



**libraries**

Central Otago and Queenstown Lakes

# Interlibrary Loan Policy

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## Interlibrary Loan Policy

1. Policy statement	2
2. Purpose and Scope	3
2.1 Definition of Interlibrary Loans	3
2.2 Interlibrary Loan Purpose	3
2.3 Interlibrary Loan Scope	4
3. Central Otago & Queenstown Lakes Libraries responsibilities to other libraries	4
4. Interlibrary Loan Service	4
4.1 Loan Conditions	4
4.2 Interlibrary Loans	5
4.3 International Interlibrary Loans	5
5. Charges	5
6. Service Performance	6

### 1. Policy Statement

Central Otago and Queenstown Lakes Libraries (the Library) provides an interlibrary loan (Interloan) service to enable members to borrow items and/or obtain copies of other items from other libraries in New Zealand and Australia. 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 Central Otago and Queenstown Lakes Libraries collection.

Interlibrary loans:

- Will have regard for the guidelines included in the Standards for New Zealand Public Libraries 2004 (p.34), providing effective interlibrary loan services.
- Supports the aims of the Public Libraries of New Zealand : A Strategic Framework 2006 -2016
- Will conform with the provision of the Copyright Act 1994 (as at 1 December 2008)
- Will conform with the provisions of the New Zealand Interloan Scheme Charter

The provision of interlibrary loan services are recognised as an important area of Library content provision.

Interlibrary loan services enable library members to access a greater range of content resources. Central Otago and Queenstown Lakes Libraries, as part of the New Zealand Interloan Scheme Charter, has several responsibilities:

- The Library will make its collection available to other requesting libraries.
- Library holdings are reported to the New Zealand National Union Catalogue to enable other libraries to discover and request items from the library.
- The Library will be an Institutional Member of the Library & Information Association of New Zealand Aotearoa (LIANZA).

The interlibrary loan service also provides and enables access to other resources through connections with Australian libraries.

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

**Review:**

The Interlibrary Loan Policy will be reviewed every five years or more frequently if required and particularly in response to national changes in operation of interlibrary loan schemes.

## 2.Purpose and Scope

### 2.1 Definition of Interlibrary Loans

The Interlibrary loan service is a cooperative scheme 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.

### 2.2 Interlibrary Loan Purpose

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 wide ranging collection.

### 2.3 Interlibrary Loan Scope

The majority of customer's content needs will be met through the collections of Central Otago and Queenstown Lakes Libraries and this will be supplemented through the interlibrary loan service.

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

Items already held by Central Otago and Queenstown Lakes Libraries cannot normally be requested through the interlibrary loan service. This includes reference only items. Requests for alternative formats (e.g. audio version) of a title will be considered by the library.

The most common factors leading to content being sourced for library members through interlibrary loan are:

- Beyond the collection scope of Central Otago and Queenstown Lakes Libraries.
- Content format not traditionally held by the Library (e.g. journal article)
- Specialist nature of the content.

### 3. Central Otago and Queenstown Lakes Libraries responsibilities to other Libraries

Central Otago and Queenstown Lakes Libraries is a member of the NZ Interloan Scheme. The Library agrees to supply Central Otago and Queenstown Lakes Libraries' items to other libraries to fill their members' requests.

Items from rare book collections such as the McArthur Room, **Pembroke, Soper and Craigie collections**, other selected reference items and items in high demand by Central Otago and Queenstown Lakes 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 Central Otago and Queenstown Lakes Libraries account. At any time, members may only have the maximum loan limit issued on their card whether this is items from the Central Otago and Queenstown Lakes Libraries collection and/or interlibrary loan items.

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. Central Otago and Queenstown Lakes Libraries cannot guarantee renewals, and if it is not granted, the item must be returned by the due date.

Articles from journals requested through the interlibrary loan service will be supplied as an electronic copy.

#### 4.2 Interlibrary Loans

Interlibrary loan requests can be placed at any time by any Central Otago and Queenstown Lakes Libraries member. Details about the service can be 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 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 & Charges Policy.

## 5. Charges

As a value-added service, interlibrary loans attract a partial charge. **Central Otago Libraries place the charge when receiving the item. Queenstown Lakes Libraries place the charge at the time of placing the request and is non-refundable unless the item cannot be supplied. How do we refund if we need to?** Charges apply to Youth and Adult members.

Charges are subject to change and for details of current charges, refer to the Fees & 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 Central Otago and Queenstown Lakes Libraries will be the responsibility of the member.

Overdue items will incur a fine. Fines are outlined in the Fees & Charges 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.