

## **EAST GWILLIMBURY PUBLIC LIBRARY BOARD**

### **INTERLIBRARY LOAN POLICY**

#### **1.0 PURPOSE OF THE POLICY**

The purpose of this policy is:

- .1 To outline East Gwillimbury Public Library's commitment to the Information Network for Ontario (INFO network) both as a borrower and as a lender.
- .2 To identify which material types are suitable candidates for interlibrary loan.
- .3 To identify the appropriate circumstances under which loan requests from other institutions will be filled or East Gwillimbury Public Library (EGPL) patrons' loan requests will be submitted.

#### **2.0 POLICY**

East Gwillimbury Public Library recognizes that library cooperation is essential to meeting the information needs of its residents and library patrons throughout the province. In view of this, the Library offers full participation in INFO as far as its resources allow and adheres to the Southern Ontario Library Service's Schedule B – Interlibrary Loan Policies and Procedures (Appendix A).

#### **3.0 TYPES OF MATERIALS LOANED**

Whenever possible any material requested will be loaned to requesting libraries. The following materials may be restricted to in library use or may not be loaned:

- Rare, fragile and/or valuable books or materials, for example: Local history materials, limited editions
- Books in current and/or recurring demand, for example: Bestsellers, course and project materials
- Current editions of standard reference materials, for example: almanacs, directories, encyclopedia, dictionaries
- Materials of an unsuitable format for interlibrary loan, for example: Loose-leaf guides and manuals, oversize materials, pop-up books, books with loose inserts
- Entire periodicals
- DVDs, compact discs, CD-ROMs, language learning tapes/CDs
- Items with a publication date of less than 1 year

Each interlibrary loan request will be considered on an individual basis.

#### **4.0 MICROFICHE / FILM**

Through the Interlibrary Loan service patrons can request the loan of microfilm, microfiche, and other research material from the Library and Archives Canada, as well as the Archives of Ontario, and the United Church Archives, and possibly other sources. There may be a charge levied for this service.

In order to process an Interlibrary Loan request for microfilm or microfiche the following information is required:

- Record number (i.e., MS 569)
- Reel number (i.e., Reel #3. Only one reel per request form)
- Title (i.e., Ships passenger list, Halifax, NS - 1881)
- Lending organization (i.e., Library and Archives Canada; Ontario Archives; other)
- Your Library Card number
- Other information, such as relevant dates, names, etc. (i.e., SMITH, John Robert. Home Child, 1919)

Only the Holland Landing Branch has a microfilm / microfiche reader and printer available for public use.

## **5.0 SUBMITTING REQUESTS**

Patrons can request interlibrary loan materials by telephone, email or in person. When submitting a request, patrons must provide their name, contact information, and current library card number. In order to find the proper item, patrons should provide the author, title, and any other identifying information. The Interlibrary Loan Request form (Appendix B) must then be completed and submitted to the designated staff person.

The Library also makes it possible for patrons to borrow items from libraries using the Patron Empowered Interlibrary Loan Service available through its website. This service is coordinated by the Southern Ontario Library Service.

## **6.0 CONFIDENTIALITY**

As per the Municipal Freedom of Information Protection of Personal Privacy Act R.S.O. 2002 Chapter M.56, the Library will protect interlibrary loan patron records. Patrons may have access to their own records upon presentation of their Library Card. All interlibrary loan requests will be destroyed once the transaction is complete.

## **7.0 LOAN PERIOD**

The loan period for each item will be clearly identified and any restrictions, for example "in library use only" will be clearly noted by the lending library.

- Interlibrary loan items will be held for pick up for no longer than 7 business days.
- A number of libraries will loan materials for in-house research only and Library staff must comply with any restrictions that an owning library sets out.
- Renewals may be requested and are at the discretion of the lending library. Each request for renewal will be considered on an individual basis. Materials are subject to recall at any time.
- Overdue fine rates are set at the discretion of the lending library.
- Where damaged and/or materials in poor condition are loaned, their condition will be noted on the interlibrary loan slip.

It is the borrowing library's responsibility to ensure that material is returned to the lending library at the end of the loan period.

## **8.0 PROCESSING TIME**

It can take from 2 to 4 weeks or longer to obtain some materials, depending on the availability or type of material requested. Patrons will be notified by phone when the requested item arrives. The Library will respond to requests from other network participants within the time limit specified in the network standards.

**9.0 PHOTOCOPYING, FAX AND PRINTING SERVICE**

Photocopying, faxing, printing and any other “value added” service performed as a part of the interlibrary loan transaction will be provided to patrons on a cost recovery basis only.

Borrowing libraries that authorize “value added” services are responsible for any service, fax, photocopy or printing charges incurred through an interlibrary loan transaction.

**10.0 CHARGES AND FEES**

While the interlibrary loan process is to be a free service, if a cost is identified by the lending library, or from Library and Archives Canada, Library staff will notify the patron. The patron will then have the opportunity to refuse the cost and the item will not be requested.

If the request is authorized but the patron no longer needs the materials when it arrives, the patron is still liable for any costs that the Library has incurred.

An administrative fee of \$2.50 per item will be charged to the patron for all interlibrary loan items not picked up within 7 business days of notification.

**11.0 LOST OR DAMAGED MATERIALS**

Materials lost or damaged will be invoiced at a level set by the Library Board. Charges for lost or damaged materials will include replacement, processing and service charges. Alternately any materials borrowed by East Gwillimbury Public Library and damaged, will be subject to replacement costs set by the lending library and the patron will be invoiced accordingly.

Once an interlibrary loan request has been shipped, it is the borrowing library’s responsibility until the material is checked back in by the loaning library, regardless of the method of shipment. The borrowing library is responsible for any items lost in transit as well as any damage resulting from photocopying.

<b>Revised Date: March 22, 2010</b>	<b>Motion: 2010:27</b>
<b>Effective Date: March 22, 2010</b>	

## APPENDIX A

### SOUTHERN ONTARIO LIBRARY SERVICE

#### SCHEDULE B - INTERLIBRARY LOAN POLICIES AND PRACTICES

The OLS interlibrary loan policy and procedures encompass the general provisions of the Canadian Library Association Interlibrary Loan Code and Interlibrary Loan Procedures Manual.

##### 1. INFO Network Participation Performance Standards

It is recognized that performance standards exist for the efficient and effective operation of the network and for the provision of excellent service to library users. At minimum, it is expected that:

- lending libraries will check incoming activity every working day. This facilitates the expeditious processing of ILL transactions.
- libraries have sufficient trained staff to provide the ILL lending function every working day.
- libraries change status of incoming requests to borrow within 2 working days of receipt

##### 2. Types of Materials

All types of materials, at all intellectual levels, may be requested on interlibrary loan. Lending libraries may decide to place restrictions on the use of specific items or to refrain from the loan of whole classes of materials. When and where appropriate, copies both print and electronic may be requested in lieu of loan. Copies are not normally intended to be returned by the borrowing library to the lender.

Although all libraries are encouraged to loan all media, types of materials which may have restrictions or be unavailable include:

- rare, fragile and/or valuable books and manuscripts, for example:
  - 19th century or earlier imprints
  - limited editions
- microfilm
- books in current and/or recurring demand, for example:
  - bestsellers
  - course and project materials
- current editions of standard reference materials, for example:
  - directories
  - dictionaries
  - genealogical indices
  - encyclopaedia
- materials in format or size not suitable for loan, for example:
  - kits
  - loose-leaf materials
  - pop-up books
- entire issues of periodicals

##### 3. Bibliographic information

The requesting library should transmit all interlibrary loan requests in standard bibliographic format in accordance with CLA/ALA request forms.

#### 4. **Number of Requests per patron**

There is no maximum number of requests per patron. It is the responsibility of the borrowing library to monitor the number of requests in the system for an individual, based on the type of material being requested.

Some lending institutions (eg. The National Archives of Canada , Archives of Ontario) reserve the right to limit the number of requests received per institution per day.

#### 5. **Shipping**

Libraries will send materials promptly, packaged to provide adequate protection. i.e. padded bags, OLS ILL bags, microfilm boxes and appropriately labeled envelopes.

The borrowing library should provide the lending library with the exact shipping destination required. Full address including the telephone number should be included.

#### 6. **Loan Period**

The loan period for each item should be indicated clearly and any restrictions to the loan, such as "In Library Use Only" noted prominently by the lending library.

It is the borrowing library's responsibility to ensure that material is returned to the lending library at the end of the loan period, and to adhere to any loan restrictions. Renewal, if permitted, must be arranged before the due date. The supplying library may recall materials at any time.

#### 7. **Receipt of Materials**

It is the borrowing library's responsibility to ensure that any special instructions for use, handling or shipping are followed. Any obvious damage must be noted on the packing slip. The requesting library is responsible for materials from the time they leave the lending library until they have been returned.

#### 8. **Return of Materials**

Items returned by users should be checked against any note of condition made at time of receipt, to ensure they have not been damaged. Printed slips that help trace the item should be returned with the material.

Packing and shipping methods must be equivalent to the methods used by the lending library. Arrangements may be made with the lending library to return items by different means, e.g. RUSH ship by commercial courier, return by van.

#### 9. **Non-receipt of Materials**

A status report may be requested by the requesting library after a reasonable amount of time has elapsed from the date the request was initiated. It is the borrowing library's responsibility to check for the arrival of material, once notified of shipment by the lending library.

#### 10. **Lost or Damaged Materials**

Material becomes the responsibility of the borrowing library from the time it leaves the lending library's premises until checked back in by the lending library, regardless of the method of shipment. The requesting library is responsible to report the loss of borrowed items. Any obvious damage should be noted on the request form.

If lost material is not found within the time allotted by the lending library, charges should be paid as quickly as possible. This may include replacement, processing and service charges levied by the lender.

#### **11. Photocopying and Damage**

Lending libraries may instruct "Copying not Permitted" on a packing slip. This instruction must be passed on to the patron. The borrowing library is responsible for any damage resulting from photocopying.

The requesting library must ensure compliance with the Copyright Act of Canada. All responsibility for the use of any copies made is assumed by the requesting library.

#### **12. Service, Fax and Photocopying Charges**

Borrowing libraries are responsible for service, photocopying, faxing and/or printing charges incurred through transactions with charging institutions. Charges are incurred by the OLS Interlibrary Loan Service only with the authorization of requesting libraries.

Southern Ontario Library Service  
INFO Help Desk  
September 2008

APPENDIX B

INTERLIBRARY LOAN PATRON REQUEST FROM

**East Gwillimbury Public Library**  
**Inter-Library Loan and Reserve Request Form**  
**ILLO:       Reserve:**

Date: \_\_\_\_\_

Patron Name: \_\_\_\_\_

Patron Phone #: \_\_\_\_\_

Patron Email: \_\_\_\_\_

Patron Barcode #: \_\_\_\_\_

Author: \_\_\_\_\_

Title: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Deadline: \_\_\_\_\_

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Freedom of Information:** Personal information on this form is collected under the authority of the Municipal Freedom of Information Protection of Personal Privacy Act R.S.O. 2002 Chapter M.56, to be used in the Management and administration of library services.

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**APPENDIX C**

**PATRON EMPOWERED INTERLIBRARY LOAN SERVICE**

**PROCEDURES AND PRACTICES**