary Loan Committee (RIC).

APPENDIX A
Reasons for No
ISO ILL 10161 Codes and Definitions

<i>Reason for No ISO ILL Code</i>	Definition	<i>Reason for No ISO ILL Code</i>	Definition
At bindery	Title is held, but the piece needed is at the bindery.	Not owned	Requested title is not owned by the lender. (NIL)
Charges	Lender charges for the provision of the requested item.	On hold	Item requested by another institution or person and will be supplied to that institution as soon as possible.
Cost exceeds limit	Notification by the lender that the minimum cost to supply the request is greater than the amount authorized.	On order	Item has been ordered but has not been received by library.
In process	Item has been received but is not yet ready for use.	On reserve	Item is held but is on reserve for class use. (RESERVE)
In use	Item is held, but is currently being used by another reader.	Policy problem.	No policy in place to permit completion of the request.
Lacking	Title is held, but not the piece or pages requested.	Poor condition	The material is held, but its physical condition prohibits lending or photocopying.
Lacks copyright compliance	Compliance with the copyright law or guidelines must be indicated before copying can be done.	Preferred delivery time not possible.	Unable to fill request within time preferred by the borrower.
Locations not found	No library locations have been identified.	Prepayment required	Lender's indication that prepayment must be received before processing the transaction.
Lost	Declared missing and/or withdrawn from the collection.	Requested delivery services not supported.	Unable to send item via type of delivery method requested.
Non-circulating	Item is held but is not available for loan. (NON-CIRC)	Verification not found	No bibliographic identification has been found.
Not found as cited	Citation is believed by the lending library to be either incomplete or incorrect. (NFAC)	Volume/issue not yet available	Title is owned by library, but requested piece has not yet been received.
Not on shelf	Item is listed in catalog, (and shelf list) but is not charged out and is not on shelf. (NOS)	Other unfilled response	Indication by the lender of any nonstandard reason that the requested item cannot be supplied.

APPENDIX B
PROCEDURES FOR LIBRARIES TO APPLY NEW YORK STATE
MEDICAL INFORMATION SERVICES PROGRAM (MISP)
FUNDING FOR MEDICAL INTERLIBRARY LOAN

New York State provides funds to the Library Resources Councils to improve access to health information to benefit the residents of New York State. The **Medical Information Service Program (MISP)** subsidizes applicable lending fees for interlibrary loan of medical, clinical and consumer health information supplied by the National Network of Libraries of Medicine (NN/LM) including the National Library of Medicine. The program is administered regionally by Southeastern NY Library Resources Council.

Please call Southeastern (845) 883-9065 for further information or if you have questions.

When a patron requests medical or health care information resources that are not available locally, they may be borrowed from participating libraries in the National Network of Libraries of Medicine. Any relevant lending fees assessed by NN/LM libraries can be covered by MISP. ILL requests may be placed in several ways, as explained below. **No matter which method you choose, the books and articles are loaned/provided free-of-charge through the New York State Medical information Services Program (MISP) funding.**

Methods for requesting medical ILLs:

- **Refer requests to Southeastern:** The Southeastern NY Library Resources Council places medical ILL requests on behalf of libraries in the region via the DOCLINE® interlibrary loan system. Library staff at all regional libraries can use the ILL referral form found on the Southeastern website.
<https://www.senylrc.org/illrequest>
- **Refer requests to your public or school library system ILL staff:** School and public libraries may refer medical requests to their library system interlibrary loan staff for referral to Southeastern.
- **DOCLINE®** is the National Library of Medicine’s automated interlibrary loan (ILL) request routing and referral system. Some academic and special libraries and most of the hospital libraries in the Southeastern region are DOCLINE participants, allowing them to place requests directly to NN/LM libraries. DOCLINE libraries may also participate in EFTS.

Library type	Methods for Requesting Medical Requests ILLs Subsidized through MISP				
	Refer to Southeastern via web form	Refer to Southeastern via OCLC*	Refer to Southeastern via ILLiad*	DOCLINE*	Refer request to public or school library system staff
Academic	✓	✓	✓	✓	
Public	✓	✓			✓
School	✓	✓			✓
Special	✓	✓		✓	
Public and school library system ILL staff	✓	✓			
Hospital	Use existing procedures for DOCLINE and EFTS.				
	*Library must be a participating library in this ILL system.				

SENYLRC applies MISP funds in three ways:

- pays the NN/LM lending library directly;
- deposits funds in the borrowing library's **Electronic Funds Transfer System (EFTS)** account;
- processes the request via DOCLINE or OCLC on behalf of the borrowing library if it does not have an EFTS account.

Please call Southeastern (845) 883-9065 for further information or if you have questions.