



Queensland Public Library Standards and Guidelines

Interlibrary Loans Standard

(November 2011)

7 Interlibrary Loans Standard

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7.1 Objective

To provide standards and guidelines for the provision of community access to resources via the effective use of resource sharing and an efficient interlibrary loan and document delivery service.

7.2 Interlibrary Loans Standard

7.2.1 Standard for resource sharing

Interlibrary loans are considered a core service and should be available free of charge wherever possible. All libraries should offer an interlibrary loans and document delivery service to supplement local collection development and obtain materials which fall outside the scope of their Collection Development Policy.

Libraries should participate in relevant regional, state and national resource sharing networks, making their holdings available for loan wherever possible. Libraries should follow the principles of the Australian Interlibrary Resource Sharing (ILRS) Code, <http://www.alia.org.au/interlibrary.lending/ilrs.code.html> , ensuring the widest possible availability of resources and consistency of service delivery for clients.

Libraries should operate free reciprocal borrowing between Queensland public libraries (as stated in the Service Level Agreement between each library service and the Library Board of Queensland <http://www.slq.qld.gov.au/info/publib/policy/sla>). See 7.5.1 for more information.

Interlibrary loans with libraries other than Queensland public libraries should be free wherever possible, except where documents such as photocopied articles are delivered to clients for retention. If charges are made, they should be on a cost recovery basis only.

7.2.2 Standard for management of interlibrary loans and document delivery

An interlibrary loans and document delivery service should be available to all clients of the library service.

The library should commit to expedite interlibrary loan requests as quickly as possible.

The service should be provided by suitably trained staff with a current knowledge of Australian interlibrary loans practices, protocols and sources.

The service should be well advertised and promoted and should be supported by clearly defined policies and procedures.

Libraries should maintain appropriate procedures and records as required by copyright law, commercial licensing agreements and other regulations.

Libraries should always comply with any policies of lending libraries and accept responsibility for the safety of items while in their care. Any specific requests should be followed e.g. some materials may be read only in the library.

7.3 Guidelines

7.3.1 Guidelines for resource sharing

In the interests of mutual support and the wide availability of resources, libraries should participate in resource sharing and cooperative networks as appropriate, particularly with other library services in the local area. Their library holdings should be well maintained and current catalogues should be available to other libraries via the internet or a union catalogue wherever possible. The contribution of holdings to the Australian National Bibliographic Database is encouraged. The Database is accessible via Libraries Australia <http://librariesaustralia.nla.gov.au/apps/kss> for subscribers and via Trove <http://trove.nla.gov.au/> as a free service.

The progress of major national projects such as the National and State Libraries Australasia (NSLA) Reimagining Libraries Delivery Project should be monitored for their impact on resource sharing practices across Australia.

7.3.2 Guidelines for interlibrary loans policies and procedures

Interlibrary loans policies and procedures should be comprehensive and should support the timely delivery of requested items. They should be readily available, current and clearly articulated both to library clients and potential borrowing libraries. At a minimum, interlibrary loan procedures should cover such issues as:

- expected turnaround times (consistent with ILRS Code where possible);
- loan periods and any specific requirements;
- categories of material not available for loan e.g. fragile items;
- verification procedures;
- any preferred sources of material;
- fees and charges (where applicable).

7.4 Performance Indicators

- Provision of free reciprocal borrowing between Queensland public libraries
- Provision of free or cost recovery based interlibrary loans and document delivery with other libraries
- Proportion of total interlibrary loans supplied or received within timeframes stated in library policy
- Availability of current catalogue records online or in relevant union catalogues
- Compliance with policies of lending libraries

7.5 Definitions and References

7.5.1 Definitions

Australian National Bibliographic Database: a database which records the location details of items held in most Australian academic, research, national, state, public and special libraries.

Document Delivery: The process by which an item which is not required to be returned is supplied by one library to another.

Free reciprocal borrowing: The lending and borrowing of items between libraries without charge. Schedule B of the Service Level Agreement between each Local Government and the Library Board of Queensland states that reciprocal borrowing across

Queensland (public libraries) is a service which should be provided free of charge to all residents.

Interlibrary loan: The process by which a client from one library service may borrow a resource held by another library service.

Libraries Australia: a subscription based resource sharing service hosted by the National Library of Australia for Australian libraries and their users.

Resource sharing: The sharing of resources between libraries, usually on an interlending or document delivery basis.

Trove: a free resource sharing service hosted by the National Library of Australia for Australian libraries and their users.

7.5.2 References

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