

NEW HAMPSHIRE INTERLIBRARY LOAN

PROTOCOL MANUAL

Summer 2019

compiled by NHAIS Services, NH State Library

*New Hampshire Automated Information System
Serving the Population of New Hampshire*

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FOREWORD

In 1997 the New Hampshire Interlibrary Loan Protocol Committee was formed under the direction of then NH State Librarian Kendall Wiggin. Among the charges of that committee was the revision of the New Hampshire Interlibrary Loan Protocol Manual of 1993. In May 1999 a revised version of the manual was accepted by the New Hampshire Automated Information System (NHAIS) Board. Along with that revised manual came a strong recommendation from the ILL Protocol Committee that this manual be updated frequently to reflect changes to policy and procedure. At that time the system ran on a Gaylord Galaxy system.

In 2002 the Gaylord Galaxy system was replaced with a Sirsi-Dynix Horizon system which gave New Hampshire's libraries the ability to maintain their holdings in the NHU-PAC (the statewide union catalog of library holdings) and to request and track interlibrary loan requests using a web browser. An update of the ILL Protocol Manual was not undertaken at that time despite numerous changes to the way interlibrary loan was now managed. The configurations of this new system were decided upon based on the principals of the 1999 Protocol manual.

The move to a web-based system for NHAIS meant that all the libraries in the state had to establish access to the internet if they wished to continue to participate in interlibrary loan. This was accomplished in the first years of the new system and since then the web has become the source of documents and instructions for the use of the system to an extent that was unimaginable in 1999.

In 2018 the NH State Library released an RFP for a new statewide interlibrary loan system. In anticipation of the implementation of the new system that will come out of that process a streamlining of the 1999 ILL Protocol Manual was undertaken to bring it into agreement with recent interlibrary loan practice in New Hampshire and to remove all system-specific information. The results of that effort are this document which includes only policy information, not procedures.

PART I

NEW HAMPSHIRE INTERLIBRARY LOAN CODE

This code is a voluntary agreement adopted by the member libraries of the New Hampshire Automated Information System to govern interlibrary lending among libraries in New Hampshire.

I. PURPOSE

It is evident that it is impossible for one library to be self-sufficient. Sharing of library resources is essential for adequate and effective library service. The purpose of interlibrary loan as defined in this code is to obtain library material not available in the local library.

II. 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 library upon request.

III. SCOPE

Under the terms of this code, it is permissible to request any type of material on interlibrary loan except those specifically excluded or limited by an individual library's interlibrary loan policy.

IV. GENERAL RESPONSIBILITIES

Every library will keep NHSL NHAIS Services informed of its current ILL contact information, including van or mailing address and email address, so that the contact information in the NHAIS online ILL system may be kept up-to-date.

Every library that participates in ILL through the NHAIS online ILL system shall have an ILL Agreement, signed by its current director, on file with NHAIS Services. This agreement outlines the obligations of libraries participating in ILL. Specifically, the director agrees, on behalf of the library:

Each NHAIS library that is set up on the system to participate in ILL has agreed to the following on behalf of their library:

- 1) To act as an ILL supplier within NHAIS
- 2) To check our ILL requests each day the library is open
- 3) To answer all ILL requests within 24 hours
- 4) To notify all ILL users if unable to respond to requests for an extended period
- 5) To make our ILL policies available to other participating libraries
- 6) To place comparable or smaller-sized libraries first in our library search strings
- 7) To add holdings for all current acquisitions cataloged by our library to the NHAIS ILL system in a timely manner

Staff responsible for performing interlibrary loan transactions shall be completely familiar with the terms of the current NHAIS ILL Agreement (signed by the library director and kept on file at the NHSL) and the use of the NHAIS online ILL system.

All libraries are responsible for compliance with the copyright law and its accompanying CONTU guidelines, and shall inform their users of the applicable portions of the law. An indication of compliance should be provided with all copy requests. Resources on Copyright law are available on the NHSL web site T <https://www.nh.gov/nhsl/nhais/copyrightinfo.html>

The recommended interlibrary loan period for books shall be six weeks. The loan period for all other formats of materials, if they are not six weeks, shall be specified in the written interlibrary loan policy of the individual library.

V. RESPONSIBILITIES OF BORROWING LIBRARIES

- Each library should provide the resources to meet the ordinary needs and interests of its primary clientele. Material requested from another library under this code should generally be limited to those items that do not conform to the library's collection development policy or for which there is no recurring demand. Borrowing libraries should make every effort to exhaust their own resources before resorting to interlibrary loan. Every library is encouraged to make its users aware of its interlibrary loan service.

- It is generally accepted that materials are not requested if they are owned.
- It is generally accepted that use of the NHAIS online interlibrary loan system is the preferred method of placing requests. These requests automatically include full bibliographic citations, and a date beyond which the material is no longer needed.
- A NHAIS member library may accept requests sent in other formats, or refuse to fill requests other than those sent through the NHAIS online ILL system, at its discretion. A library that accepts paper, email, or other non-NHAIS ILL system requests may set whatever requirements it wishes for how those requests must be placed by the borrowing library.
- 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.
- 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.
- Libraries without van service are encouraged to make arrangements for delivery with another library on the van route. Such arrangements must be approved through the State Library. If postal service is required the materials will be sent to the address in the NHAIS online ILL system.
- Interlibrary loan is always a transaction between libraries. The borrowing library is responsible for materials from the time they leave the lending library until they are returned to that library.
- The borrowing library shall instruct the user to return loans to the borrowing library, not to the lending library or any other library.
- The borrowing library shall adhere to any restrictions placed by the lending library on use of the materials borrowed.

VI. RESPONSIBILITIES OF THE LENDING LIBRARIES

The decision to lend materials is at the discretion of the lending library.

A written statement of interlibrary loan policy must be made available upon request and should be on file with the State Library.

Lending libraries shall respond to requests within twenty-four hours by filling the request, denying the request, or acknowledging reserve of the material.

PART II

INTERLIBRARY LOAN PROCEDURES

I. GENERAL PROCEDURES

Use of the NHAIS online interlibrary loan system is the preferred method of placing interlibrary loans in the state. Specifics of how the system works and instructions for its use are available from NHSL NHAIS Services (<http://nhsl.nh.gov/nhais>) and in training offered by the NH State Library.

II. PHOTOCOPIES

New Hampshire libraries participating in the New Hampshire ILL system will photocopy materials free of charge to other participating New Hampshire libraries. Libraries may place a copying limit of 30 pages per item.

III. SELECTING A LENDING LIBRARY

Certain protocols must be followed when selecting a lending library. To the extent that this is possible, the online ILL system will automate this selection in accordance with these protocols. Factors such as geographic proximity and size and type of library will influence this choice.

- The borrowing library should request the material from a library within the local area; e.g., a library within its van district.
- The borrowing library should request the material from a like-type library. Thus, school libraries should make their first requests of other school libraries, public libraries from public libraries, etc.
- Libraries should attempt to request material from smaller libraries whenever possible so as to better share the ILL load.
- New Hampshire locations should be exhausted before requesting from out-of-state libraries.

IV. MODES OF TRANSMITTING ILL REQUESTS

Interlibrary loan requests should be placed using the NHAIS online ILL system whenever possible. Only requests placed and filled in the online system will be included in official NH State Library ILL transaction statistics.

The NHAIS-ILL listserv may be used to place requests but subscribing to this list or filling requests placed through it is strictly optional for NHAIS member libraries.

Requests may be accepted via email, telephone, fax, or through a system such as ILLiad at the discretion of the lending library. The ALA Interlibrary Loan form is the preferred format for transmitting paper requests. Information on using this form, and a link to the form itself, is available on the NHSL web site.

The goal of a borrowing library is to transmit a request by the fastest and most efficient means.

V. MODES OF TRANSMITTING ILL MATERIALS

Libraries are encouraged to use the State Van Delivery System for the delivery of materials. Use of the Van System must be approved by designated staff members at the NH State Library. However, the method of sending (and returning) interlibrary loan materials is up to the local library. The lending library must notify the borrowing library in advance if there will be any charges for delivery.

Libraries using the Van Delivery System must comply with the rules for its use as adopted by the NH State Library or material will not be delivered. These rules, and other information about using the Van Delivery System, are available on the NHSL website.

Use of electronic document delivery shall be at the discretion of the lending library; however, libraries are encouraged to use such methods when at all feasible.