

# Interlibrary Loan Operational Plan

## Overview

Each member library should make every effort to meet its patrons' needs for library materials and for information. However, given the wide range of user needs, this responsibility cannot always be met solely by local collections. System staff recognizes that facilitating interlibrary loan and monitoring compliance with the Illinet Interlibrary Loan Code is a vital service to member libraries and their patrons. System staff also firmly believes that libraries should share their resources as equally as possible. Therefore, it is a basic requirement of membership that libraries must loan their circulating resources when called upon, as well as being able to borrow resources from other libraries. Successful resource sharing is dependent upon a high level of commitment.

## Administration and Service

The System will

- coordinate the administration and evaluation of the interlibrary loan program and the collection of statistics
- provide training for member library staff in various ILL databases and procedures
- solicit and consider suggestions for improvement of the program
- monitor member library compliance with the Illinet ILL Code
- promote the program throughout the service area.

## Staff and Resources

The System staff will

- be responsible for facilitating the interlibrary loan service for member libraries
- only process interlibrary loan requests for materials in the System professional collection
- coordinate writing and maintenance of the System ILL Procedures Manual and shall make it available on the System website
- maintain a System ILL area of the System website that contains links to the System ILL Procedures Manual, ILL catalogs, online tutorials, etc.
- offer ILL training programs for staff of member libraries at least semi-annually for services, such as:
  - ILL Basics (e.g., codes, responsibilities, procedures, copyright)
  - Use of major regional, state and national bibliographic databases for ILL
- monitor compliance with the Illinet ILL Code, which serves also as the System ILL Code. The System ILL Procedures Manual outlines the process for submitting complaints and complaint resolution

- facilitate regular meetings of member library ILL staff.
- create and distribute interlibrary loan public relations materials to member libraries as needed
- hold an annual interlibrary loan performance assessment for ILL staff from the System and member libraries to identify and discuss areas needing improvement.

### Member Library Responsibility

Member libraries are expected to

- offer and promote interlibrary loan service to their primary clientele
- process their own interlibrary loan requests including materials requested from and loaned to:
  - ✓ other ILLINET libraries within the System
  - ✓ other ILLINET libraries in Illinois
  - ✓ libraries outside of Illinois, should members choose to do so
- assign an ILL contact person and for training staff to handle ILL transactions, statistics-gathering and statistics gathered in accordance with System policies and procedures
- send staff to System and/or Illinet OCLC ILL training sessions and participate in the annual assessment of ILL services
- verify ownership and, where possible, availability of all materials before requesting submissions. Member libraries that routinely process photocopy interlibrary loan requests are expected to access member serial holdings to verify photocopy requests before submission. This would also include any electronic databases available
- provide interlibrary loan statistics and reports as requested by the Illinois State Library or by the System
- accept materials belonging to other member libraries returned by patrons
- honor the System ILL Procedures Manual and the ILLINET Interlibrary Loan Code.