

**NORTH BAY COOPERATIVE LIBRARY SYSTEM**  
**Interlibrary Loan Code**

This Code is a voluntary agreement adopted by the Board of Directors of the North Bay Cooperative Library System to govern interlibrary lending among libraries in the System. It is based on the premise that lending among libraries for the use of an individual in the region is in the public interest and should be encouraged. Interlibrary lending should not be a substitute for the development of adequate collections based on the needs of the service areas represented in each member library of a library system.

This code may be further expanded or modified to meet the particular interests of participating libraries by majority vote of the Board of Directors.

**THE CODE**

**I. DEFINITION**

An interlibrary loan is a transaction in which library material, or a copy of the material, is made available by one library to another upon request.

**II. PURPOSE**

1. Since it is increasingly evident that it is impossible for any one library to be self-sufficient, and in the belief that the furtherance of knowledge is in the general interest, interlibrary borrowing and lending is regarded by the libraries subscribing to this agreement as essential to library service.
2. No library should depend upon another to supply the normal needs of its clientele except under special agreement for such service with another System library.

**III. SCOPE**

1. Any type of library material needed may be requested on loan or in photocopy from another library.
2. Under the terms of this agreement it is permissible to request on interlibrary loan:
  - a. Materials collected in specialized subject fields and in special non-restricted collections;
  - b. Materials collected under special acquisition agreements;
  - c. Materials bought under special grant or other programs intended to promote economical use of the total resources of the region;
  - d. Reference materials whenever lending might not drastically hinder the service of the lending library.

3. Under the terms of this agreement, books for children and young adults would be guided by the same principles as those for adults.
4. Under the terms of this agreement, audio visual material would be guided by the same lending principals above.

#### IV. RESPONSIBILITY OF LIBRARIES

1. Libraries will practice as liberal and unrestrictive a policy as is possible in interlibrary loans, with due consideration to the interests of their primary clientele. They will be bound by the equal access provision of the Public Library Services Act and the System Plan of Service.
- its 2. Interlibrary lending does not relieve any library of the responsibility of developing own collection. Each library will provide the resources to meet the normal educational, informational and research needs of its users.
3. Libraries have the responsibility of informing borrowing libraries of any failure to observe the provisions of this Code, and if necessary may invoke the provisions stated in Section X.

#### V. RESPONSIBILITY OF BORROWING LIBRARIES

1. Borrowers will make every effort to utilize fully their own resources before resorting to interlibrary loans, and to fully utilize NBC resources before going out-of-System.
2. Under the terms of this agreement, borrowing libraries will not ordinarily request:
  - a. Books in heavy current and/or recurring demand;
  - b. Rare materials;
  - c. Rental collections.
3. Patrons will be limited to having 10 "requests" simultaneously active within SuperSearch.
3. Borrowing libraries will carefully monitor NBCLS resource sharing statistics, noting title requests and subject requests. Repeated requests for the same titles and/or subjects are an indication of continuing need of the library patron, and should be considered for purchase.
4. The borrowing library will honor any limitations on use imposed by the lending library.
5. The borrowing library is responsible for returning loans promptly and in good condition, and for the safety of borrowed materials.

6. Borrowing libraries should attempt to anticipate charges and authorize them on the initial request.
7. Borrowing libraries should be prepared to assume any costs incurred in transmitting the initial request to the area libraries.
8. Each participating library will prepare a statement of its interlibrary loan policies and procedures to further supplement the national and regional code and will make this statement available to the System Headquarters. Each library should inform its users of the purpose of interlibrary loan and of the library's interlibrary borrowing policy.
9. Unless specifically forbidden by the lending library, it is assumed that copying is permitted, provided that it is in accordance with copyright law and ALA policy and further, provided no damage to the original volume will result.
10. The borrowing library is responsible for compliance with the copyright law (Title 17, U.S. Code) and its accompanying guidelines, and should inform its users of the applicable portions of the law. An indication of compliance must be provided with all copy requests.
11. Requested material must be described completely and accurately following accepted bibliographic practice as outlined in the current Interlibrary Loan Procedure Manual. If the item cannot be verified, the statement "Cannot Verify" should be included along with complete information as to the original source of the citation.

The borrowing library should carefully screen all requests for loans and reject any that do not conform to this Code. Standard bibliographic tools, such as union catalogs, computerized data bases and other listing services should be used in determining the location of material. Care should be taken to avoid concentrating the burden of requests on a few libraries.

12. The borrowing library should encourage library users to travel to other libraries for on-site access to material when extensive use of a collection is required or the nature of the material requires special handling. The borrowing library should assist the user in making the necessary arrangements.

#### IV. RESPONSIBILITIES OF LENDING LIBRARIES

1. Each lending library is encouraged to interpret as generously as possible its own lending policy with due consideration to the interests of its primary clientele.
2. The lending library has the responsibility of deciding in each case whether a particular item should or should not be provided, in accordance with the "equal access" provisions of the System Plan of Service, and whether the original or a copy should be sent. These decisions may be determined by the nature of the material or its physical condition or any corresponding restrictions on availability to its own local clientele, such as materials for class, reserve, or other group use.
3. If the charges are more than nominal, and not authorized beforehand, the lending

library will inform the requesting library to obtain authorization to proceed with the transaction.

4. It is the responsibility of the lending library to keep adequate records of materials loaned for CLSA auditing purposes.
5. A statement of interlibrary loan policy and charges should be made available upon request.
6. The lending library should promptly process requests. Conditions of loan should be stated clearly and material should be packaged carefully.
7. The lending library should promptly notify the borrowing library when unable to fill a request, stating the reason for not filling the request.
8. A lending library is responsible for informing any borrowing library of its apparent failure to follow the provisions of this Code.

#### VII. RESPONSIBILITY OF HEADQUARTERS IN RELATION TO INTERLIBRARY LOAN.

1. NBC staff will have primary responsibility for the production of the NBC Interlibrary Loan Policy and Procedure Manual, distribution of ILL statistics, providing analysis of resource sharing trends, etc. for the Board of Directors and the ILL Committee.

#### VIII. EXPENSES

1. Lost materials: If a book is lost or damaged on interlibrary loan from one NBC member to another, the borrowing library is not required to pay for the replacement of the book, although the patron should be charged for the replacement of the book. The cost of lost or damaged materials is therefore borne by the owning library.

The borrowing library is required to notify the lending library of the loss, in order that all records may be cleared.

2. Photocopy Charges: Generally, the NBC member libraries do not charge each other for photocopies obtained on interlibrary loan.
3. Libraries may make special contractual or other arrangements, as permitted by the System's Plan of Service, in recognition of costs incurred by libraries whose resources are used extensively under this agreement.

#### IX. DURATION OF LOAN

1. The loan period is the time the item may remain with the borrowing library, as specified by the lending library. SuperSearch items will be loaned for 35 days.
2. Interlibrary loan material should be returned promptly.

3. A renewal request should be sent in time to reach the lending library not later than

the due date. If the lending library does not respond, it will be assumed that renewal, for the same period as the original loan, is granted. SuperSearch items can **NOT** be renewed.

4. All material on loan is subject to immediate recall, and the borrowing library should comply promptly.

X. VIOLATION OF THE CODE

1. Continued disregard of the provisions of this Code shall be sufficient reason for suspension of borrowing privileges.
2. Requests sent in violation of the provisions of this Code may be returned unfilled to the requesting library by the receiving library.

### 1.3 Common ILL Practices

You may find this section useful for explaining ILL to other library staff and patrons.  
See also: Section 2.1.1.2 Explaining ILL, or Section 6.12 Brief Guide to ILL.

There are exceptions to these practices. Within NBC, libraries do provide special services for member libraries, but a realistic description of ILL services should consider these as the normal practices.

#### 1.3.1 Subject Requests:

Libraries, except for the California State Library, do not accept subject/reference questions via interlibrary loan.

#### 1.3.2 Hard-to-Get Materials:

##### 1.3.2.1 Many libraries will not loan:

- C computer software
- C video and audio cassettes and CD's
- C entire issue of a periodical
- C books in heavy current and/or recurring demand
- C reference books
- C exam study books (civil service, college, etc.)
- C local history
- C repair manuals
- C schematics
- C standards/specifications
- C microforms
- C juvenile picture books
- C rare books or special collections material
- C rental collection items
- C microfilm or microfiche
- C reserve collection items
- C genealogical materials
- C poetry published by small presses
- C scores, sheet music, orchestrations

#### 1.3.3 Reference Books:

Libraries will not lend reference books. This often includes genealogical and local history sources. The patron may be able to get the needed information by requesting a photocopy of a section of the reference work, for example: "Please photocopy pages on Murray, Anne Ruthford in Burke's Peerage" (asking for a copy of the entry under a particular name in a genealogical book which cannot be borrowed).

#### 1.3.4 Non-English Books:

The California State Library will fill requests for books in particular languages, e.g., ten novels in Japanese, or books on automobile repair in Spanish. (see Appendix for sample request). All other libraries require that you ask for a specific, verified title.

#### 1.3.5 Unverified Requests:

Many libraries, especially large research libraries, will not search for any item not verified as being held by them. Historical societies, etc., may respond more positively to requests directly from a patron.

#### 1.3.6 Loan Periods:

Unless otherwise specified, the usual loan period for materials borrowed outside NBCLS membership is four weeks, with a grace period of one to two weeks to cover delivery problems.

#### 1.3.7 Restrictions on Use:

All libraries reserve the right to specify that an item be used only within the library. You may wish to specify on request "Circulating Copy Only".

#### 1.3.8 Charges and Fees:

Many libraries charge to photocopy articles from periodicals. Most charge for copying more than 10 to 20 pages. Almost all medical libraries charge. Most large research libraries charge to lend books; some even charge to check whether the book is available for borrowing.

#### 1.3.9 Renewals:

Most libraries do not renew interlibrary loans. SuperSearch items can **NOT** be renewed.