

Christchurch City Libraries

# Interlibrary Loan Policy

October 2021

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## 1. Policy Statement

Christchurch City Libraries 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 and [Content Development Policy](#).

Interlibrary loans:

- Support the Christchurch City Council’s strategic directions, particularly strengthening communities. An important part of this [strategy](#) is the focus on the people of Christchurch having an increased involvement in recreation and lifelong learning.
- Support equitable access to relevant, timely information and professional services as defined in 3.1.3.3 of the Long Term Plan 2021-31 Activity Plan for Libraries
- Support the aims of the [Public Libraries of New Zealand Strategic Framework 2020-2025](#)
- Will conform with the provision of the [Copyright Act 1994 \(as at 7 August 2020\)](#)

The provision of interlibrary loan services are recognised as an important area of Christchurch City Libraries’ 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,
- the owning library does not make it available for interloan, or
- the resource is inconsistent or outside the scope of Christchurch City Libraries’ policies or what can reasonably be expected of Christchurch City Libraries to supply.

Christchurch City Libraries subscribes to the Te Puna Interloan Service available through Te Puna Mātauranga o Aotearoa National Library of New Zealand’s Te Puna Services. This enables Christchurch City Libraries to create, monitor and respond to interloan requests from New Zealand, Australian, and international libraries and document supply services. In return Christchurch City Libraries updates its holdings on OCLC’s WorldCat regularly so that other libraries may discover and request items from the Library.

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

### Review:

The Interlibrary Loan Policy will be reviewed every five years, or more frequently if required, 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 co-operative subscription service 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 Christchurch City Libraries to achieve its vision of “empowering Christchurch to connect, inspire and enrich”. 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 Christchurch City Libraries’ collections and this will be supplemented through the interlibrary loan service.

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

Items already held by Christchurch City Libraries can not normally be requested through the interlibrary loan service. This includes reference only items. Christchurch City Libraries will consider requests for alternative formats of a title.

Requests for interlibrary loans will be first assessed to determine whether the item should be purchased for addition to Christchurch City Libraries’ collection. If it meets the criteria identified in [Content Development Policy](#) 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 Christchurch City Libraries
- Non availability of the item for purchase
- Specialist nature of the content.

## 3. Christchurch City Libraries responsibilities to other libraries

Christchurch City Libraries subscribes to Te Puna Interloan Service. As part of this subscription, Christchurch City Libraries agrees to supply items to other libraries in order 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 Library’s 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 25<sup>th</sup>. Refer to [Fees and Charges policy](#).

#### 4.2 Interlibrary Loans

Any Christchurch City Libraries member can place interlibrary loan requests at any time. Details about the service are 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 can not be supplied or if delivery is later than required. Refer to [Fees and 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 and Charges Policy](#).

## 5. Charges

As a value-added service, interlibrary loans attract a partial charge. This charge applies from the time of placing the request and is non-refundable unless the item cannot be supplied. The bill is created upon issuing an item or by the Interloans Team for non-collection or electronic supply of an item.

Charges apply to all Library members.

Charges are subject to change and for details of current charges, refer to the [Fees and 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 are treated according to the provisions of the [Circulation Policy](#).

## 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.