

Unger Memorial Library

Policies & Procedures

Interlibrary Loan

(October 9, 2001, rev. October 11, 2016)

Beginning in the fall of 1997, upon receipt of state monies to implement local interlibrary loan (ILL) service, Unger Library staff began filling ILL requests directly, i.e., instead of sending printed ILL requests or calling them into the West Texas Library System's ILL office, we were able to place ILL requests directly with lending libraries using OCLC's electronic ILL system. At that time we adopted the policies and procedures specified in the library system's *Interlibrary Loan Procedures Manual*. Those policies and procedures, amended to specify the Unger Library, follow.

Note that the Unger Library is both - a borrowing and lending institution. Interlibrary Borrowing Service obtains materials for Unger Memorial Library patrons which are not available in our collections. Interlibrary Lending provides access to the material holdings of the Unger Memorial Library to other libraries in the United States. Unger Memorial Library will loan both juvenile and adult fiction or nonfiction books. It will normally not loan DVDs, CDs, Reference or Genealogy materials. Exceptions will be made on a case-by-case basis by the librarian, usually regarding Hale County-specific materials (which will be loaned on a reference basis—i.e., to be used within the borrowing library's building—only). Photocopies of Hale County materials will be made to fulfill ILL requests when feasible.

- **Who can use interlibrary loan?**

Any patron who is in good standing with the Unger Memorial Library is eligible for interlibrary loan services. No age restrictions apply; children as well as adults can request materials. Patrons are limited to having three interlibrary loan materials in hand at any one time.

- **What materials can be requested?**

Interlibrary loan is mainly for printed materials, such as books and photocopies of magazine articles. Audiovisual materials, current-year books, rare books, genealogy books, reference books, bestsellers, and inexpensive paperbacks may be requested but are often not available through interlibrary loan. Requests are handled within 24 hours (excluding weekends). Most materials will take an average of two weeks to arrive. Sometimes materials are received in as little as a few days and at times it can take over a month.

- **Who is responsible for materials?**

The Unger Library is responsible for the materials from the time it leaves the lending library until it is back on the shelves at the lending library. If the post office loses the material, then the borrowing library is still responsible and will have to pay for the loss. If the patron loses the materials, then the patron will have to pay for the material. However, if the patron refuses to

pay, then the Unger Library will pay for lost ILL material. Any payment made for charges or lost materials is mailed directly to the lending library.

- **What is needed for an Interlibrary Loan request?**

When a patron requests material that is not available in the Unger Library's collection, he may fill out the ILL form with the type of information requested for specific types of materials indicated below.

- For book requests: Author's name: last, first, and middle initial (if known), title of the book, date of publication, and, if possible, the OCLC#, LC#, or the ISBN.
- For periodical requests: Complete title of the periodical (not the abbreviated title), volume number, issue number (if available), page numbers, date, title and author of the article, and, if possible, the ISSN or OCLC#. Verifying that the information is complete and accurate at the time you receive it from the patron is much easier and less time consuming than trying to backtrack and find it later.
- For subject requests: Obtain as much specific information about the subject as possible from the patron. The level (i.e., for a child, teenager, or adult) of the information needed is essential in filling the request correctly. Submit the information as though you were the patron searching for the material.
- For genealogy requests: Libraries will occasionally lend genealogy books. However, most libraries will make copies of up to 50 pages from genealogy books if page numbers and/or names are supplied with the request.
- For photocopy requests: All requests for photocopies have to comply with federal copyright law. Make certain the patron reads the Notice: Warning Concerning Copyright Restrictions printed on the ILL request form and writes the appropriate copyright code (i.e., CCG or CCL) on the form. Also, write on the form the amount of money that a patron is willing to pay in case the lending library charges for photocopying.

- **Renewals**

The Unger Library does not request extensions (i.e., renewals) from lending libraries. If a patron needs an ILL book for a longer period he must submit a second request which we will, in turn, enter into the ILL queue as a "new" request.

- **How much does it cost?**

This service is funded by federal grants administered through the Texas State Library and Archives Commission. The standard costs (salaries, OCLC charges, supplies, postage, etc.) have been underwritten so that the costs to the borrowing library and the patron can be kept to a minimum. The Unger Library ILL service tries to use only libraries that do not charge for interlibrary loan services, but sometimes a library that owns the materials does charge (usually for photocopying). A patron can indicate on the ILL form specifically how much he is willing to pay if a lending library charges any fees. Return postage for ILL materials will be absorbed by the Unger Library.

- **ALA request forms**

When requesting most microfilm or an item that is not included in the OCLC database, we will use an ALA request form. We will fill it out completely (from information provided by the patron) and mail it directly to the lending library along with one of our return labels.