

Interlibrary Loan Policy

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1. Policy Statement

Christchurch City Libraries (the Library) provides an interlibrary loan (interloan) service to enable members to borrow items and/or obtain copies of items from other libraries and suppliers in New Zealand and overseas. This ensures that members are able to access a broad range of resources and specifically addresses the needs for members to access items that are outside the scope of the Christchurch City Libraries collection.

Interlibrary loans:

- Support the Christchurch City Council's strategic directions, particularly strengthening communities. An important part of this <u>strategy</u> is the focus on the people of Christchurch having an increased involvement in recreation and lifelong learning.
- Will have regard for the guidelines included in the <u>Standards for New Zealand Public</u> <u>Libraries 2004</u> (p.34), providing effective interlibrary loan services.
- Support the aims of the <u>Public Libraries of New Zealand</u>: A Strategic Framework 2006 - 2016
- Will conform with the provision of the Copyright Act 1994 (as at 1 December 2008)
- Will conform with the provisions of the New Zealand Interloan Scheme Charter

The provision of interlibrary loan services are recognised as an important area of Library content provision and are reflected as such in the Christchurch City Libraries' Content Development Policy.

Interlibrary loan services enable library members to access a greater range of content resources. Christchurch City Libraries does not guarantee to provide access to all resources requested through this service. A specific resource may not be supplied if it cannot be obtained in a cost effective or timely manner, or the resource is inconsistent or outside the scope of library policies or what can reasonably be expected of the Library to supply.

Christchurch City Libraries, as part of the New Zealand Interloan Scheme Charter, has several responsibilities:

- The Library will make its collection available to other requesting libraries.
- Library holdings are reported to the New Zealand National Union Catalogue to enable other libraries to discover and request items from the Library.

 The Library will be an Institutional Member of the Library & Information Association of New Zealand Aotearoa (LIANZA).

The interlibrary loan service also provides and enables access to global resources through connections with overseas libraries and document supply services.

Interlibrary loans are recognised as a value-added service and therefore charges apply.

Review:

The Interlibrary Loan Policy will be reviewed every five years, coinciding with any review of the Circulation Policy, or more frequently if required and particularly in response to national changes in the operation of interlibrary loan schemes.

2. Purpose and Scope

2.1 Definition of Interlibrary Loans

The Interlibrary loan service is a cooperative scheme whereby libraries supply, loan and borrow items to/from each other on behalf of Library members. Items loaned and borrowed may be physical items such as books, CDs or DVDs, or may be copies of articles from books or journals.

The interlibrary loan service may obtain articles and documents from commercial document supply services.

2.2 Interlibrary Loan Purpose

Interlibrary loans assist the Library to achieve its vision of "empowering Christchurch to discover, connect and play". In achieving this vision, library members have the opportunity to engage in new learning opportunities and to extend their leisure and recreation opportunities. The Interlibrary loan service extends the scope of locally available resources and enables members to access a global collection.

2.3 Interlibrary Loan Scope

The majority of customer's content needs will be met through the collections of Christchurch City Libraries and this will be supplemented through the interlibrary loan service.

Library staff will assist members to explore resources already held by the Library that may meet their need.

Items already held by Christchurch City Libraries cannot normally be requested through the interlibrary loan service. This includes reference only items. Requests for alternative formats of a title will be considered by the library.

Requests for interlibrary loans will be first assessed to determine whether the item should be purchased for addition to the Library collection. If it meets the Content Development Policy criteria and is available for purchase, then an order will be placed and in most cases the interlibrary loan request will not proceed.

The most common factors leading to content being sourced for library members through interlibrary loan are:

- Beyond the collection scope of Christchurch City Libraries
- Content format not traditionally held by the Library
- Non availability of the item for purchase
- Specialist nature of the content

3. Christchurch City Libraries responsibilities to other libraries

Christchurch City Libraries is a member of the NZ Interloan Scheme. The Library agrees to supply Christchurch City Libraries' items to other libraries to fill their members' requests.

Items from rare book collections, selected reference items and items in high demand by Christchurch City Libraries members will not be made available to other libraries as part of the interlibrary loan service. Wherever possible, all other items will be made available to other libraries.

4. Interlibrary Loan Service

4.1 Loan Conditions

Items borrowed on interlibrary loan are issued to library members on their Christchurch City Libraries account. At any time, members may only have the maximum loan limit issued on their card whether this is items from the Christchurch City Libraries collection and/or interlibrary loan items. For loan limits, refer to the Circulation Policy.

Terms of use for an interlibrary loan item are determined by the lending library. These terms of use can include a requirement for the item to be used "in library" only.

A member may request one renewal of an item before the due date. A request for renewal is forwarded to the lending library, and it is at their discretion that a renewal is granted. Christchurch City Libraries cannot guarantee renewals, and if it is not granted, the item must be returned by the due date.

Articles from journals and excerpts from books requested through the interlibrary loan service will be supplied as either a paper or electronic copy that the member retains.

Library members obtaining more than 25 items (including articles from journals) in one calendar year will pay an increased charge for each item supplied after the 25th. Refer to Fees & Charges policy.

4.2 Interlibrary Loans

Interlibrary loan requests can be placed at any time by any Christchurch City Libraries member. Details about the service can be found on the library website.

Members are notified when the item is available for collection. If the item is not collected by the due date, it is returned to the supplying library and the charge still applies.

Requests will normally be filled within 14 days of the request being placed.

4.3 Urgent Interlibrary Loans

The Library offers an urgent interlibrary loan service to its members. This service consists of:

- Priority action of request.
- All reasonable effort by the Library to supply the request within two working days.
 Due to outside factors, such as availability and delivery methods, Christchurch City Libraries cannot guarantee delivery, or speed of delivery.
- Notification when the item arrives by the member's preferred method.

There is a charge for this urgent service. The urgent charge for this service is not refundable if the item cannot be supplied or if delivery is later than required. Refer to Fees & Charges Policy.

4.4 International Interlibrary Loans

Items obtained from overseas may take longer to supply to the member.

International interlibrary loans may attract a higher charge due to the greater cost of obtaining and returning them. Refer to Fees & Charges Policy.

5. Charges

As a value-added service, interlibrary loans attract a partial charge. This charge applies at the time of placing the request and is non-refundable unless the item cannot be supplied. Charges apply to Youth and Adult members.

Charges are subject to change and for details of current charges, refer to the Fees & Charges Policy. Charges can be paid when the item is collected from the library or in the case of an article supplied electronically, within 30 days of the charge being applied.

If a member loses or damages an interlibrary loan, all billing and/or replacement costs charged by the lending library and any processing and administrative costs incurred by Christchurch City Libraries will be the responsibility of the member.

Overdue items will incur a fine. Fines are outlined in the Fees & Charges Policy and are applied in accord with the provisions of the <u>Circulation Policy</u>.

6. Service Performance

Interlibrary loan performance standards align closely with other public libraries that provide an interlibrary loan. Members can expect that:

- Most requests will be filled, but supply cannot be guaranteed as supply is dependent on other libraries and document supply services.
- Requests are actioned daily, Monday-Friday, under normal circumstances.
- Members receive progress updates if it is anticipated that there will be significant delay in obtaining the item through the interlibrary loan service.