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## Shelby County Public Libraries Out-of-County Interlibrary Loan Policy

### Introduction

Shelby County public library patrons are provided access to a wider range of materials and to more specialized collections than can be found at their local public library through out-of-county interlibrary loan services. The availability of the OCLC/STARS database and computer technology has made it possible to locate and borrow materials worldwide.

With this information and the provision of van delivery service by the Harrison Regional Library, an effective out-of-county interlibrary loan system has been established to serve the Shelby County Public Libraries. It is the responsibility of the Reference and Interlibrary Loan Department at the Harrison Regional Library to handle requests for specific titles and information that cannot be supplied by any of the public libraries within the county system.

The National Interlibrary Loan Code and the Alabama State Interlibrary Loan Code are subscribed to by the Harrison Regional Library System and have served as models in the development of this document.

The policies set forth here constitute general guidelines for the borrowing and lending of out-of county library materials by the public libraries in Shelby County. All members of the system should have a copy of these polices and should conduct interlibrary loan transactions in accordance with them. Shelby County public libraries are responsible for compliance with the copyright law and its accompanying guidelines and will inform its users of applicable portions of the law.

### Definitions

***Out-of-county Interlibrary Loan*** - a transaction in which library material, or a copy of the material, is made available by a Shelby County public library to a library outside the Harrison Regional Library System; or transaction in which library material, or a copy of the material is made available by a library outside the Harrison Regional Library System to the Harrison Regional Library System. There are two types of out-of-county interlibrary loan transactions: Interlibrary Loan Request to Borrow and Interlibrary Loan Request to Lend.

***Interlibrary Loan Request to Borrow*** - an interlibrary loan transaction initiated by a Shelby County library in which library material, or a copy of the material is made available by a library outside the Harrison Regional Library System to the Harrison Regional Library System for use by a Shelby County resident.

***Interlibrary Loan Request to Lend*** - an interlibrary loan transaction initiated by a library outside the Harrison Regional Library System in which library material, or a copy of the material, is made available by a Shelby County public library to a library outside the Harrison Regional Library System.

***Harrison Regional Library System (HRL)*** - Shelby County public libraries.

***Item Request Limits for Borrowing*** - The total number of items one patron can request from out-of-county libraries at any one time.

***Borrowing Library*** – The borrowing library is the library initiating a request to borrow library material. Interlibrary Loan Request to Borrow transactions, the borrowing library is a Shelby County public library. Interlibrary Loan Request to Lend transactions, the borrowing library is an out-of-county library.

***Lending Library*** – The library owning the material involved in an out-of-county interlibrary loan transaction. Interlibrary Loan Request to Borrow transactions, the lending library is an out-of-county library. Interlibrary Loan Request to Lend transactions, the lending library is a Shelby County public library.

***Library Card in Good Standing*** – A Shelby County library card that is not permanently stopped, has complete patron data, is without long overdues, excessive fines/fees (not over \$3.00), and is without noted problems that restrict library privileges.

***Reference Interview*** – Verbal interaction between staff and library patron to determine the informational needs of the patron. Results of the reference interview should be that requested materials are described completely and accurately following accepted bibliographic practice. Time restrictions relating to the need of the material should be defined.

***OCLC/Stars Database*** – Local, state, national and international databases of materials available for interlibrary loan. All materials and resources included in the databases are governed by the owning library's interlibrary loan policies and procedures.

***Material Loan Period*** – Number of days associated with circulation periods for materials. Material Loan Periods may change depending on the item and/or the lending library' policy.

***Recalled*** – Material requested to be returned to the owning library.

### **Interlibrary Loan Request to Borrow**

*Interlibrary Loan Request to Borrow is a transaction in which library material, or a copy of the material is made available by a library outside the Harrison Regional Library System to the Harrison Regional Library System. The interlibrary loan staff of each library should be familiar with and use, the system's interlibrary loan borrowing policy.*

- A. Borrowing libraries will make every effort to exhaust their own resources and resources within Shelby County public libraries before resorting to Interlibrary Loan Request to Borrow.
- B. Prior to placing an Interlibrary Loan Request to Borrow an in-depth reference interview will be conducted with patrons to determine resources necessary to fill the patron's need. Results of the reference interview should be that requested materials are described completely and accurately following accepted bibliographic practice and any time restrictions for needing the materials is clearly defined.
- C. Prior to placing an Interlibrary Loan Request to Borrow library staff will inform the patron that a charge of \$2.00 may be placed on their library account for each out-of-county Interlibrary Loan item that is not picked up once they have been notified that the items are at the member library.
- D. Interlibrary Loan Request to Borrow will only be placed for patrons with valid Shelby County library cards that are in good standing at the time of the request.
- E. If the requesting patron's library card is no longer in good standing when the resources are received from the lending library, the material will not be circulated to the patron until all problems have been resolved and the card is once again in good standing.
- F. Interlibrary Loan Request to Borrow item limits per request are as follows: Articles – 20, Books – 10, Non-Print – 10
- G. An Interlibrary Loan Request to Borrow should not be placed for new fiction and/or "hot" non-fiction titles with copyrights newer than six months. Most new fiction and/or "hot" non-fiction titles are not available due to policies and restriction of out-of-county lending libraries. HRL does not have authority over out-of-county lending libraries' policies, restrictions or procedures.
- H. All Interlibrary Loan Requests to Borrow will be required to meet the lending policies of out-of-county libraries contacted to fill the request. HRL does not have authority over out-of-county lending libraries' policies, restrictions or procedures.
- I. Timelines for Interlibrary Loan Request to Borrow depend on the policies and responses of the out-of-county lending library. HRL staff will update the original Interlibrary Loan Request to Borrow form on the Polaris System as the request progresses through the system.
- J. If at the end of the Interlibrary Loan Request to Borrow process the request remains unfilled, HRL staff will fax the requesting library and then delete the unsupplied request from the Polaris database. It is the requesting library's responsibility to notify the patron that the resource could not be attained.

- K. Replacement of lost out-of county materials is the responsibility of the library patron but such materials, which are not paid for by the patron, will be the responsibility of the borrowing member library. Anytime after the item becomes overdue, the out-of-county lending library can bill Harrison Regional Library for the unreturned interlibrary loan material. Harrison Regional Library will work with the Shelby County library that placed the Interlibrary Loan Request to Borrow to make arrangements with the out-of-county lending library to pay for the materials within 30 days of receipt of the bill.
  
- L. Out-of-county interlibrary loan materials, which are lost after being mailed to the out-of-county lending library by Harrison Regional Library, will be the responsibility of Harrison Regional Library.

### **Interlibrary Loan Request to Lend**

*An Interlibrary Loan Request to Lend is a transaction initiated by a library outside the Harrison Regional Library System in which library material, or a copy of the material, is made available by a Shelby County public library to a library outside the Harrison Regional Library System. The interlibrary loan staff of each library should be familiar with, and use, correct interlibrary loan lending policies.*

- A. Harrison Regional Library will receive and process all Interlibrary Loan Requests to Lend. Once an Interlibrary Loan Request to Lend is received by HRL, the material will be located within the Shelby County Library System and the internal process will begin.
- B. HRL staff will place a hold (using the Polaris automation system) on the requested item. A note will be added to identify the request as an Interlibrary Loan Request to Lend using the staff notes section of the Polaris hold record.
- C. Shelby County member libraries should process requests promptly as outlined in the Interlibrary Request to Loan and Interlibrary Request to Borrow procedure guide.
- D. The decision to loan material to out-of-county libraries is at the discretion of the Shelby County lending library. Each library is encouraged, however, to interpret as generously as possible its own lending policy with due consideration to the interest of its primary clientele.
- E. Any special conditions associated with the loan should be stated clearly.
- F. Interlibrary Loan Request to Lend item limits per request are as follows: Articles – 20, Books – 10, Non-Print – 10
- G. An Interlibrary Loan Request to Lend will not be placed for new fiction and/or “hot” non-fiction with copyrights newer than six months.
- H. All Interlibrary Loan Requests to Lend will be required to meet the lending policies of the Shelby County library owning the requested item. HRL does not have authority over Shelby County member libraries’ lending policies, restrictions or procedures.
- I. Shelby County member libraries that are unable to fill a request should deny the Polaris request hold and state the reason.
- J. If at the end of the Interlibrary Loan Request to Lend process the request remains unfilled, HRL staff will notify the requesting library and then delete the hold request from the Polaris database.
- K. Replacement of items lost through an Interlibrary Loan Request to Lend is the responsibility of the requesting out-of-county library. Anytime after the item becomes overdue, Harrison Regional Library will work with the Shelby County library to make arrangement with the out-of-county library to pay for the materials within 30 days upon receipt of the bill.
- L. Interlibrary Loan Request to Lend material lost after being received back in the county by Harrison Regional Library will be the responsibility of Harrison Regional Library.

### **Special Loans/Borrowers/Renews**

- A. Materials gathered for mass assignments will be placed on reserve in the library. They will not circulate for the duration of the assignment.
- B. Unless the lending or borrowing library requires a special circulation period the library owning the material will generally set the materials loan period.
- C. Requests for circulating multi-volume sets will be filled one volume at a time. Should the patron need the entire set at once for research purposes, it will be loaned for in-library use only.
- D. HRL Staff should be notified prior to renewal of any/all out-of-county materials. If HRL ILL staff is unavailable, the member library staff can proceed with the renewal request but must notify HRL ILL staff as soon as possible. When the item is renewed without HRL ILL staff approval, the patron should be told the item might need to be recalled after HRL ILL staff is notified.
- E. HRL ILL Staff will contact member libraries prior to renewing materials loaned out-of-county.

**Shelby County Public Libraries  
Out-of-county Interlibrary Loan Procedures**

**Out-of-county Interlibrary Loan Request to Borrow**

**Staff at member library:**

1. Before placing an Interlibrary Loan Request to Borrow library staff should conduct a thorough reference interview with the patron to determine what is needed to satisfy the patron's request.
2. Before placing an Interlibrary Loan Request to Borrow library staff should search Polaris (the countywide automation system) to verify the needed resources are not in the countywide database of holdings.
3. Before placing an Interlibrary Loan Request to Borrow library staff should inform the patron that charge a of \$2.00 may be accessed to their library account for out-of-county Interlibrary Loan items that are not picked up once they have been notified that the items are at the member library.
4. The patron must have a library card in good standing and all telephone notification numbers must be verified prior to staff placing an Interlibrary Loan Request to Borrow.

**Checking status of the patron's account prior to placing an interlibrary loan request for borrow.**

- A. Search for the patron's status information using the Polaris Shortcut Bar's Patron Record Find Tool.
  - B. If the patron does not have a Shelby County library card, have the patron complete an application and follow all standard procedures for issuing a new library card. Give special attention to notification phone numbers.
  - C. If the patron has a card but it is not in good standing, all problems must be resolved prior to placing an Interlibrary Loan Request to Borrow. Give special attention to notification phone numbers.
  - D. If the patron has a card in good standing after verifying notification phone numbers proceed as follows.
5. Go to the patron's record (application or status screen) and open the hold screen by either clicking on the hold icon on the shortcut bar or pressing <control H>.
  6. The Hold Request Form will appear in the middle of the screen.
  7. Verify the patron information entered into the form is correct.
  8. Click Tools on the menu bar.
  9. Click Unlock Request from the pull down menu
  10. Click Yes when the Unlock Request Box appears in the middle of the screen. Notice the labeled areas change from gray to white.
  11. Enter the correct information into the Hold Request form as follows:
    - A. If the request is a title request – Enter the title, author, and as much information as possible into the Bibliographic section of the form.
    - B. If the request is for an article – Enter as much information as possible into the Article section of the form
    - C. If the request is a subject request – Enter as much information as possible into the Bibliographic section of the form using the title field to enter the subject for the request.
  12. Go to the Notes page of the Hold Request form by clicking on the notes icon on the left hand side of the screen or by clicking View on the shortcut bar and then selecting Notes from the pull down menu.

13. Use the Notes section to enter additional data as follows:
  - A. The Notes Display field is used by HRL staff to track the request.
  - B. Use Notes Staff field to enter any special instructions such as date needed by, large print only, or any other relevant information
14. Make sure the Pickup Library data is correct.
15. Make sure the Activation and Expiration dates are correct
16. Save the Holds Request by clicking on the diskette icon on the Polaris Shortcut Bar or by clicking File on the menu bar and selecting Save from the pull down menu.

**Staff at HRL:**

HRL staff checks the non-supplied list daily. All Interlibrary Loan Request to Borrow are handled the day they appear on the non-supplied list. HRL staff updates the Interlibrary Loan Request to Borrow form as the process proceeds.

HRL staff begins the out-of-county process by locating the item in up to 5 libraries. A request to borrow is placed and the request goes through the system beginning with the first library. If the first 5 libraries can't fill the request, HRL staff selects 5 more libraries and continues the process in this manner until the request is filled or all sources are exhausted. HRL staff will update the request to borrow record on Polaris as the process proceeds.

When HRL staff receives an item to fill an Interlibrary Loan Request to Borrow, they add the item to the Polaris Automation System, place a hold for the requesting patron, scan the item to trigger the hold and then route the item to the appropriate library.

**Staff at member library:**

1. The Interlibrary Loan Request to Borrow item is **checked in** when it arrives at the requesting member library's circulation desk. Once the item is trapped for hold, the telephony system automatically calls the patron.
2. The patron comes to library to check out the item. The item is now associated with the requesting patron record.
3. The patron returns the item and it is checked in. Staff is alerted to route the item to ILL at HRL.
4. Staff puts the item on the van for return to HRL

*Exception: If the material is not picked up in the normal time period allotted by your library for items being held, the library staff may place a \$2.00 charge on the patron's record for each item not picked up and the item should be scanned, the hold cancelled and the item put back in transit to HRL. The decision to charge the patron is a local decision.*

**Staff at HRL:**

HRL staff checks the item in as it is taken out of the van delivery box. The item is noted as back in and routed back to the loaning out-of-county library.

HRL staff deletes the item from the Polaris system.

**The process is complete**

## **Interlibrary Loan Request to Lend**

### **HRL Staff:**

1. HRL ILL staff receives an Interlibrary Loan Request to Lend via the OCLC/Stars Interlibrary Loan Network.
2. HRL ILL staff locates the item within the Shelby County Library System.
3. HRL ILL staff places a hold request on the selected item noting the request is for an Interlibrary Loan Request to Lend using the Staff Notes field of the holds request.

### **Staff at member library:**

1. Staff pulls the pending request and verifies the information.
2. If the item can be loaned to fill an Interlibrary Loan Request to Lend, the staff will pull the item, scan it to trigger the hold.
3. The item should then be put in the box in route to HRL.
4. If the item can't be loaned to fill an Interlibrary Loan Request to Lend, the Polaris request should be denied and the reason given.

### **HRL Staff:**

1. When the item is received at HRL, the HRL ILL staff will check the item in on Polaris.
2. The HRL ILL staff will check the item out to Out-of-county ILL on Polaris
3. The HRL ILL staff will complete all of the OCLC/Stars procedures and mail the item to the requesting library.

### **When the item is returned:**

1. HRL ILL staff will complete all of the OCLC/Stars procedures.
2. HRL ILL staff will check the item in on Polaris
3. HRL ILL staff will route the item to the owning member library

### **Staff at member library:**

1. Member library staff will check the item in as it is removed from the delivery box

**The process is complete.**