reference & user service assoc. (handwritten)

Note: This is far from exhaustive, but provides an introduction to helpful ILL lending resources.

Codes

IFLA International Resource Sharing and Document Delivery: Principles and Guidelines for Procedure - http://www.ifla.org/publications/international-resource-sharing-and-document-delivery-principles-and-guidelines-for-proc?og=56

ALA Interlibrary Loan Code for the United States, 2008 revision - http://www.ala.org/rusa/resources/guidelines/interlibrary

ALA Interlibrary Loan Code for the United States, Explanatory Supplement - www.ala.org/rusa/resources/guidelines/interlibraryloancode

Indiana Resource Sharing Manual - http://www.in.gov/library/3288.htm

Academic Libraries of Indiana Resource Sharing Code - http://ali.bsu.edu/Programs/ResourceSharing/20110214_ALI-RSC_RESOURCE-SHARING-CODE_Approved%2002-14-11.pdf

General

Hilyer, Lee. 2006. *Interlibrary Loan and Document Delivery : Best Practices for Operating and Managing Interlibrary Loan Services in All Libraries*. New York: Haworth Information Press.

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Morris, Leslie. 2007. *Best Practices in Medical Interlibrary Loan and Electronic Document Delivery*. New York: Haworth Information Press.

Weible, Cherié L. and Karen L. Janke (eds.) 2011. *Interlibrary Loan Practices Handbook*. Chicago: American Library Association.

Best Practices / Things to Consider

IDS Project: Getting It System Toolkit - http://www.idsproject.org/Tools/GIST.aspx

IDS Project: ILLiad Workflow Toolkit - http://workflowtoolkit.wordpress.com/

OCLC Webinars (Deflections, Conditionals, etc.) - http://www.oclc.org/en-US/events/webinars.html

Rethinking Resource Sharing Checklist - http://rethinkingresourcesharing.org/star-checklist-2/

IFLA Guidelines for Best Practice in Interlibrary Loan and Document Delivery - http://www.ifla.org/publications/guidelines-for-best-practice-in-interlibrary-loan-and-document-delivery?og=56

Guidelines for Interlibrary Loan Operations Management - http://www.ala.org/rusa/sites/ala.org.rusa/files/content/stars-guidelines-for-ILL.pdf

Guidelines for Resource Sharing Response to Natural and Man-Made Disasters - http://www.ala.org/rusa/files/resources/guidelines/disasterguidelines.pdf

ShareILL - http://www.shareill.org/

Leon, Lars E., June L. DeWeese, Carol Ann Kochan, Billie Peterson-Lugo, and Brian L. Pytlik Zillig. 2003. "Enhanced Resource Sharing through Group Interlibrary Loan Best Practices: A Conceptual, Structural, and Procedural Approach." *Portal: Libraries and the Academy* 3 (3): 419-430. http://hdl.handle.net/1808/5842

Shrauger, Kristine Jo, LeEtta M. Schmidt, and Mary Radnor. 2012. "The Case for a 60-Day Interlibrary Loan Lending Period." *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve* 22 (1): 47–57.

Walsh, William, and Felicity Walsh. 2009. "An Examination of Lending Fees at 30 Academic Libraries in the Southeast." *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve* 19 (3) (July 22): 195–204. http://scholarworks.gsu.edu/univ_lib_facpub/52/

Yang, Zheng Ye (Lan). 2008. "The Ten Commandments of Interlibrary Loan Borrowing, Interlibrary Loan Lending, and Shipping and General Conduct." *Journal of Interlibrary Loan, Document Delivery & Electronic Reserve* 19 (1) (December 31): 95–100.

Article Requesting Services
DOCLINE - http://www.docline.gov

RapidILL - http://www.rapidill.org/

Management Systems
Clio - http://cliosoftware.com/products/cliosystem.htm

OCLC ILLiad - http://www.oclc.org/illiad/

OCLC WorldShare ILL - https://www.oclc.org/worldshare-ill.en.html

Relais International - http://www.relais-intl.com/relais/home/index.htm

VDX - http://www.oclc.org/uk/en/vdx/about/default.htm

Updated 10/7/2015

This list is far from all-inclusive, but provides an introduction to helpful ILL borrowing resources.

Best Practices and Workflow Guidance

Guidelines for interlibrary loan operations management. 2012. *Reference & User Services Quarterly* 51, no. 4: 381-382. Also online: http://www.ala.org/rusa/sites/ala.org.rusa/files/content/stars-guidelines-for-ILL.pdf (accessed October 4, 2016).

Interlibrary Loan Code for the United States Explanatory Supplement. American Library Association. http://www.ala.org/rusa/resources/guidelines/interlibraryloancode (accessed October 4, 2016).

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Booth, H. A. and Kathleen O'Brien. 2011. Demand-driven cooperative collection development: Three case studies from the USA. *Interlending & Document Supply* 39, no. 3: 148-155.

Conor, Erin, econor@reed.edu, Lindsay Hansen, and Michael J. Duffy. 2012. Interlibrary loan and music collections: A survey of current practices. *Music Reference Services Quarterly* 15, no. 1: 2-21.

Harris-Keith, Colleen S. 2014. "Evaluating the staffing of an interlibrary loan unit: An exercise in data-driven decision making and debunking 'anecdata.'" *Journal of Access Services* 11, no. 3: 150-158.

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Norton, Melanie J. 2007. Best practices in medical interlibrary loan and electronic document delivery. *Journal of Interlibrary Loan, Document Delivery & Electronic Reserves* 17, no. 3: 3-116.

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Rethinking Resource Sharing Initiative. STAR Checklist. http://rethinkingresourcesharing.org/star-checklist-2/ (accessed October 4, 2016).

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Center for Research Libraries. http://www.crl.edu/ (accessed October 7, 2016).

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UMI Dissertation Express. ProQuest. http://disexpress.umi.com/dxweb (accessed October 7, 2016).

Locating Lenders / Other Fulfillment Sources

Alibris for Libraries. http://library.alibris.com/ (accessed October 7, 2016).

All Academic, Inc. http://www.allacademic.com/ (accessed October 7, 2016).

A-Z Academic Document Delivery Collection. Reprints Desk. http://info.reprintsdesk.com/academic-articles/ (accessed October 7, 2016).

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Sending and Managing Requests

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    ALA_ILL_Request_Form.pdf (accessed October 7, 2016).

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