



NorthWest Kansas Library System

SERVICE POLICY

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Section 1

Introduction

Northwest Kansas Library System (NWKLS) serves participating member libraries, and through those libraries serves the residents in participating counties without a local library. The following document outlines the policies, which guide NWKLS staff in serving system patrons.

Section 2

Library Hours and Holidays

NWKLS maintains working hours of 8:00 AM to 5:00 PM Monday through Friday. The library is normally open through the noon hour. The System will close for the following holidays:

- New Year's Day
- Labor Day
- Good Friday
- Thanksgiving & day after
- Memorial Day
- July 4
- Christmas Eve day
- Christmas Day

Section 3

Services Offered

6 by 6: Ready to Read: NWKLS participates in the statewide 6 by 6 Program by providing community presentations, attendance at Preschool Screenings, and development of partnerships with libraries, schools, daycare providers, and preschools. Additionally, the system also houses a collection of 6 by 6: Ready to Read Activity Kits and Backpacks with replacement parts for each. These kits and backpacks are available for checkout to any library in the state and any eligible patron through their local library.

- Member libraries can request/reserve kits and backpacks by contacting the NWKLS Interlibrary Loan Assistant Librarian or file an interlibrary loan request. Libraries may request that the kits or backpacks be transported on the rotation van, Kansas Library Express Courier, or by direct pick up from NWKLS.
- NWKLS will charge the replacement cost for damaged or lost items. Member libraries are encouraged to recover the cost for items, but will not be held responsible if a patron is unwilling to pay for a replacement.

Acquisitions: All member libraries may order library materials at cost through NWKLS. NWKLS receives free shipping and discounts from Ingram and free shipping from Amazon.

- NWKLS orders books and audio books from Ingram, and DVDs, games, and other items from Amazon.

All member libraries may purchase library supplies in stock at the NWKLS office at cost. NWKLS will consider ordering supplies not in stock for member libraries if the purchase provides the library with a price break.

- NWKLS orders library supplies from Demco.

Library materials and supplies will be sent via Kansas Library Express Courier or NWKLS Rotation Van.

Audio/Visual Equipment: NWKLS lends audio/visual equipment to member libraries and community organizations through their local library.

- Member libraries can request/reserve the equipment by contacting the NWKLS Interlibrary Loan Assistant Librarian. Libraries may request that the equipment be transported on the rotation van, Kansas Library Express Courier, or by direct pick up from NWKLS.
- The Interlibrary Loan Assistant Librarian will determine the loan period on an individual basis after consulting with the member librarian and NWKLS Technology Consultant. Loan periods may be extended upon request and granted based on reserves for the equipment.
- NWKLS will charge the replacement cost for damaged or lost equipment. Member libraries are encouraged to recover the cost for equipment, but will not be held responsible if a patron is unwilling to pay for repair or replacement.
- NWKLS maintains a list of audio/visual equipment available to borrow.

Author Visits: Each year, NWKLS brings a nationally renowned author to northwest Kansas to provide presentations for children and adults in member libraries.

Cataloging: NWKLS provides cataloging services to member libraries on a limited basis as follows:

- Training and consulting on how-to:
 - upload new items to the Kansas Library Catalog; (to make items available for ILL)
 - copy cataloging; (copying records from other sources into the library's catalog)
 - material donations control using the library's collection development policy to determine what items to keep and weed;
 - print labels;
 - order cards and MARC records.
- Grants for libraries to purchase:
 - records from a reputable cataloging source; (Ingram, OCLC, Follett, etc.)
 - cards from a reputable source;
 - spine labels for self-printing;
 - technology to print labels.

Every library will eventually acquire some items that require original cataloging. NWKLS will provide original cataloging services based on the following criteria:

- historical significance;
- scarcity;
- condition;
- likelihood of circulation.

Consulting Services: Library consulting services are available free of charge from system personnel to all member libraries. Areas of consultation include Library Development (For Public, Academic, and Special

Libraries), Accounting, Children and Youth Services, School Library, Talking Books, Technical Services, and Technology.

Continuing Education: NWKLS provides workshops for the benefit of System member libraries, trustees, and interested community members each year. Mileage costs, at a rate determined by the Executive Committee, for one vehicle from each library will be reimbursed for travel expenses. Member librarians attending a statewide workshop location outside of the system region, when there is a location within the region, may submit a request for mileage reimbursement up to the maximum mileage from their location to the regional site. The Executive Committee will set a basic fee for workshop attendance for people from non-participating counties, with an extra charge possible for high-expense workshops.

Disposition of Property: All property purchased with state or federal grant funds that are no longer needed will be disposed of in the manner stipulated by the grant requirements.

- First consideration in the disposition of any System-owned property will be given to member libraries.
- The System Board or Executive Committee will approve the sale of all System-owned property no longer needed and having a value of \$200 or more. Sale may be through sealed bids, public auction, or as deemed appropriate according to the situation.
- The System Director has the authority to sell or dispose of all System-owned property which is no longer needed having a value of \$200 or less which is not requested by a member library.

Electronic Resources: NWKLS subscribes to OverDrive for ebooks and digital audio books; Recorded Books Zinio for digital magazines; and Gale Cengage for reference ebooks.

Interlibrary Loan: NWKLS has adopted the national, state, and regional interlibrary loan codes (see Interlibrary Loan Code for the United States 2016). Library materials will be made available to any requesting library, with priority going to System members.

- NWKLS does not charge overdue fines or fees.
- The loan period for books and audio/visual materials is three weeks. The loan period for high demand materials is two weeks.
- Materials that are unavailable at the time of the request may be placed on reserve. If five reserves are placed on a book or other library material, NWKLS will consider acquiring an additional copy of the item in accordance with the collection development policy.
- Member libraries may request items (including journal articles) through OCLC that cannot be found utilizing the Kansas Library Catalog. Requests are fulfilled by the NWKLS ILL Assistant Librarian.
- Renewals on materials not owned by NWKLS should be requested directly by the borrowing library from the lending library. If the material was borrowed out-of-state by way of OCLC, the borrowing library should contact NWKLS to request the renewal unless the lending library has specified "no renewals".
- Postage costs on rotation collection items required to be sent to another library on interlibrary loan will be reimbursed to the sending library when the cost is submitted in writing to NWKLS.

KHC TALK Books: Northwest Kansas Library System will process requests for, and ship TALK Books materials on the Kansas Library Express Courier or the postal service on a limited basis throughout the state.

- Libraries may submit requests on the NWKLS website, through email, phone, or interlibrary loan.
- The NWKLS Interlibrary Loan Assistant Librarian handles all TALK requests.
- NWKLS will charge the replacement cost for damaged or lost materials. Libraries are encouraged to recover the cost for materials, but will not be held responsible if a patron is unwilling to pay for a replacement.

Motion Picture Public Performance License: NWKLS purchases 2 (two) different motion picture public performance licenses for member public libraries which covers different movie companies and titles. In addition to these licenses, NWKLS can also purchase an outdoor motion picture public performance license upon request. A list of covered motion picture producers is available at the System Center. NWKLS is not responsible for determining motion picture audience suitability or violations of the license agreement.

Newsletter: NWKLS will publish a newsletter distributed via mail, email, and website to all libraries within the System and other interested parties. Libraries are encouraged to submit articles to be included in the newsletter.

Printing and Photocopying: Member libraries may use free photocopying for library-related materials. NWKLS needs at least 1 (one) weeks' notice for requests of 100 or more copies.

- Fees have been set for photocopying and laminating for the public in order to help cover the costs of machine purchase, maintenance, supplies, and staff time. Priority will be given to System business and jobs for System member libraries.

Public Speaking: NWKLS staff will provide book reviews and presentations of NWKLS services to libraries or community organizations upon request. Requests should be made directly to NWKLS personnel for scheduling.

Reference: NWKLS will assist member libraries in filling reference request.

- Member libraries:
 - should exhaust its resources before requesting assistance from NWKLS;
 - need to provide as much information about the reference request as possible;
 - and limit the number of requests processed for any one patron at any given time.

Rotation: Each member public library, 1 (one) club library, and both academic libraries will be visited by the book van six times per year. All libraries receiving rotation service from NWKLS will exchange their entire rotation collection on each visit. Additionally, those member school libraries requesting school rotation will begin receiving this service on the rotation van.

- Member libraries receiving rotation services may lend items to any eligible borrower or library through interlibrary loan.
- Member libraries may set loan periods, renewals, and fines for all rotation materials received.

- NWKLS will charge the replacement cost for damaged or lost materials. Member libraries are encouraged to recover the cost for materials, but will not be held responsible if a patron is unwilling to pay for a replacement.

System Grants: Northwest Kansas Library System will award System service grants to all legally established public libraries in participating counties that meet the basic requirements. The maximum amount of these grants will be determined by the System board on an annual basis. The actual award to a given library will be determined by the procedure listed in the System Plan of Services. Dependent upon the availability of funds, opportunities will be given to member libraries to apply for continuing education, equipment/collection development, program, Kansas Library Express, or other grants, based on specified criteria.

Talking Books: NWKLS ensures that every qualifying entity is made aware of the Talking Books Program attributes through individual face-to-face consultations, phone calls and presentations. Librarians are also encouraged to provide presentation to local groups.

YT! Kits: You Try-It! Kits are provided to libraries in Kansas by the NorthWest Kansas Library System in an effort to engage the young adult population in libraries. YT! Kits are varied in theme, requiring extensive technological savvy or none. The target population can learn by doing, by teaching, or by watching. We seek for YT! Kits to help engage young adults in creating their own programming and developing peer-to-peer relationships as well as strong bonds with their librarians and their communities.

- NWKLS lends YT! Kits to community organizations through local libraries.
- Member libraries can request/reserve kits by contacting the NWKLS Interlibrary Loan Assistant Librarian or file an interlibrary loan request. The kits have a loan period of 30 (thirty) days. Libraries may request that the kits be transported on the rotation van, Kansas Library Express Courier, or by direct pick up from NWKLS
- NWKLS will charge the replacement cost for damaged or lost items. Member libraries are encouraged to recover the cost for items, but will not be held responsible if a patron is unwilling to pay for a replacement.

Section 4

Review

This policy will be reviewed annually by the Executive Committee.

Approved May 11, 2016

Interlibrary Loan Code for the United States

Prepared by the Interlibrary Loan Committee, Reference and User Services Association (RUSA), 1994, revised 2001. Revised by the Codes, Guidelines, and Technical Standards Committee, Sharing and Transforming Access to Resources Section (STARS) 2008 and 2015. Approved by RUSA Board January 11, 2016.

Download [ALA Interlibrary Loan Request Form](#) (Fillable PDF).

The Interlibrary Loan Code below is accompanied by clarifying text from the Explanatory Supplement in the box insets. The supplementary material is intended to amplify specific sections of the official Code, providing fuller explanation and specific examples for text that is intentionally general and prescriptive. Libraries are expected to comply with the Code, using the Supplement as a source for general direction.

Introduction

The Reference and User Services Association, acting for the American Library Association in its adoption of this code, recognizes that the sharing of material between libraries is a core library service and believes it to be in the public interest to encourage such an exchange.

In the interest of providing quality service, libraries have an obligation to obtain material to meet the informational needs of users when local resources do not meet those needs. Interlibrary loan (ILL), a mechanism for obtaining material, is essential to the vitality of all libraries.

The effectiveness of the national interlibrary loan system depends upon participation of libraries of all types and sizes.

This code establishes principles that facilitate the requesting of material by a library and the provision of loans or copies in response to those requests.

From the Explanatory Supplement:

The U.S. Interlibrary Loan Code, first published in 1917 and adopted by The American Library Association in 1919, is designed to provide a code of behavior for requesting and supplying material within the United States. The code is intended to be adopted voluntarily by U.S. libraries and is not enforced by an oversight body. However, as indicated below, supplying libraries may suspend service to requesting libraries that fail to comply with the provisions of this code.

This interlibrary loan code describes the responsibilities of libraries to each other when requesting material for users. Technology has expanded access options beyond traditional library-to-library transactions, including unmediated requests and direct-to-user delivery. This code makes provision for such options while at the same time affirming the responsibility of the patron's library for the safety and return of the borrowed material, or for paying the cost of a non-returnable item sent directly to the patron.

The Interlibrary Loan Code reflects established practices. However, libraries and other information centers are encouraged to explore and use non-traditional means when available to ensure maximum accessibility and convenience for users.

1.0 Definitions

1.1 Interlibrary loan is the process by which a library requests material from, or supplies material to, another library.

From the Explanatory Supplement:

In this code, "Interlibrary Loan" refers to transactions between two libraries. Transactions between libraries and commercial document suppliers or library fee-based services are contractual arrangements beyond the scope of these guidelines.

The terms "requesting library" and "supplying library" are used in preference to "borrowing" and "lending" to cover the exchange of copies as well as loans.

1.2 In this code, "material" includes books, audiovisual materials, and other returnable items as well as copies of journal articles, book chapters, excerpts, and other non-returnable items.

2.0 Purpose

2.1 The purpose of interlibrary loan as defined by this code is to obtain, upon request of a library user, material not available in the user's local library. Interlibrary loan is primarily intended to provide a requesting individual with a physical loan of a defined duration or a non-returnable copy or scan from another library.

From the Explanatory Supplement:

Interlibrary loan (ILL) is intended to complement rather than to substitute for good library collections built and managed to meet the routine needs of local library users. ILL is based on a tradition of sharing resources between various types and sizes of libraries and the belief that no library, regardless of its size or budget, is completely self-sufficient. When policy and circumstances warrant, interlibrary loan may also be used to obtain materials that are owned by the local library but which are not available because they are damaged, missing, or checked out. Though some libraries are net borrowers (borrow more than they lend) and others are net lenders (lend more than they borrow), the system of interlibrary loan rests on the belief that all libraries have something to contribute and should be willing to lend if they are willing to borrow.

3.0 Scope

3.1 This code regulates the exchange of material between libraries in the United States.

From the Explanatory Supplement:

Domestic Transactions

This code is intended to provide guidelines for exchanges between libraries in the United States when no other agreement applies. The code does not override individual or consortial agreements or regional or state codes which may be more liberal or more prescriptive.

The interlibrary loan of special collections materials is regulated by the [Guidelines For Interlibrary And Exhibition Loan Of Special Collections Materials](#) (2012) by the American Library Association and Association of College and Research Libraries, Rare Books and Manuscripts Section.

3.2 United States libraries are encouraged to engage in interlibrary loan with libraries in other countries. International transactions are governed by the International Federation of Library Associations and Institutions.

From the Explanatory Supplement:

International Transactions

The conduct of international interlibrary loan is regulated by the rules set forth in the International Federation of Library Associations and Institutions' (IFLA) document "[International Resource Sharing and Document Delivery: Principles and Guidelines for Procedure](#) (2009)."

Although the U.S. shares a common border with Canada and Mexico, it is important to remember that these countries have their own library infrastructures and practices. The IFLA Principles and Guidelines regulate the exchange of material between institutions across these borders. Further, U.S. librarians would be wise to inform themselves of customs requirements that take precedence over library agreements when material is shipped across these national borders.

4.0 Responsibilities of the Requesting Library

4.1 Establish, promptly update, and make available an interlibrary borrowing policy.

From the Explanatory Supplement:

Written Policies

A library's interlibrary borrowing policy should be available in a written format and readily accessible to all library users. Whenever possible the borrowing policy should be posted on the library's Web site.

4.2 Ensure the confidentiality of the library user.

From the Explanatory Supplement:

Confidentiality

ILL staff should adhere to the American Library Association's [Code of Ethics](#) (2008), specifically principle III, that states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted."

Interlibrary loan transactions, like circulation transactions, are confidential library records. Interlibrary loan personnel are encouraged to be aware of local/state confidentiality rules and laws as they relate to interlibrary loan transactions. Requesting libraries are discouraged from including a user's name on a request submitted to a supplier. If individually identifying information is needed on a request, appropriate steps, such as using identification numbers or codes rather than users' names, should be taken to maintain confidentiality.

Policies and procedures should be developed regarding the retention of ILL records and access to this information. ILL personnel should also be aware of privacy issues when posting requests for assistance or using ILL requests as procedural examples. See the following documents from the American Library Association's Office for Intellectual Freedom: [Policy concerning Confidentiality of Personally Identifiable Information about Library Users](#) (2004) and [Confidentiality and Coping with Law Enforcement Inquiries: Guidelines for the Library and its Staff](#) (n.d.).

4.3 Describe completely and accurately the requested material following accepted bibliographic practice.

From the Explanatory Supplement:

Complete Bibliographic Citation

A good bibliographic description is the best assurance that the user will receive the item requested. Rather than detail these descriptive elements, the code requires the requesting library to include whatever data provides the best indication of the desired material, whether an alphanumeric string or an extensive bibliographic citation. The important point is that this description be exact enough to avoid unnecessary work on the part of the supplier and frustration on the part of the user.

4.4 Note any special requirements regarding the format needed, specified shipping address, or use to be made of the material on the request sent to potential supplying libraries.

From the Explanatory Supplement:

Special Requirements

Because returnable materials borrowed via interlibrary loan are traditionally intended for individual use of a defined duration, the requesting library should communicate with the supplying library in advance if the material is needed for other uses, such as course reserves, classroom or other group viewing of audio-visual material, or for an extended loan period, especially of a textbook.

Other examples of special requirements that should be clearly indicated in original requests to potential suppliers include, but are not limited to, a particular format, edition, language, an alternate library shipping address or the address of the user's home, rush delivery, or scanning with wide margins for replacement pages, etc.

4.5 Identify libraries that own the requested material. Check and adhere to the policies of potential supplying libraries.

From the Explanatory Supplement:

Identifying Appropriate Suppliers

Requesting libraries should use all resources at their disposal to determine ownership of a particular title before sending a request to a potential supplier. Many libraries contribute their holdings to major bibliographic utilities such as DOCLINE and/or OCLC, and most make their individual catalogs freely available via the Internet. Interlibrary loan discussion lists are also sources for the requesting library to verify and/or locate particularly difficult items when other options are exhausted.

The requesting library is encouraged to use resources such as the OCLC Policies Directory or the DOCLINE Institution Information to determine lending policies, including any applicable charges, before requesting material.

4.6 When no libraries can be identified as owning the needed material, requests may be sent to libraries believed likely to own the material.

From the Explanatory Supplement:

Sending Unverified Requests

Despite the requirements in sections 4.3 and 4.5 that an item should be completely and accurately described and located, the code recognizes that it is not always possible to verify and/or locate a particular item. For example, a request may be sent to a potential supplier with strong holdings in a subject area or to the institution at which the dissertation was written.

4.7 Transmit interlibrary loan requests electronically unless otherwise specified by the supplying library.

From the Explanatory Supplement:

Transmitting the Request

The code stipulates electronic communication. For many libraries, sending requests electronically means using the ILL messaging systems associated with DOCLINE, OCLC, other products that use the ISO ILL Protocol, or structured email requests.

Lacking the ability to transmit in this fashion, check the potential supplier's policies for preferred methods of submission. If no other preferred method is specified, an [ALA Interlibrary Loan Request Form](#) or its equivalent should be used. Whatever communication method is used, the requesting library should identify and use the appropriate address for ILL requests.

The requesting library should include a street address, a postal box number, an IP address, and/or an email address to give the supplying library delivery options.

4.8 Comply with U.S copyright law (Title 17, U.S. Code) and be aware of related guidelines for copy requests.

From the Explanatory Supplement:

Copy Requests

The requesting library is responsible for complying with U.S. copyright law (Title 17, USC), in particular, the provisions of sections [107 \(Fair use\)](#) and [108 \(Reproduction by libraries and archives\)](#). In addition, there may be related regulations, guidelines, policies, and/or procedures to take into consideration such as the [CONTU Guidelines](#) (1979).

4.9 Assume responsibility for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, provide compensation or replacement, in accordance with the preference of the supplying library.

From the Explanatory Supplement:

Responsibility for Materials

Although the number is small, some material is lost or damaged at some point along the route from the supplier and back again. This section clearly states that the requesting library is responsible for the material from the time it leaves the supplying library until its

From the Explanatory Supplement:

Responsibility for Materials (continued)

safe return to the supplying library. 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.

If the requesting library asks for delivery at a location away from the library (such as to the user's home), the requesting library is likewise responsible for the material during this delivery and return process.

Borrowed items should be returned in the condition in which they were received at the requesting library. In particular, a requesting library should never affix adhesive labels or tape directly to any borrowed item. The requesting library should also return sufficient identifying information with the material to allow the supplying library to identify the request and process the return quickly.

4.10 Pay promptly any service, replacement, or damage fees charged by the supplying library.

From the Explanatory Supplement:

Service, Replacement, and Damage Fees

The requesting library should clearly state on the request an amount that meets or exceeds the charges of suppliers to which the request is sent or the request may go unfilled. The requesting library is responsible for payment of any service fees charged by the supplying library that are less than or equal to the amount stated on its request. Libraries are encouraged to use electronic invoicing capabilities such as OCLC's Interlibrary Loan Fee Management (IFM) system or the Electronic Fund Transfer System (EFTS).

The requesting library should use a payment method accepted by the supplying library. If the requesting library is unable to pay using the supplying library's accepted methods, it should not send a request to that library.

It is the responsibility of the requesting library to pay invoices received or to notify the supplying library of any billing questions no later than six months from the billing date for the charges in question. The requesting library should also make every attempt to resolve billing questions within six months of notifying the supplying library of an apparent billing error.

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 necessarily required to charge for a lost item. In the case of lost material, the requesting and supplying libraries may need to work together to resolve the matter. For instance, the library shipping the material may need to initiate a trace with the delivery firm. In any case, a final decision regarding replacement, repair, or compensation rests with the supplying library.

4.11 Assume full responsibility for user-initiated transactions.

From the Explanatory Supplement:

Responsibility for Unmediated ILL Requests

Some requesting libraries permit users to initiate online ILL requests that are sent directly to potential supplying libraries. A requesting library that chooses to allow its users to order materials through interlibrary loan without mediation accepts responsibility for these requests as if they have been placed by library staff. The supplying library may assume that the user has been authenticated and authorized to place requests and that the requesting library assumes full responsibility for transaction charges, the safety and return of material, and the expense of replacement or repair.

4.12 Honor the due date and enforce any usage restrictions specified by the supplying library. Unless otherwise indicated, the due date is defined as the date by which the material is due to be checked in at the requesting library for return to the supplying library.

From the Explanatory Supplement:

Due Date and Use Restrictions

This code incorporates elements of both pre- and post-1994 codes with regard to due dates. It keeps the post-1994 concept of

From the Explanatory Supplement:

Due Date and Use Restrictions (continued)

items being due on a specific date rather than referencing a "loan period." However, it returns to the pre-1994 concept that the due date specified by the supplying library is the date by which the item is due to be checked in at the requesting library for return to the supplying library.

The stated purpose of the 1994 change to defining the due date clearly as "the date the material must be checked in at the supplying library" was to bring ILL practice into alignment with automated circulation procedures and to facilitate system interoperability. While the 1994 definition is clear, its implementation requires estimating shipping times and back-dating from the lender's due date to arrive at a due date for the end user. Doing so reliably has proven to be difficult, even for libraries using state-of-the-art interlibrary loan management systems. The emphasis on returning items to supplying library shelves by a certain date when no recall has been issued seems counterproductive. Since both circulation and interlibrary loan systems support recalls when necessary and since circulation systems have long included the ability to assign grace periods to categories of users and/or items, it seems reasonable to define the due date as the date by which the item is due to be checked in at the requesting library for return to the supplying library.

The requesting library is responsible for ensuring compliance with any use restrictions specified by the supplying library, such as "library use only" or "no photocopying," and for returning materials to the supplying library promptly following check in.

4.13 Request a renewal before the item is due whenever possible. If the supplying library does not respond, the requesting library may assume that a renewal has been granted, extending the due date by the same length of time as the original loan.

From the Explanatory Supplement:

Renewals

When the supplying library denies a renewal request, the material should be returned by the original due date or as quickly as possible if the renewal is denied after the due date has passed.

4.14 Respond immediately if the supplying library recalls an item. All borrowed material is subject to recall at any time.

From the Explanatory Supplement:

Recalls

The response to a recall may be the immediate return of the material, or timely communication with the supplying library to negotiate a new due date.

When the material has been recalled, the requesting library is encouraged to return the material via an expedited delivery carrier such as UPS, FedEx, or USPS Priority Mail.

4.15 Package material to prevent damage or loss in shipping and comply with any special instructions stated by the supplying library.

From the Explanatory Supplement:

Shipping

It is the ultimate responsibility of the requesting library to return materials in the same condition in which they were received.

It is the responsibility of the requesting library to follow the shipping and packaging requirements, including insurance and preferred shipping method, as stipulated by the supplying library. Packaging is defined as the outer material, which may be a box, padded envelope, etc. Wrapping is defined as an inner covering for the item such as paper or bubble wrap.

If no shipping or packaging methods are specified, the requesting library's regular form of shipment should be used.

If packaging material has been used previously, remove or mark out old addresses, postal marks, etc. to avoid misdirection. Do not reuse old, frayed, ripped, or decaying packaging and wrapping materials. Clearly address all packages with both the destination and return addresses properly attached to the packaging material.

From the Explanatory Supplement:

Shipping (continued)

In accordance with United States Postal Service guidelines, tape is the preferred sealing method on all types of packages. Staples are strongly discouraged in order to prevent injury to staff and/or damage to materials.

Use wrapping and packaging material that is appropriate to the size and format of the material being shipped. Too small or too large packaging will not adequately protect materials during transportation. Remember to use appropriate wrapping to avoid shifting and damage.

For special collections materials, consult [Guidelines For Interlibrary And Exhibition Loan Of Special Collections Materials](#) (2012) by the American Library Association and Association of College and Research Libraries, Rare Books and Manuscripts Section.

4.16 Failure to comply with the provisions of this code may result in suspension of service by a supplying library.

From the Explanatory Supplement:

Suspension of Service

Repeated or egregious breaches of this code may result in the requesting library's inability to obtain material. Examples of actions that may result in suspension include repeated failure to return loans in a timely manner, multiple lost or damaged items, allowing "library use only" items to leave the library, or failing to pay the supplier's charges. A supplying library should not suspend service to a requesting library without first attempting to resolve the problem(s).

5.0 Responsibilities of the Supplying Library

5.1 Establish, promptly update, and make available an interlibrary lending policy, contact information, and a service schedule.

From the Explanatory Supplement:

Lending Policy

The lending policy should be clear, detailed, and readily available to requesting libraries. The policy should include among other things, schedule of fees and charges, non-circulating item types, loan periods and renewal policies, current shipping instructions, penalties for late payments, etc. The supplying library is strongly encouraged to fill requests for all types and classes of users, and all types of libraries, regardless of their size or geographic location. The supplying library is encouraged to establish as generous a loan period as its local environment allows.

The supplying library is encouraged to make its lending policy, contact information, and service schedule available on the library's web site, and in resources such as the OCLC Policies Directory or DOCLINE Institution Information.

5.2 Ensure the confidentiality of the library user.

From the Explanatory Supplement:

Confidentiality

The supplying library has a responsibility to safeguard the confidentiality of the individual requesting the material. The sharing of the user's name between requesting and supplying library is not, of itself, a violation of confidentiality. However, the supplying library should not require the user's name if the requesting library chooses not to provide it. If the name is provided, the supplying library needs to take care not to divulge the identity of the person requesting the material.

5.3 If it is necessary to charge service fees, make available a fee schedule as part of an interlibrary lending policy. Bill any service, replacement, or damage fees promptly.

From the Explanatory Supplement:

Service, Replacement, and Damage Fees

Supplying libraries are encouraged to fill requests without charge when possible. If charging for services, the supplying library may only charge an amount less than or equal to the amount a requesting library has indicated they are able and/or willing to pay.

A supplying library may add a surcharge for expedited delivery, but no fee should be added to a routine service charge for delivering a document electronically.

From the Explanatory Supplement:

Service, Replacement, and Damage Fees (continued)

If charging for services or for lost/damaged items, the supplying library should make every effort to allow for a variety of payment options (e.g. OCLC IFM, EFTS, IFLA vouchers, credit cards, acceptance of replacement copies).

It is the responsibility of the supplying library to send final bills for service no later than six months after the supply date, final overdue notices no later than six months after the final due date, and final bills for replacement of lost material no later than one year after the final due date. The supplying library should resolve billing questions within six months of receiving notice of an apparent billing error.

5.4 Consider filling all requests for material regardless of format or the collection in which it is housed.

From the Explanatory Supplement:

Material Format or Collection

Supplying libraries are encouraged to lend as liberally as possible regardless of the format of the material requested, while retaining the right to determine what material will be supplied. It is the obligation of the supplying library to consider the loan of material on a case by case basis. Supplying libraries are encouraged to lend audiovisual material, microformats, serials, and other categories of material that have traditionally been non-circulating.

For special collections materials, supplying libraries are encouraged to consult [Guidelines For Interlibrary And Exhibition Loan Of Special Collections Materials](#) (2012) by the American Library Association and Association of College and Research Libraries, Rare Books and Manuscripts Section.

If permitted by copyright law, the supplying library should consider providing a copy in lieu of a loan rather than giving a negative response.

Supplying libraries should be aware of the provisions of license agreements for electronic resources that may either permit or prohibit use of an electronic resource to fill interlibrary copying requests. Interlibrary loan staff are encouraged to work with those negotiating licenses for electronic resources to include favorable terms for interlibrary loan.

If a supplying library prefers to provide a loan instead of a copy (e.g. article is too many pages to scan, citation is actually an entire journal issue, etc.), the supplying library should contact the requesting library to secure their permission first before sending the item. If a loan is accepted, the requesting library then assumes responsibility if the item is lost or damaged before its return to the supplying library.

5.5 Process requests in a timely manner, recognizing the needs of the requesting library and/or the requirements of the resource sharing system being used. If unable to fill a request, respond promptly and state the reason the request cannot be filled.

From the Explanatory Supplement:

Timely Processing

The supplying library has a responsibility to act promptly on all requests. The response should be sent via the same method the requesting library used to send the request, or by otherwise contacting the requesting library directly. Some resource sharing systems such as OCLC and DOCLINE have built-in time periods after which requests will either expire or be sent to another institution. The supplying library should respond before this time elapses rather than allowing requests to time-out.

Providing a reason for an unfilled request helps the requesting library determine what additional steps, if any, may be taken to obtain the requested item. For example, "non-circulating" indicates the item is likely available for on-site use while "in use" indicates that another request at a later date might be filled. Providing no reason or simply stating "policy problem" or "other" without providing further explanation deprives the requesting library of important information and can lead to time-consuming follow-up for both libraries.

From the Explanatory Supplement:

Timely Processing (continued)

Prior to updating a request as filled or unfilled, the potential supplier should request additional information and/or negotiate special loan terms, use restrictions and/or return shipping requirements, as needed, by contacting the requesting library through the resource sharing system or directly via email, phone, etc.

Timely processing of a loan or copy may involve branch libraries and/or other library departments, such as circulation, special collections, and/or the mailroom. The interlibrary loan department is responsible for ensuring that material is delivered expeditiously, irrespective of internal library organizational responsibilities.

5.6 Send sufficient information to identify the particular request when filling or communicating about requests.

From the Explanatory Supplement:

Identifying the Request

The supplying library should send sufficient identifying information with the material to allow the requesting library to identify the request and process it quickly. Such information may include a copy of the request, the requester's transaction number, or the user's ID or name. Failure to include identifying information with the material can unduly delay its processing and may risk the safety of the material.

5.7 Indicate the due date, any restrictions on the use of the material, and any special return packaging or shipping requirements. The due date is defined as the date the material is due to be checked in at the requesting library for return to the supplying library.

From the Explanatory Supplement:

Due Date, Use Restrictions, and Shipping Requirements

Although it is the responsibility of the requesting library to ensure the safe treatment and return of borrowed material, the supplying library should provide specific instructions with the item and in the resource sharing system when it is lending material that needs special handling. These instructions might include the requirement that material be used only in a monitored special collections area, no photocopying, library use only, specific return packaging/shipping instructions, etc. The supplying library should not send "library use only" material directly to a user.

The supplying library should clearly indicate the due date. Unless otherwise indicated, the due date is defined as the date by which the material is due to be checked in at the requesting library for return to the supplying library. Supplying libraries should implement a grace period before sending overdue notices to account for items in transit back from the requesting library.

5.8 Ship material by the fastest method reasonably available to the location specified by the requesting library. Package loaned material to prevent damage or loss.

From the Explanatory Supplement:

Delivery and Packaging

The delivery location specified by the requesting library may be the requesting library itself, a branch library, departmental library, or the individual user.

It is the responsibility of the supplying library to:

- judge whether an item is suitable for shipment and circulation. If a damaged item is sent, the supplying library should note all prior damage and not hold the requesting library responsible for this damage. Examples include loose pages/spine, liquid damage, or significant markings and defacement.
- take care that the material it sends out is adequately packaged to protect the item from damage or loss even though the requesting library will be held responsible for material damaged in shipment.
- specify the shipping method, as well as any insurance requirement, for returning materials and if any special wrapping or packaging is required. See section 4.15 above for definitions and other important information regarding wrapping and packaging.

From the Explanatory Supplement:

Delivery and Packaging (continued)

- provide a return address including a complete street address if asking for return via UPS, FedEx, etc. (Many supplying libraries find it safer and more cost effective to ship all material via expedited carriers). Supplying libraries are encouraged to enclose an accurate and complete return mailing label.
- work with the requesting library when tracing a lost or damaged item if the commercial delivery firm is responsible for reimbursement for losses in transit.

5.9 Respond promptly to requests for renewals. If the supplying library does not respond, the requesting library may assume that a renewal has been granted, extending the due date by the same length of time as the original loan.

From the Explanatory Supplement:

Renewals

The supplying library should respond affirmatively or negatively to all renewal requests. The supplying library is encouraged to grant the renewal request if the material is not needed by a local user.

5.10 The supplying library may recall loaned material at any time.

From the Explanatory Supplement:

Recalls

The supplying library may recall material at its discretion at any time. However, it often is more effective to request the material on ILL for a local user rather than to recall material on loan to another library.

5.11 Deliver copies electronically whenever possible. Provide complete and legible copies, and adhere to any special scanning instructions of the requesting library.

From the Explanatory Supplement:

Copy Requests

Comply with U.S. copyright law or applicable license agreements when providing copies.

When scanning, the supplying library should provide a copy that closely reproduces the original article or chapter in appearance, legibility, and completeness with appropriate attention paid to image color and clarity, margins, page orientation, and any accompanying references, plates, or appendices.

Respond promptly to resend requests (e.g. missing pages, margins cut off, poor images, unreadable text, etc.).

5.12 The supplying library may suspend service to a requesting library if it fails to comply with the provisions of this code.

From the Explanatory Supplement:

Suspension of Service

A supplying library may suspend service to a requesting library following repeated or egregious breaches of this code. Examples of actions that may result in suspension include repeated failure to return loans in a timely manner, multiple lost or damaged items, allowing "library use only" items to leave the library, or failing to pay the supplier's charges. A supplying library should not suspend service without first attempting to address the problem(s) with the requesting library.

NWKLS DEVICES	Total	
iPad 1st Generation	1	
iPad 2nd Generation	2	4
iPad Mini's 1 Generation	2	
Nook Color	1	
Nook HD	1	
Kindle Fire 1st Generation	1	
Kindle Reader w/keys	1	
Kindle Fire HD 6"	1	
Kindle White Paper Reader	1	
Sony Reader	1	
Acer Android Tablet	1	2
Coby Android Tablet	1	
Zeki Android Tablet	1	
Acer Projector	1	
Flip Video Recorders	3	
Apple Keyboard	2	
Android Keyboard	1	
Acer Laptops	4	
Acer Tablets Win 8.1	2	
Lenovo Laptops	2	
HP Laptops	4	
Barcode Scanners	4	
Sets of Speakers	6	
Digital Camera	1	
Headsets w/ Mic	2	
MakerBot Mini Printers	2	
Chrome Book	1	
USB Presentation Pointer	1	
Overhead Projector	1	