

## **reQuest Interlibrary Loan Code**

### General Information

#### Definition

Interlibrary Loan [ILL] is a transaction in which library material, or a copy of the material, is made available by one institution to another institution or registered individual, upon request.

#### Purpose

The purpose of ILL is to obtain material for registered library users.

#### Scope

Participating libraries should have their own ILL policies and procedures in addition to this code.

### General Responsibilities

#### Collection development

ILL is not a substitute for collection development.

#### ILL Policy

Every library will have an online ILL policy which it regularly updates.

#### Publicity

Every library has an obligation to publicize its ILL service so that its users are aware of it.

#### Reciprocity

Libraries in Connecticut must be willing to lend items via ILL if they wish to borrow via ILL.

#### Shipping

Materials should be packaged to prevent damage in shipping. Libraries using CONNECTICAR [C-Car] will comply with C-Car guidelines for shipping / packaging materials.

### Staff Training

Every library is responsible for training ILL staff on the operation of automated Interlibrary Loan systems in use at their library.

## Responsibilities of Borrowing Libraries

### Citations

The borrowing library is responsible for providing the proper bibliographic citation for each request for an item which is not in the reQuest database.

### Copyright compliance

The borrowing library must ensure compliance with the copyright law (Title 17, U.S. Code) and its accompanying guidelines.

### Costs

Libraries should make their users aware that they may be responsible for lending, document delivery, or other fees which may be levied by the lender.

### Load-leveling

The reQuest system will distribute requests as evenly as possible so that libraries are not over-burdened. If libraries are submitting requests via a template on the reQuest system, libraries should distribute requests as evenly as possible.

### Loan periods / recalls

The borrowing library is responsible for honoring loan periods and recalls on borrowed materials as set by the lending library.

### User notification

The borrowing library will notify the user in a timely manner when the material arrives.

### Placement of requests

ILL requests may be placed by library staff on behalf of the user or directly by the user, at the option of the user.

### Renewals

The lending library's policies determine whether an ILL may be renewed.

#### Responsibility for ILL items

The borrowing library is responsible for materials from the time they leave the lending library until they are returned to that library.

#### Restrictions

The borrowing library will comply with any restrictions placed by the lending library on the use of the materials borrowed.

#### Turnaround time

The borrowing library will submit the ILL request in a timely manner.

### Responsibilities of the Lending Library

#### Citation information

If the item being requested is not in the reQuest database and the borrowing library has made a good faith effort to provide complete bibliographic verification, the lending library will make every attempt to fulfill the request.

#### Lending policies

The lending library will clearly state any conditions, costs, and/or restrictions of use; and will indicate the loan period of the item.

#### Turnaround time

Lending libraries will respond to requests in a timely manner.

### Responsibilities of the User

#### General information

Interlibrary Loan [ILL] should be used to obtain materials not available in your local library. Library users must adhere to the ILL guidelines set by both the borrowing and the lending libraries.

#### Copyright compliance

Library users are responsible for compliance with U.S. copyright law and its accompanying guidelines.

## Costs

Library users are responsible for compensation for damage or replacement of Interlibrary Loan material while it is checked out to them.

## Return of ILL items

Interlibrary Loan items must be returned to the library where they were checked out so that the borrowing library can clear its records.

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