



Title: Library Services – Interlibrary Loans

Category: Operating – Service Delivery – Library Services

Key words: Interlibrary loan, borrowing, lending

File number: L-33-62

Policy owner: Director of Corporate Services (Library Services)

Authorisation: Adopted March 2008 by the Director of Corporate Services

Review date: March 2011

Modification history: This is a new policy

Related legislation: Copyright Act 1968

Related policies: Library Services – Collection Development, Library Services - Borrowing

Related procedures:

Related forms:

Contents:	1. Purpose	1
	2. Objectives.....	1
	3. Scope.....	1
	4. Definitions	1
	5. Principles.....	1
	6. Responsibilities.....	2
	7. Procedures	2
	7.1 Complaints.....	2

1. Purpose

The purpose of this policy is to outline the conditions of using the Interlibrary Loan service at City of Canterbury Library.

2. Objectives

The objectives of this policy are to:

- ensure that library members are able to access resources and copies of articles not available in the Library, from other libraries throughout NSW and Australia;
- outline our role in co-operative resource sharing schemes

3. Scope

This policy applies to all users of the Inter Library Loans service at the City of Canterbury Library including members of the public and other libraries within Australia. It may be applied by all staff of the library service

4. Definitions

“City of Canterbury Library” or **“the Library”**: refers to all branches of the library service (Campsie, Earlwood, Lakemba & Riverwood)

“Borrower” refers to a member of the City of Canterbury Library

5. Principles

Borrowing from other libraries

1. The Library will borrow, where possible, on interlibrary loan, material not available for purchase or material which does not meet the selection criteria of the collection development policy.
2. A limit of 5 requests per month per borrower.
3. A fee as updated from time to time in Council’s Fees and Charges Policy will be charged in advance for each item not held by the Library (excluding State library boxes for which no fee is charged).
4. Additional charges from the lending institution for interlibrary loans will be the responsibility of the borrower.
5. Loan periods to us are set by the lending library, and vary from library to library. The borrowing period for the borrower is usually 3 weeks, unless restricted by the lending library. Renewals are possible with permission of the lending library.
6. The lending library may place restrictions on the items obtained (i.e. only used within the library) and these will be enforced / communicated to the borrower.
7. Charges for overdue, non return, damage or loss of items will be in accordance with those set by the lending library and will be the responsibility of the borrower.
8. Loan restrictions and overdue fines will be as outlined in the conditions of the Library Services – Borrowing Policy.

9. The library will make every effort possible to obtain the item requested in the minimum amount of time (1 week). However a variety of circumstances, mostly external, may affect this timeframe.

Lending to other libraries

1. The Library will lend books, videos, CDs, and talking books. Photocopies of articles will be made available subject to compliance with the Copyright Act. Charges for photocopied material will be applied in line with Council's Fees and Charges Policy.
2. The Library will not lend high demand items (those received within one calendar year) reference material, local studies material, CD ROMs, DVDs, or recently published items;
3. Waiting lists for items within the Canterbury City Council Library Service will take precedence over requests from other libraries.
4. The loan period for interlibrary loans is 5 weeks, this may be renewed twice, at a further period of 3 weeks each renewal.
5. Outward postage will be paid by the Library and return postage will be paid by the borrowing library.
6. The Library does not charge any Australian public libraries or other libraries who are reciprocal lenders for interlibrary loans. Libraries who charge a lending fee are charged for loans.
7. The Library may place restrictions on items sent on interlibrary loan e.g. "This item is for use in the library only".

6. Responsibilities

All library staff share responsibility for implementing this policy consistently across all locations of the library

7. Procedures

Specific procedures for the implementation of this policy are outlined in the *City of Canterbury Library Service Procedures Manual*

7.1 Complaints

- Any complaint / appeal will be dealt with in the first instance by the Lending Services Librarian.
- Complaints / appeals that cannot be resolved at this level will be referred to the Manager, Library Services.
- If the customer remains unsatisfied, they may write to:
Mr. Jim Montague
General Manager,
Canterbury City Council
PO Box 77 CAMPSIE NSW 2194