



# Tablelands Regional Library Service

# Interlibrary Loans Policy

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## 1. POLICY INTENT

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To define the terms and conditions regarding the request, and supply, of items on interlibrary loan

## 2. SCOPE

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This policy applies to all members of the Tablelands Regional Library Service

## 3. POLICY OBJECTIVES

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The objectives of this policy are:

- to ensure that constraints imposed by budgetary considerations do not disadvantage library members
- that members have access to the information they require
- to ensure the interlibrary loan service remains at a level within the bounds of Library and staff resource management
- to ensure Tablelands Regional Library Service maintains a cordial interlibrary loan relationship with other libraries, and that such relationships are not jeopardised..

## 4. POLICY DISCLAIMER

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Tablelands Regional Library Service will make every effort to obtain items requested on Interlibrary Loans but cannot guarantee to obtain such items if the policies and lending conditions of owner libraries do not enable access to that item.

Tablelands Regional Library Service will endeavour to supply an item as quickly as possible but cannot guarantee delivery of an item requested within a time frame given the range of circumstances that may delay the supply and delivery of the item.

## 5. POLICY STATEMENT

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### 5.1 General information

Interlibrary loans (ILLs) from the State Library of Queensland, the National Library of Australia, other State Libraries, Australian public libraries, or other Australian libraries may be available.

- By requesting an interlibrary loan, library members agree to abide by all terms in this policy including the payment of any fees or costs associated with the request/loan.
- The person on whose membership card an inter library loan is issued, is deemed responsible for the return of the item and for any fees or charges incurred. This includes persons borrowing on behalf of a community or cultural group.
- Persons requesting an interlibrary loan, and/or their authorised agents, are to abide by all relevant policies of the Tablelands Regional Library Service and the lending library.
- Such persons must also to abide by any requests/instructions from Tablelands Regional Council Library Service staff regarding their interlibrary loan.

## 6. REQUESTING AN INTERLIBRARY LOAN

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- Interlibrary Loan requests may be placed online or with a library staff member
- Inter library loans should only be requested if the borrower is willing to have the item requested immediately, and to collect the loan whenever it arrives.

### 6.1 Costs

- All Interlibrary loans incur a placement fee per item. The fee is set annually and is published in Councils yearly fees and charges.
- This fee is in addition to any Interlibrary Loan fees charged by other libraries
- Loans from University or Special libraries often incur an additional fee. This fee is subject to change without notice.. Some libraries charge more or less than the standard additional fee.

### 6.2 Eligibility to request an interlibrary loan

- Inter library loans may be requested only by permanent members of the Tablelands Regional Library Service
- The borrower's membership card must be produced when requesting their interlibrary loan

### **6.2.1 Persons ineligible for an interlibrary loan**

- Persons who have a Visitor membership
- Non-members

### **6.2.2 Limits on interlibrary loans**

- A limit of three (3) items on request/loan at any one time will apply.
- Tablelands Regional Library Service will request an item on inter library loan if (& providing the request meets all other criteria):
  - Tablelands Regional Library Service does not hold the title required; and/or
  - Tablelands Regional Library Service does not hold sufficient resources to satisfy the member's information requirements

## **7. ITEMS AVAILABLE ON INTERLIBRARY LOAN**

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Tablelands Regional Library Service may request the following materials on interlibrary loan:

- Adult, junior and teenage fiction
- Adult, junior and teenage non-fiction
- Adult, junior and teenage non fiction books, audio books/CDs (e.g., language learning kits)
- Music scores for orchestras/groups/individuals
- Microfilm reels or fiches (e.g., newspapers or indexes for genealogical purposes)

## **8. ITEMS NOT AVAILABLE ON INTERLIBRARY LOAN**

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Tablelands Regional Library Service will not request the following materials on interlibrary loan:

- Items available in the Tablelands Regional Library Service collection, whether on order or in process, regardless of access restrictions
- Items published within the last 12 months
- Magazines - current or past

## 9. INTERLIBRARY LOANS CHARGES FROM OTHER LIBRARIES

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Any library could potentially charge an inter library loan fee. However, the State Library of Queensland and Queensland public libraries generally do not charge for Interlibrary loans.

- The lending library, not Tablelands Regional Library Service, determines the fee they will charge for the loan
- Fees are subject to change without notice
- The Interlibrary Loans Officer will ascertain the fee and inform the borrower
- The borrower may then decide whether to proceed with the loan
- The fee is to be paid by the borrower when they collect the loan
- Once the library member has agreed to pay the charge, the charge will remain regardless of the cancellation of the request or the non-collection of the item.

## 10. WAITING PERIODS FOR INTERLIBRARY LOANS

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Inter library loans may take weeks or even months to arrive. The majority of items do arrive within a reasonable timeframe.

However, there are exceptions.

- Tablelands Regional Library Service has no control over how long the items will take to arrive once they have been requested. Requests are placed on a reserve list, and will arrive when the item becomes available.
- Tablelands Regional Library Service is unable to request special treatment, or service, in order to hasten the receipt of the item.
- Members should not request an item if they are unwilling to wait an indeterminate time for its arrival.

## 11. NOTIFICATION

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Members who have requested an inter library loan will be notified if either:

- The item arrives and is ready to be collected; or
- The lending library is unable to supply the requested item.

Members will have ten days from the date of the notification letter to collect the item.

It is the library member's responsibility to ensure Tablelands Regional Library Service has their correct contact details (address, phone number, email address) on record.

## **12. LOAN PERIOD FOR INTERLIBRARY LOANS**

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- Generally, inter library loans may be borrowed for the standard four (4) week period, providing this does not exceed the date the item is due back at the lending library.
- Some loans may be subject to a shorter loan period. Borrowers will be notified if this is the case.

### **12.1 Recall Of Items**

- The original due date of an item may be subject to change without notice, or with very little notice, in the event an item is recalled, or other circumstances arise.
- Members agree to return their interlibrary loan within 3 days of notification if it is recalled by the supplying library or Tablelands Regional Library Service

### **12.2 Extension Of The Loan Period For Interlibrary Loans**

- Members should contact their local branch to request an extension of their interlibrary loan. An item may be extended once only, providing the lending library agrees to extend the loan.
- If the lending library does not agree to extend the loan period, the borrower should return the item to Tablelands Regional Library Service by the original due date.

## **13. RETURNING INTER LIBRARY LOANS**

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- All inter library loans are to be returned to the Tablelands Regional Library Service
- Borrowers should return the interlibrary item promptly, as the borrower is responsible for the payment of any late fees incurred by both the lending library and Tablelands Regional Library Service

## **14. SPECIAL CONDITIONS FOR INTER LIBRARY LOANS**

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- Some lending libraries place conditions on inter library loans
- The most common condition is that an item is to be used within the Tablelands Regional Library Service and not borrowed by the library member
- Where possible, members will be informed if any special conditions apply to their request

## **15. UNCOLLECTED INTER LIBRARY LOANS**

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- If borrowers cannot collect the item within the collection period, they may request an extension of the collection date. The request must be received before the original collection date expires. Extensions of collection date may not always be available.
- An extension of the collection date may result in a reduction of the loan period
- If Tablelands Regional Library Service has incorrect contact details or an Interlibrary loan item remains uncollected after the collection date, the uncollected item will be returned to the lending library without further notification.
- All fees are liable even if the item remains uncollected
- Tablelands Regional Library Service accepts no responsibility where an uncollected item is returned unread

## **16. UNRETURNED, LOST, OR DAMAGED INTER LIBRARY LOANS**

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- The requester shall be liable for any, and all, costs associated with unreturned, lost or damaged inter library loans
- The fees and charges levied by lending libraries for unreturned, lost or damaged items may be considerable
- A substantial administration fee, in addition to the replacement cost of the item, may also be levied
- Administration fees are payable even if the item is returned unread.

## **17. INTER LIBRARY LOAN CHARGES**

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- If a member fails to return, loses or damages an interlibrary loan, that member shall be responsible for paying any and all charges in full.
- These charges must be paid in full before the member will be permitted to borrow any further items or use the Library Service WiFi or PC/Internet services.

## **18. REQUESTED ITEMS NOT RECEIVED AFTER 6 MONTHS**

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Items that have been requested on interlibrary loan, but which have not been received 6 months after their request date, will expire without notice.



**19. ASSOCIATED DOCUMENTS**

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- Tablelands Regional Library Service Membership Policy
- Tablelands Regional Library Service Borrowing and Returning Library Items
- Tablelands Regional Library Service Overdue Items Policy
- Tablelands Regional Library Service Code of Conduct Policy
- Tablelands Regional Library Service Fees and Charges
- Tablelands Regional Library Service Interlibrary Loan Handout

**20. REVIEW**

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It is the responsibility of the Coordinator Libraries to monitor the adequacy of this policy and recommend appropriate changes. This policy will be formally reviewed every three years or as required.

**21. DISTRIBUTION REGISTER**

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Date	Issue No.	Copy No.	Issued To	Copy Type

**This policy is to remain in force until otherwise determined by Council.**