Resource Guide on Access to and Interlending of Alternative Format Materials

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Preface

The International Federation of Library Associations and Institutions is the principal organisation of libraries in the world. Where groups of libraries have special common interests these have been formed into Sections. One of these is the Section on Libraries for the Blind, which provides a forum for some 86 (as at August 2001) member organisations to exchange views and share professional experience.

The Section holds meetings about matters of common interest. It brings its influence to bear on IFLA in general and on specific issues by liaison with other organisations such as the World Blind Union and the European Blind Union. From time to time the section carries out studies and surveys and publishes the results.

In 1993 the book;

Interlibrary Loan of Alternative Format Materials: A Balanced Sourcebook
by Bruce E. Massis (Editor), Winnie Vitzansky
Hawthorne Press Incorporated

ISBN 1560243945

was published under the aegis of the Section.

Given the rapid changes that have been taking place in digitisation of text and remote access and transfer of documents since that publication, it was decided to produce a guide which would take into account those changes and the potential offered by digital documents and the communication made easy by the Internet.

Much of this guide is based on the

Model Handbook for Interlending and Copying
By Graham Cornish
IFLA Office for International Lending
Published by IFLA and UNESCO, 1988
ISBN 0 7123 2045-8

Readers are urged to consult this excellent short work. Taking the author Graham Cornish at his word, this guide borrows large parts of the original work and adds comment specific to the needs and practices of libraries and production centres dealing in alternative format materials for visually and print impaired readers.

Two updates of documents on interlending produced by the IFLA Office for International Lending and recently updated are included as appendices to this guide.

Contents

What is meant by Interlending?

Essentially an interlibrary loan is a transaction to allow materials or copies of materials, held by one library to be available in or through another library upon request. Cornish added that increasingly this included materials acquired through a (commercial) document delivery system rather than from another library.

In addition in a time of rapid growth of resources available through the Internet, one must include in this discussion documents which are available over the net as digital documents, whether from a library or some other source and whether intended for the visually impaired reader or not.

Interlending is an operation designed to give users the maximum possible access to knowledge and information stored in documents. In the case of special libraries for visually impaired readers it is not only the document but also the format that has to match the users' needs. While interlending can be dramatically increased through the use of electronic communication it is not yet a substitute to building a library collection to meet users needs. Perhaps in the future the notion of an electronic virtual library might overtake the more traditional library function, but until such time libraries for visually handicapped readers should follow some general guidelines for interlending.

What is included in this guide and why are interlending and document delivery important to libraries for the blind?

This guide will consider the materials that are handled by special libraries for the blind and visually impaired. It will however cover the main criteria for interlending printed materials since these may be the first step prior to conversion to braille or some other format. It will point to special arrangements that have been used under interlending, especially international interlending. It will emphasis the policy and principles of simplicity set out in the IFLA guidelines. In addition there are responsibilities for every institution offering interlending services, concerning copyright and postage, which require knowledge of local and national agreements. While the primary concern of libraries for visually handicapped readers is for alternate format materials, this guide will also follow many of the recommendations for normal print libraries. Part of the work of a special library is to find the required print publication before starting conversion to a readable format. In that respect it is just like any other library.

Alternative Format Materials
The very essence of libraries for visually impaired readers is that they are handling some form of transformation of the original document. It is because the user has difficulty in reading a normal printed document that they have approached the special library in the first place. Because documents have been transformed there is a risk that they may not be in a format that can be easily read by the user in another place. Not all items are standard and not all countries use the same standards. This introduces an

extra level of checking into the process of interlending to ensure that the reader can use the item that is sent.

Although the people for whom this guide is intended are used to the alternate formats, it is useful to set out a short description of the items.

Text
Original text may be converted to several forms. Almost all of these forms require the creation of a digital version at some stage.

Large Letter
Printed text may be enlarged using a photocopier - This is an analogue process and does not require a digital file.
Print may also be enlarged from a digital file allowing for type sort, size and distance between lines to be adjusted for the benefit of the individual reader.

Braille
While some libraries still create braille documents by directly embossing the braille onto paper, most use a digital file of the text as an intermediary stage. This is achieved either by retyping the document or by scanning. Sometimes this file is obtained from the publishers.

Audio
Until recently all spoken books were made by recording onto analogue tape and copying onto cassettes.
Now some libraries have begun to make digital master recordings. Some offer the possibility of having the spoken book on CD Audio or CD-ROM. Proprietary systems are now being developed to provide search facilities within audio books. DAISY is one of these systems and is able to deliver not only the audio signal but also the digital text, which can be used for large letter, synthetic speech or braille.
With the demise of reel to reel tapes and the threatened end of the production of cassettes, libraries *must* consider the move to digital carriers

Relief Graphics
Relief graphics are used for many purposes, from orientation maps in buildings, bus stations and towns to diagrams integrated into books. They can be individual pieces using all sorts of raw materials; plastic thermoforms taken many times from a basic construction; or drawings produced in the computer and then printed onto swell or capsule paper which produces a hard raised line when heated.

Another important class of books is the hybrid book, usually for children, in which the braille and graphic information is embossed on clear plastic sheets that are then interleaved with the printed text and illustrations. This enables sighted and visually impaired people to read the same book. Where a parent, a child or sibling is blind such books allow for a shared experience.

While the thermoform can be reproduced many times it relies on a handmade master. Drawings in the computer are digital and can be stored, accessed and sent over on-line systems.

Music
Printed music can be produced in several ways. Predominantly music is brailled. As with text this can be direct embossing or by creating a digital file. Several proprietary programs exist and newer ones are about to hit the market.
Digital files can be exchanged between libraries, even though there is not yet a fixed standard for layout of the braille.

Printed music can also be spoken following the same rules as govern the order of signs in braille. Several countries are developing systems, some of which work straight from the music code into speech in one of several languages. The original digital file can be stored and sent to other libraries irrespective of the speech synthesiser used in that country.

Large print music can also be generated using commercial software, creating a new digital file.

On screen reading
Visually impaired readers with access to computers are increasingly reading books on the computer screen. There are devices which optically enlarge a book placed beneath a lens (CCTV). Scanning machines, either self-contained or using the combination of scanner and computer, allow a text to be displayed on a screen. At that point the reader may choose to listen to the book through synthetic speech or to have the text enlarged on the screen. The user has control of the size and form of the letters and can change to colour of both letters and background to suit their particular eye condition. Where the enlargement is through a software program the facility applies to any text appearing on the computer screen giving the partially sighted reader some control over their access to text no matter where it originated.

Digital Files
All of this demonstrates the extent to which alternate format materials are either digitally produced and stored, or have the potential to be digitised. This is a crucial factor in future interlibrary loan. Where files exist in digital form we have to consider them in a different way. Do we expect other libraries to return a digital file? When we send them a digital file it is a copy of the one that we have. We lose nothing. If the receiving library then provides the user with a digital file, where is the object that we are lending? If the receiving library makes a braille print from the file that has been sent, then this is no longer the object that was held by the originating library.

Digital technology has placed the libraries for the blind and visually impaired in a transitory stage. Sometimes we lend objects that we have on our shelves. Borrowers use and then return them. For a long time book libraries recognised that the effort and cost of returning small items may exceed their value to either the borrower or the lender except where this is the only access to the required text. Document delivery entered the concept of interlibrary loan. Now that more libraries are dealing in digital files they are also providing (lending or delivering) the content rather than the object.

There are therefore several modes of "lending" and we have to be aware of these in setting up any procedures. Most of what libraries have done in the past need not be changed. We may have to add some additional options.

What is then to be included in the concept of interlending and document delivery?

Interlending

Cornish describes interlending as

> *essentially [ ] a transaction to allow materials or copies of materials held by one library to be available in or through another library on request. Increasingly the definition is used to include materials acquired through a (commercial) document delivery service rather than from another library.*

This last sentence reflects what was happening in the public, academic and commercial libraries in 1988. Since that time the Internet and digital databases have changed the nature of storage and delivery of information in some sectors.

It should also be kept in mind that many of the "libraries" serving the needs of the visually impaired reader are also the institutions which convert the text from its original form into something that can be accessed by the client. These institutions therefore hold collections of works in alternate formats, which they may or may not have produced themselves. Increasingly in the developed countries such institutions are archiving the digital files rather than keep large numbers of braille or large print volumes on the shelves. When copies are required these can be produced in a relatively short time. However many institutions still have large "hard copy" collections and we can safely assume for this guide that such will be the case for some years to come.

Cornish goes on to describe the process of interlending as

> *an operation, often a co-operative one, to enable users to have access to the maximum possible amount of recorded knowledge in whatever format is necessary for their needs. It is not a substitute for acquiring and developing a library collection to meet the needs of users but a supporting service to enhance the collection when it fails to meet those needs on specific occasions. ILL is a consequence of the fact that no library can be totally self-sufficient.*

Codes of Practice

Interlibrary Loan is a co-operative exercise carried out between libraries and/or other related institutions. IFLA has a code covering international transactions entitled "International Lending and Document Delivery: Principles and Guidelines for Procedure" produced by the IFLA Office for International Lending and agreed by the IFLA Section on Interlending and Document Delivery.

There is a strong case for a code to which all libraries for the blind and visually handicapped can agree and adhere.

General Principles

Cornish sets out general principles for libraries considering interlibrary loan systems. Given that the majority of libraries for the blind are small and already using their available staff to full capacity, the underlying idea of simplicity expressed in the Model Handbook has much to recommend itself to these libraries.

The following criteria are recommended to libraries in general.

Simplicity
All routines should be as simple and straightforward as possible. There should be no unnecessary record keeping, filing and checking

Forms should be as simple as possible, recording only necessary information and should be easy to complete. Wherever possible they should be standardised within a national system or within a co-operative network.

Given that libraries for the blind are few and far between, where they are not part of or linked to the national public library system, the notion of common practice within a co-operative network should be considered.

Files should only be maintained where necessary for the efficient operation of the ILL service. Unnecessary files are expensive and demoralising for staff who have to maintain them. Much record keeping can be simplified and stored electronically in the computer.

Procedures. The user should not have to struggle with complex regulations before making an ILL application. Application should be a simple and easy routine.

Barriers
Avoid barriers to ILL where possible. Barriers include regulations which restrict access to the ILL facility, complex forms to be completed, charges for the service, quotas on the number of requests and limitations on persons who are allowed to use the service.

The question of charging is complex for libraries for the blind. Book production is very expensive and whether paid for by the government or charity, it is usually intended for the visually impaired readers of that particular country or state. There may be problems in giving items away free of charge to a second country when it has been paid for by the taxpayers or charitable donors in the first.

Costs
ILL can be an expensive operation. Avoid anything that increases the direct or indirect costs such as complex routines, charging for small amounts, invoicing for individual

transactions, and staff intensive routines and record keeping. Advance payment systems have been proposed for general and academic libraries.

Libraries for the blind have not, so far as is known, used advance payment vouchers. Actual exchanges have not been many although the advent of electronic files is already opening up more exchange. Given the high cost-to-item ratio of traditional alternate formats, libraries should do everything in their power to provide items free of charge. Where this is not possible the cost of ILL should remain considerably lower than the cost of transforming the item all over again. The system as a whole can be crippled if libraries duplicate the effort of production of items already produced elsewhere on the grounds that it appears to be cheaper.

Under some circumstances ILL can be cheaper than other solutions. It provides content that libraries do not have to acquire or produce themselves. Even when a library is a net lender, the opportunity to expand collections through borrowing from other collections often outweighs the cost, especially if the material is out of print or available from only one source.

Fill Rate   Never lose sight of the aim of the exercise. The user requires a document and all systems should be designed and used to ensure this happens within the resources available. General and academic library systems are designed to find out where a copy of a known published work can be found and loaned. Libraries for the blind have the additional layer of information necessary. The system has to be able to find out whether the required work has been converted into the required alternative format. Every effort should be made to optimise fill rate and speed and to minimise costs.

Speed   All aspects of ILL should be designed and carried out to supply the required material as quickly as possible. Staff routines, communications and transport should have this as a primary goal.

As more libraries hold files of alternative format materials in digital form, access and retrieval should be faster. This requires an agreed level of cataloguing. The dispatch of digital files to the requesting library can cut delivery times dramatically. However this has to be balanced against the need for the receiving library to convert that file to the required format. Costs, availability of materials and production time have to be taken into account in order to determine the best solution for the end user.

Staff

Few Libraries for the blind and visually impaired are large enough to have a separate department devoted to interlibrary loan. In most cases this will be one of the functions of a department or even part of the work of one person. In each case there are certain qualities which will increase the chances of having an effective interlibrary loan service.

ILL is essentially a matter of relationship – between user, library and staff and between one library and another. Because much of ILL relies on goodwill, the ability to foster good relationships is a valuable asset.

The community of special libraries for the blind is sufficiently small for people to build up relationships with the other libraries in the language areas in which they work. Because there is no uniformity throughout the libraries, there has to be a willingness to acknowledge that other libraries work in different ways. One has either to have a good knowledge of the other library or a good enough relationship to be able to ask for things in an appropriate manner and to trust the person at the other end.

Knowledge of alternative formats including the various braille formats is essential in order to be able to match requests to available materials. Librarians need to be able to search the catalogues of other libraries, in addition to the extensive knowledge of their own catalogue, which is essential. A certain amount of detective work is part of the job and a keen analytical mind is useful. This is increasingly so as catalogues become accessible through the Internet. An ability to spot other useful sources of the required resources is a growing requirement. The ability to search databases and catalogues has to be augmented with the intuitive ability to search in the less structured environment of the Internet.

Care has to be taken with Internet sources. Quality control is not universal, but if documents are digital they can be inspected. One should also never underestimate the value of a trained "searcher". They are usually more effective than the individual reader and many libraries have arrangements with public or academic libraries to tap into their expertise is searching catalogues and other less public databases.

Although the majority of requests will be within specific language groups – e.g. French speakers will make requests to Francophone libraries, Russian readers will make most requests to Russian libraries, there will always be requests to other countries with different languages and knowledge of other languages and bibliographic practices is an additional advantage.

Whoever looks after ILL, whether a department or an occasional task for an individual, adherence to well ordered routines will make the job easier and will ensure a greater efficiency in serving the users. It will also enable choices to be made where there appear to be conflicts between "urgent" requests or for items which would not normally leave the host library.

Keeping up to date

In a rapidly changing world it is essential to keep up to date. For librarians this might mean regular reading of professional journals and contact with other specialists. For the libraries for the blind the essence of keeping up to date is communication. The more that the libraries are in touch with each other through list servers, e-mail, and the activities of organisations such as IFLA, the greater will be their knowledge of who is doing what and where the effective contacts lie.

Any move towards establishing networks, through which ILL between libraries for the blind can be improved, will be helped by the use of e-mail and list servers. This however demands of participants that they read and react to their electronic messages. Some libraries are not yet in a position to be able to use the Internet in this way. Equipment is expensive; telephone lines are not always available or reliable. The fax machine and traditional post still have a place in the system.

Publicity

Cornish suggests that libraries define whether it is their policy to become involved in ILL. Some libraries may fear that they will be swamped with requests, but those that decide to provide an ILL service are advised to make this clear in both policy and in publicity.

Given the cost and time needed for the production of alternative format materials for visually impaired readers, it makes sense for libraries for the blind and the associated institutions producing these media to do everything that they can to make these resources available to as wide an audience as possible.

Policy will vary from library to library and will be governed by many factors not least of which will be national library policies, the arrangements under which they produce the alternative format materials and the copyright regulations under which they operate.

Whether printed on paper or made available electronically (and therefore more easily updated), each library should make a clear statement about the interlending services that it offers, who may use them, what sorts of materials are included and under what conditions. A clear indication should be given of any likely costs and delivery methods and times.

User Education

Sighted readers using conventional libraries are recommended to become educated in how the library and its catalogue works in order better to understand how to ask for something and how it can be obtained. The greater their understanding goes the

argument, the better decisions they will make about pursuing a request through the ILL service.

Libraries for the blind differ in many respects from conventional libraries. The major difference is that the clients are not usually expected to turn up and browse the catalogue and wander round the shelves. Clients either use printed/spoken catalogue away from the library or increasingly can access the information on-line. Some libraries provide an on-demand service (especially for educational materials); others are linked into a network of other libraries. Because of the great variety of information, not all of which is in a form accessible and readable by the client, the level of intermediary help provided by the librarian is often higher in libraries for the blind than in conventional libraries.

It is therefore necessary to have a programme of education for the staff as users of the system in addition to any steps that are taken to educate the end-users. Those providing that intermediary service between the clients and the world of special libraries have to have a range of skills;

- They must understand first of all what their own library holds. The ability to find a work that will meet a user's needs may reduce the amount of interlending.
- They must understand how catalogues work and therefore how searches can best be made.
- They should have a good knowledge of other special libraries, know where the best supplies of materials are to be found. At the same time they should be able to put requests to a wider range of libraries in order to be able to more successfully meet clients needs.
- They should be able to judge the likely costs and time of any request in order to provide the best advice to a client.
- Most of all they should have the interpersonal skills to help the clients define their requests

Basic Considerations

Costs
There are four criteria to consider when making an ILL application. These are not always easy to assess. Some costs may be "invisible" such as staff whereas others are the same across all kinds of material and all sources of supply, e.g. stationery; other costs will vary according to the source used, method of communication and even the weight of material which must be returned to the supplier. ILL may have its own budget or at any rate charge some costs to other expense heads for budgeting purposes, but the visible costs at least, have to be considered. Costing and payment procedures also need to be looked at since they can considerably increase costs; for example, a series of single invoices at a lower rate usually cost more to service than one single invoice at a higher rate.

Speed
This can be of paramount importance, particularly when study books are required for courses and or examinations. On the

other hand the user's needs may not be at all urgent and the cheapest method of supply can be used even if it is also the slowest.

Fill Rate   If time is at a premium it may be preferable to get a negative response quickly than wait for too long even if the document is eventually received. Once again cost may preclude an approach to the most likely source of success. However, multiple applications in themselves incur extra costs and it may be cheaper to apply to a source which appears more expensive if the likelihood of success is greater than applying initially to a cheaper one.

Ease of Use   Systems, which are cheaper than others in cash terms, may be more expensive in staff time, slower and less successful. Each system needs to be studied with this in mind. Simple Request Forms minimum number of copies, straightforward ways of communication and single sources all reduce time and costs.

The more that libraries can make this communication through email, using standardised lists of libraries and standardised forms of request, the faster and more efficient the ILL systems will become. The IFLA Guidelines for sending requests by email (http://www.ifla.org/VI/2/p3/g-ill.htm) may help ILL staff in this area, although it is acknowledged that some libraries are still reluctant to accept requests by email. Then questions about the cost of multiple applications or only approaching a known source become less financially relevant.

These four criteria need to be considered in relation to each other. There may be a trade-off between speed and cost which depends on the impact of delay on the work of the user; between speed and satisfaction, where a negative reply quickly is better than a positive one long after the need has passed; between cost and ease of use when the easier system is so much more expensive that its use cannot be justified unless, in turn, the relationship between cost and speed dictates that speed should outweigh cost and so on. Although general guidelines can be given to ILL staff, these balances are essentially a matter of skilled judgement.

Files
The following section is initially designed to cover paper records. Increasingly libraries are moving over to computer based records. Much of what follows can in practice be handled in the computer in either a proprietary package or even in simple cases with a standard spread sheet program. Care and proper advice should be taken in choosing software, which will allow for future development without having to re-enter large amounts of data.

Files serve many purposes, some of which are secondary to the actual reason for their creation. These secondary reasons should not dictate the way the forms themselves

are organised to the detriment of the ILL operation. Internal records may be needed for the following routines:

The Requesting Library

- To record that an ILL request has been made by a user

- To record an ILL request sent to another library or supplier

- To record the receipt of an item on ILL from another library

- To record the passing of an item borrowed from another library to the user

- To record the return of the item from the user

- To record overdue items and recalls

- To record the return of an item borrowed from another library

The Source Library

- To record requests received

- To record items retrieved from the library's main collection before lending them elsewhere

- To record items sent on ILL

- To note items returned from ILL

- Items not returned / overdues

- To note return of items to the main library stock.

Files can be organised in many ways for example:

- By author or title of book or title of journal

- By name of user requesting the item

- By ILL transaction identifier

- By name of supplying library

- By name of requesting
  library

- By date of application made (either by the user or to another
  library)

Where such files are in the form of an electronic database each of these items can be a searchable field. Where interlibrary loans are neither excessive nor frequent all of the above items can be parts of a spreadsheet. If frequent and detailed statistical data is required other software packages should be considered.

Some of these files may be dictated by legal or contractual requirements, e.g. to enable searches to be made by or for such organisations as copyright receipt agencies or public lending right officers.

How long the records are kept will depend on internal administration and possibly also legal requirements, and they can probably be transferred to a registry or archive after a short period, saving space in the ILL unit. Again electronic records can be archived on some permanent medium such as a CD, clearing space on the computer hard disc. There may be a legal requirement to make files available for inspection to authorised persons.

Paper or card files no longer needed should be disposed of as soon as possible.

Files may be useful for analysing ILL traffic. This may influence the final decision to destroy or keep them.

If the ILL unit is automated many of these routines can be dealt with automatically by using specifically designed software packages. The needs of the filing system should be carefully considered when such packages are being considered for ILL procedures.

Unnecessary files should never be created. A review of all files should be carried out periodically to decide if they are still needed.

Legal Requirements

With one or two major exceptions every country in the world has some copyright legislation. This can often be complex and difficult to understand but it is most important that the ILL unit has clear and simple guidelines relating to copyright law. These should be drawn up by someone with expertise in:

(a) Library procedures, specifically as they affect libraries for the blind

(b) The law of the country and copyright and intellectual property law in particular. This is particularly true of libraries for the blind, which rarely handle the original document but rather a transformation of it. There has to be a clear knowledge of the law as it affects that transfer to an alternative format and then the interlending of these new objects. As the laws and regulations are changing under the pressure of ITC developments exemptions for handicapped readers are being proposed by international bodies. The ILL unit should be aware which exemptions to copyright in favour of handicapped people have been ratified by their national governments for their country. If thought necessary they should also check with the other library in a loan process on which conditions prevail in the other country. The International Lending Principles state "The requesting library should pay due regard to the copyright laws of the supplying library's country"

Amongst the many issues that need clear guidance are the following:

- What material is covered by copyright?

- How long does copyright in a work last?

- Are there different copyright regulations for different types of material?

- Is there separate copyright in the typography as opposed to the content of a work?

- Are there "fair dealing" or "fair use" provisions in the law?

- What proportions of a work in copyright may be copied? For whom? In what circumstances?

Are there contractual arrangements or licence agreements that may also restrict the use of electronic resources for ILL? The IFLA Licensing Principles state "Licenses (contracts) for information should not exclude or negatively impact for users of the information any statutory rights that may be granted by applicable copyright law".
http://www.ifla.org/V/ebpb/copy.htm#2

Library staff should be aware of the possible clash between specific license or contract arrangements, which can still be in conflict with the copyright exemptions accepted by different countries.

- If there is infringement, who is responsible - the requesting library, the source library or the user?
- Are there different copyright regulations for different types of library, whether requesting or supplying, prescribed/non-prescribed?
- Does any form of licence cover the library for copying? What does this permit? Is there payment due and how is it paid?

Readers are encouraged to read the IFLA Licensing Principles
http://www.ifla.org/V/ebpb/copy.htm#2
and the IFLA Position statement on Copyright in the Digital Environment
http://www.ifla.org/III/clm/p1/pos-dig.htm
in order to raise awareness of the importance of copyright.

Increasingly ILL records are kept on a computerised file. This may be the subject of data protection or other computer legislation to prevent unauthorised records being kept without inspection. It is very important to be aware of the legislation and the liabilities of those keeping the files, who may have access and how often and who may not consult them.

Some countries have a public lending right which obliges or enables some payment to be made to authors whenever their books are borrowed from a library or in some cases when they are transferred to an alternative format. If the library is involved in such a scheme it is important to know what records must be kept and to whom they should be passed and when.

Finance and Accounting

In many sorts of library ILL units often account for considerable sums of money and may also earn some income for the library from other departments of the parent body when services are charged out. In the specialised libraries for the blind and visually

impaired the practice of charging for loans is much less common. National and local patterns vary greatly. But whether charges are made or not, costs are incurred when ILL activities are undertaken. These facts need to fit into the overall finance and accounting procedures of the parent institution. Particular attention should be paid to the following points:

- How are costs for such items as communications, stationery, clerical and secretarial support, equipment and staff dealt with? Does the interlibrary loans unit have its own budget or is it part of an overall library budget? What are the costs of interlibrary loan coupons or forms, or unit transaction charges for electronic requests? To what extent can electronic requests be automated and what will this cost? Proper statistical analyses of these costs should be made regularly.

- Can the ILL unit raise invoices and receive payments or is this done through a central finance office of some kind?

- If the ILL unit carries out activities that produce income can the unit or the library retain this, or must it be surrendered to a general account?

The Requesting Library

Requesting Policies

ILL should normally be used only after the resources of the user's own library have been exhausted. There are other ways of satisfying user needs besides interlending and these should be explored before the facility is offered. It is important for anyone working in ILL to know the policies of the library as they relate to the following questions:

- **Who** may use the ILL facility? Is its availability limited by type of user, relationship to the parent institution, type of work being done or other important factors?

- **What** materials may be requested? Some libraries may restrict requests for certain types of material such as audiovisuals or microforms. There may be rules restricting requests for "popular" materials. The date of an item is important - one is unlikely to be able to borrow very recent journal issues.

- **When** may an ILL request be made? Restrictions may exist for particular periods of the year such as vacations, national holidays or for other reasons. The library may be unwilling to use ILL for materials held by the library but not immediately available. Reasonable effort should be made to ensure that no copy is available in the requesting library's own country before a request is sent abroad

All restrictions should be clearly understood before an ILL request is accepted.

User Interview

It is often necessary to discuss requests with users because it can save time, energy and money. Users often do not fully understand library catalogues, bibliographies, footnotes and other tools which librarians take for granted. Also they are not always definite about what it is that they require and a short discussion can help them to clarify their own needs as well as make better use of the library stock and services. If ILL has been approached it is probably, but not certainly, a specific document. The following points should be raised in the interview before dealing with actual bibliographic details:

- Is a specific document required? If not, is this a request to obtain **any** document on a given subject? In this case then the extent to which the library's own resources have been exploited should be investigated before any attempt is made to initiate an ILL. Subject requests are not be eligible for extensive ILL searches as they make considerable demands on supply sources and their staff.

- If a document is specified, find out what steps have been taken to ascertain if it is in the library. If the user has checked the catalogue then it may be best to check again unless professional help has already been obtained. If the item is held by the library but is unavailable at the time it may be necessary to advise the user that an

ILL application is still not appropriate, depending on the circumstances and library policy.

- Before applying for a specific item on ILL make sure that a similar work on the same topic, or a specific chapter within a more general work, will not suffice.

- Once the need for a specific item has been established all possible bibliographic details should be obtained from the user and his source of reference. This latter may need to be interpreted for the user in the light of bibliographic knowledge. If the user has a printed source of reference available then a photocopy of it will save much time and inaccuracy in transcription, the source library may also need it. If no printed source is available, the user should be asked for all possible information which may be needed for an ILL application. Particular attention should be paid to essential filing elements such as family name, title or responsible organisation.

- It may be necessary at this stage to complete an internal request form for the user as the record of the transaction. This should contain all *relevant* bibliographic information.

- In the case of monographs, establish whether any particular edition is essential/preferred or whether any will do. Visual handicap, the need for illustrative material, and lack of certain types of playback and viewing equipment can all restrict the forms acceptable to individuals.

Time Limits

Try to find out if there is a date after which the item will no longer be of use. Explain that application to other libraries can sometimes take a long time depending on the material required and the type of network or source of supply to be used. The user should be asked how much effort should be used in trying to obtain the item. The user's initial reaction may be to ask for the maximum effort but explain the costs involved and the delays that may occur, for example international applications sent by post can take several months before a reply is received.

If the request is **urgent** then different criteria for cost and ease of use will apply. Users should be told of any extra fast sources available and the cost. They may wish to pay extra for a quicker service.

Verification

Verification levels required for ILL vary considerably from one library or document supply source to another. The International Lending Principles state "It is the responsibility of the requesting library to verify, and where necessary complete the bibliographic details of the item requested to the best of its ability"

Before embarking on complex verification, however, it is essential to be certain that the item required is not held by the user's own library. This should always be done in the case of oral references. It may be appropriate in the case of references from printed sources as well, especially if the reference is complex and contains elements which may not have been checked previously.

If the item is found in the library's own catalogue, check that it is available and inform the user accordingly. If the item is held by the library but is not available because it is already circulating or at the binders or otherwise inaccessible find out how long it is likely to be unavailable and compare this with the likely time that an ILL request may take. Also make sure that library policy allows an ILL request for an item already held by the library. If the item is likely to become available sooner than via ILL then inform the user accordingly. Likewise inform the user if an ILL cannot be initiated because of library policy.

If it is established that the item is not held by the library, the next step should be to consider to whom the request will be sent. Generally libraries for the blind should have a mailing list of libraries that they trust and are likely to have the required item in the required format and in the language that the reader needs. However e-mail lists and list servers mean that a wide range of libraries can be covered with a single message. The requirements for bibliographic verification of supply sources vary considerably and it may save time and effort if the source to be approached does not require extensive bibliographic research before application is made. This decision requires a good knowledge of the policies of different sources of supply. If a supply source with minimal verification requirements is to be used, then, provided that the reference looks clear and straightforward, it may be sent without further work.

However, many supply sources do require full bibliographic details to be supplied and every effort should be made to comply with their standards. Wherever possible use union catalogues or union lists, as these will provide both verification and a location to which application can be made. The use of online catalogues will serve the same purpose with added benefit if ILL requests can be sent online. If such tools are not available use major bibliographies such as national bibliographies, catalogues of major national libraries or standard works in the appropriate subject field for printed texts and the catalogues of the major libraries for visually impaired people. It is to the requesting library's benefit to verify where possible to avoid ILL requests for non-existent items. It should be seen as an obligation on the requesting library to verify requests and not the role of the supply source.

If at this point the details of the request require major amendment, recheck the library catalogue, since the item may prove to be located in the stock.

It may not be possible to verify the details of the request either because the library does not have the relevant bibliographies or because the material is difficult to verify at all, e.g. multimedia packages, some technical reports, government publications and theses. In this case the request should be annotated to show this and the information passed to the supply source which may have better facilities to verify from its own catalogue.

If verification is not possible it should be clearly explained why, and what sources have been checked.
Where particular types of material are frequently requested, the ILL unit should acquire appropriate bibliographic tools.

Sources of Supply

Libraries and Networks
Remembering that one may first be searching for a print item an ILL unit should have as comprehensive a picture as possible of potential sources of supply. These may include any or all of the following:

- Other libraries such as branches of public library systems, departmental libraries in universities and colleges and various government libraries.

- Local networks to which the library may belong and with which there are formalised agreements and codes of practice.

- Regional networks which may include a wide variety of libraries.

- National networks.

- The national centre for interlending and/or union catalogues. Some countries have a national centre which co-ordinates document supply services, and acts as a switching centre; some have centralised union catalogues which provide information about locations of materials but which are available online or in published form; and others again have several national centres specialising in particular subject areas. Many countries have no centralised system at all.

- Network of specialised libraries in a particular subject or profession. Here it is particularly relevant for the library for the blind to be in contact with as many special networks of similar libraries as are relevant.
- Commercial document suppliers.
- International supply sources. The possibilities and limitations of applying abroad should be clearly understood.
- Internet – this is a vast and hardly exploited resource that is especially valuable to libraries for the blind because the material is already in a digital form.

Any or all of these sources may have catalogues of their holdings. Some will be printed and therefore will never be completely up to date. Others will be products of online cataloguing co-operatives and data on their holdings should be current. Others again will have subject specialisations which can be used to make informed guesses as to whether an item may be held or not. Part of the skill of anyone working on ILL is the exploitation of these various sources using in depth knowledge and personal contacts as well as the more formalised networks and catalogues. A file of leaflets, brochures, information sheets or a data file, which explain the services and holdings of various supply sources, can be very helpful.

Booksellers and publishers
It may occasionally be cheaper, and it is often quicker, to acquire an item from a bookseller or agent rather than borrow it. This will depend on the cost, nature and source of the document but should not be overlooked as a possibility. This is most likely to be a satisfactory alternative when the item in question is believed to be one that will be useful to or requested by other users. In the case of periodicals ILL costs

should be compared with acquisitions costs (including processing etc) for the known or estimated demand.

However, buying books even through the Internet may not be an option for the less wealthy libraries. Where educational or professional books are concerned many libraries insist that the customer or their institution provide the book to be converted. Scanning a book into a digital file often means cutting the back off the book. This is not a process to be recommended for borrowed books.

Selecting a Source of Supply

Even when the bibliographic details have been verified as far as is needed and the various policies of lending libraries are known, there still remains the decision as to which source to approach first. There are a number of factors that may influence this choice.

- Which source is most likely to lend the item or provide a photocopy?

- Which source is most likely to respond quickly?

- Is speed of reply or certainty of supply a crucial factor?

- Which source will be cheapest?

- Is cost an overriding factor or less important than speed?

- Are there sources of supply which may not be approached for reasons of confidentiality (commercial or military), political or ideological outlook, geography (too far away or too near to be willing to supply) or because they have specifically indicated they will not service requests?

- What contracts or agreements are in effect?

Policies of Supply Sources

Before preparing any ILL form for despatch, ascertain the policies of the source to which the request is to be sent. Failure to observe various protocols can cause not only delay but also irritation and annoyance. Interlibrary lending depends on goodwill as well as formal agreements. Quite often supplying libraries will carry out a lot of work on behalf of requesters in the spirit of mutual co-operation but this must be respected and not jeopardised.

The following points should be given attention:

- What are the lending policies of the supply source?

- Are there restrictions on the type of material lent or the purpose for which it is required?

- Are there restrictions on use of material, e.g. home reading?

- Does the supply source provide photocopies or other types of non-returnable copies? How much verification of requests is required by the supply source? If little is required this should not discharge the requesting library from the normal obligations.

- If a catalogue of the supply source's holdings is available, must the pressmark/ shelfmark be included in the request?

- Does the supply source accept requests for items that are not definitely known to be in the collection?

- What types of requests are specified for use with the supply source?
- What arrangements are necessary for payment for the transaction?

- What other information will be required - e.g. membership details - for supply sources that deal only with registered clients?

- If a commercial document supply source is used, how is payment arranged? Does the library have to register as a user before using the facility?

Preparing a Request for Transmission

Once a destination has been selected for the ILL request the method of transmission has to be decided. This will vary according to the facilities in the requesting library and supply source. The method of transmission will also depend on the policies of the supply source.

Usually, either a paper form is sent which contains all the relevant information or the information is sent by electronic mail, telephone, or fax, Ariel, ILL request facility linked to union catalogues, web-based request form on library's website. The routines to be followed will vary according to which method is to be used.

Sending an ILL paper form
A form may be sent by national or commercial mail system, by dedicated mail system operated by a library network or consortium or by personal courier. When preparing the form make sure that the essential elements are all included. These will include some of the following:

- The bibliographic details of the material required. The detail required will vary according to the policies of the library to be approached and the sources available to the requesting library.

- The full address of the requesting library.

- The code or identifier of the requesting library, if this is appropriate.

- The date of despatch.

- Type of supply requested, i.e. loan, photocopy, format digital copy etc.

- Indication where necessary of the type of material such as monograph, thesis, technical report, translation, music score.

- Copyright declaration with signature or appropriate statement when a copy is requested if relevant.

- Extent of search required. Some libraries and union catalogues may be able to pass requests on to another library if unable to satisfy the request themselves.

- Date by which material is required.

It may also be necessary to send an adhesive address label bearing the requesting library's address for the convenience of the supply source.

Once the form is prepared with the necessary information, check to ensure whether any sort of payment needs to accompany the form.

Sending the data using electronic means
This would normally be by e-mail, but could also be by fax or in some increasingly rare cases by telex. One should not forget the telephone, Ariel, ILL request facility linked to union catalogues, and web-based request form on library's website. …

The elements to be transmitted are essentially the same as those for sending an actual form but a number of the data elements may be provided automatically and do not need to be specified, e.g. requesting library's address or code. It should be ascertained what paperwork is necessary to comply with copyright law when despatching requests in this way. Since payment cannot be sent with an electronic request, the request should also include an indication of willingness to pay for the transaction, and a maximum cost that the requesting library is prepared to pay.

See the IFLA Guidelines for sending requests by email

http://www.ifla.org/VI/2/p3/g-ill.htm

Make sure that messages are delivered rapidly within institutions.

Special care is needed when transmitting requests by telephone to ensure that all details are fully understood.

Procedures following Despatch of Request

Once an ILL request has been despatched it might be assumed that nothing more needs to be done until a reply has been received! There should be instructions regarding the internal paperwork relating to the request, as already outlined under "Files".

Routines should be established for following up requests when there has been no response. The period for following up requests will vary according to the type of library to which the request has been sent, its geographical location (bearing in mind the variable quality of postal and courier services), and delays caused by local public holidays, variable staffing levels and the type of material requested which may be difficult to locate or retrieve.

What details of material borrowed need to be sent to the requesting library? Is the ILL transaction number sufficient?
Decide when the user should be told that their request is unlikely to be filled by the date specified, or at all.

Whatever method has been used for transmitting the request initially it is useful to have details of a personal contact, either by name of an individual or a particular position in the supply source, to make a direct approach if there is no reply or the reply is unsatisfactory.

Receipt of Materials Requested

Some procedures in this section may differ depending on whether the item is returnable or not.

As soon as requested items arrive in the requesting library a number of checks should be carried out to ensure that the material can be passed to the user. The questions that need to be asked include:

- Is the material received that which was requested?

- Is it basically right but are there significant differences such as date of publication, edition, or variations in title, etc?

- Is the material in the format requested, or can it still be converted to the required format?

- Has the material been damaged in transit?

- Is the material complete?

If material does not correspond exactly to that requested, check to see if there is an explanatory note from the supply source. If there is no explanation contact the user to establish if the item supplied will satisfy their needs or contact the supply source to find out why they have not supplied exactly what was requested.

If the user accepts what has been supplied, the transaction is complete. If not, a new ILL procedure may be initiated, depending on the needs of the user and whether a further search will be productive.

If material is damaged or incomplete the supply source should be contacted immediately to find out the condition of the material when it was sent. It may be best then to establish:

- If the material was damaged in transit, who is responsible for the cost of repair.

- If it was damaged before it was sent, will it meet the needs of the user in its damaged/incomplete condition. Damaged items should only be sent with the agreement of the requesting library.

Having established the material is suitable for loan to the user the following details should be noted:
- The return date. The loan period given to the user must reflect not only this but also the transit time to return the material to the supply source.

- Restrictions on use, e.g. only to be consulted in the borrowing library; no (photo)copying

- Note how the material must be returned as this could alter the loan period to the user.

- Are renewals allowed?

If any payment is required for the loan at what point should this be paid? This will vary depending on the payment method used and the supplying library's preference.

Should the supply source be notified that the materials have been received? This may be the case with some rare and valuable items.

Date of receipt may be stamped on the physical records and added to electronic records

What ILL records, if any, should be updated at this point? It may be better to keep records until the material has been returned to the supplying library. Records should either be transferred to an "items received" file or be stamped/recorded as "received" or similar to show the transaction has reached this stage.

Passing Material to the User

Once it has been established that material is ready for loan the user should be contacted as quickly as possible. The method for this should be clearly understood and indicated on the relevant paperwork. Not all users can be contacted in the same way. The following are some of the main possibilities:

- By telephone (does the library have the user's number?)

- By internal mail

- By ordinary mail

- By electronic mail

- By personal messenger

Give the user the following details:

- Loan period and final date for return to the requesting library.

- If an alternative format copy is provided, whether it is for the user to retain or return to the library.

- If there is a fee, who pays and when?

- How the item will be recalled if not returned in time.

- Penalties for overdue items.

- Whether or not renewals are possible.

- Action if the item is lost/damaged by the user.

- Restrictions on use.

Materials Returned by the User

Examine the materials returned by the user to determine:

- If they are those borrowed.

- If they are in the same condition as when lent. Materials including additional elements such as separate relief drawings, discs etc, particularly need checking.

If materials are found to be damaged in any way, the user should explain how and when this happened and any necessary measures taken immediately.

At this point it may be appropriate to update internal ILL records, bearing in mind the necessity to retain some for internal housekeeping and legal purposes.
If materials are not returned within the time stipulated then the recall procedure should be started immediately.

Responsibility for loaned items rests entirely with the requesting library. The international principles state "From the moment a library despatches an item to a requesting library until it returns, the requesting library is responsible for any loss or damage incurred." This is a generally accepted rule in all ILL.

Returning Materials to the Supply Source

When returning materials to the supply source it is essential that all the conditions specified be adhered to. Before packing an item, make sure that all details are correct. Special libraries are usually experienced at dispatching materials, but it is essential to check whether the supply source has set any particular conditions, such as registered mail, insurance etc. Readers might refer to the very detailed ALA Guidelines on packaging and wrapping at

http://www.ala.org/rusa/stnd_illpack.html

- Should the supply source be notified of despatch?

- Is the supply source's return date being honoured? If not, should an apology be included?

- What documentation should accompany the materials returned?

- Packaging should bear the address of the requesting library in case of loss.

If payment is required for the transaction, is this to be sent with the returned materials or has it been arranged already? Is there a regular billing procedure?

Records of date and method of despatch should be kept for a short period in case material is lost in transit.

Negative Replies

Supply sources may be unable or unwilling to fill requests. There are three broad categories of negative response requiring different handling by the ILL unit.

A completely negative response
This may arise because the material required is not held by the supply source or it is in a part of that collection which cannot be lent (or photocopied) or the supply source is unwilling to lend it for internal reasons. In this case the requesting library must decide whether or not to approach another supply source. The questions that arise in this situation are:

- Is another location known or likely to exist for this material?

- Does the time limit specified by the user allow for a further search to be made?

- Does the request warrant further work? This is a subjective question but judgement must sometimes be exercised in interpreting the needs of the user against the capacity of the library to meet them.

If a further application is made this will be handled in the same way as the first one. If a further application is not to be made the user must be informed as soon as

possible. Readers themselves sometimes have special information about possible sources of supply and these should be pursued.

Temporarily not available

The supply source is willing to supply the material requested but it is not available at present. This can be caused by the material already being on loan (circulating), temporarily relocated in a reference collection, or temporarily missing but not lost.

Find out how long the material is likely to be unavailable. The decisions are similar to those for (a) but with these differences:

Will the supply source hold the item when available?

- Does the delay in supply indicated by the supply source allow the user to obtain the material within the period specified? If so, the supply source can be notified that the application should be filled in due course. If not, this becomes a negative reply.

Would application to another supply source result in a quicker supply of the material? If so, should application to another supply source be made?

Insufficient information

The supply source may be willing to supply the material but cannot identify what is required from the information given. This may be because the bibliographic information is deficient or because of differing cataloguing practices. Check if the supply source is willing to do any bibliographic work on ILL requests.

Examine the request to see if further work would clarify the details. Some materials may not easily be verifiable beyond the efforts already made or there may be no suitable tools available in the library to undertake further work. Ask if the user can provide more information. If the request does not justify further time and effort, then the response may be treated as negative.

If further bibliographic work might enable the supply source to identify the material, this can be done if time permits. If further details are found then either the request may be resubmitted to the original supply source or an alternative. This will require professional judgement as to whether the amended details provide sufficient new information as to make a new search worthwhile. If not, it may be assumed that the first supply source does not hold the item and the response is a negative one. When looking at amended information it is important to note the terms used in national bibliographies, union catalogues and standard bibliographic works, as this is crucial when searching for a required item.

If the request is resubmitted then it should be treated as a new application and the user should be notified.

In all these procedures the dates of return, reapplication and replies should be carefully recorded.

Scanning

Where copyright permits and the supply source has granted permission, libraries may need to scan a text in order to create the digital file which can be manipulated to produce braille or large print. The normal procedure of cutting the back off a book in order to feed flat pages into a hopper-fed scanner should not be applied to borrowed books. Braille materials can also be scanned, using special software, to create a digital braille and/or text file.

The Supplying Library

Supply sources vary considerably in their attitude towards supplying material. The restrictions placed on ILL and copying will depend on the purpose and condition of the collection, its value, intensity of use and restrictions imposed by the owners/donors of the material. Copyright may restrict supply in some countries. Before attempting to deal with any request from outside the library or its parent institution the following points should be clear:

- **What** may be loaned or copied for retention by the client? Can all items in the collection be made available or only certain parts? Are there different policies for books and journals? Are there restrictions imposed by contract against lending some materials?

- **To whom** may items be supplied? There may be certain restrictions, for example:

(a) Types of client. Some libraries have strict rules limiting use to registered visually impaired readers.

(b) Specific libraries or individuals. This may be because of a past history of uncooperative spirit or disregard of rules.

(c) Confidentiality. The library may be part of a commercial/industrial/government complex whose work is confidential and therefore materials may not be supplied to certain competitors/agents/hostile forces. This condition is less likely to affect libraries for the blind but there may well be commercial or government units producing alternative format materials.

(d) Political or ideological. Some countries or institutions will not supply materials to those countries/institutions with whose political or ideological stand they strongly disagree.

(e) There may be a policy of supplying only those libraries in membership of the same network(s) or the same category.

(f) Geographical restrictions. Some libraries may be thought too distant from the supplying library or so near that the user could make the short journey to consult the item personally. However the norm for libraries for the blind is to use the free postal service existing in countries which have signed the International Postal Union agreement

(g) Willingness to lend abroad. Libraries are encouraged to satisfy requests received from abroad, although no individual library is obliged to supply items to other countries.

- **When** may materials be supplied? Some libraries restrict the ILL at certain times of the year either when staff may be limited or demand on materials is particularly high.

- **What** payments, if any, are charged to requesters? Is there a standard charge or does this vary with individual circumstances? What about charging for copies? Is this done? Is it legal? What scale of charges operates? What payment methods are accepted? Or what is the preferred payment method? E.g. IFLA Vouchers, invoice/cheque, deposit accounts, and credit cards.

- **How** are requests received? Can any form of electronic messaging be used? Are requests accepted by telephone, email etc? For requests sent by post, what forms are required? Which forms are accepted and which are not?

- **Verification.** Libraries will have to decide whether all requests have to be verified before being placed? Will you accept speculative requests, i.e. one's that have not been checked against your library's holdings

- Does the supply source accept requests only if they have been checked against a published catalogue or online database to check that the library holds the item? Does the supply source accept requests for material verified bibliographically but which the requesting library is not sure is held by the supply source?

Supplying Policies

Receiving a request
If requests regularly come by post or dedicated mail service make sure that users of the service know exactly how to address envelopes to ensure they reach the ILL unit as quickly as possible. If requests can be sent by any form of electronic mail, or fax make sure that users know how they should address the beginning of the message.

If the messages arrive at a different place within an institution there should be clear instructions given to staff manning the receiving facility to help them identify ILL requests and despatch them to the appropriate person in the library as quickly as possible. If a message is received in this way is any interim message transmitted to the requester? If so, make sure the staff know what it is and how to deal with it.

Processing a request
As a matter of efficiency *all incoming requests should receive an answer*, be it negative or positive, but it is essential that the requesting library knows their request has been received and noticed.

As requests may be received in a number of ways, e.g. e-mail telex, mail, or telephone, ensure that ILL staff know the different routines to be followed.

Are all types of submissions acceptable? Has the request been submitted in a way or on a form which is accepted? For example if a library does not accept e-mailed

requests how should they respond to an e-mail

Possibilities are:

- Process the request on this occasion but advise the requesting library that requests in this format will not be accepted in future?

- Return the form with an explanatory note.

- Ask the requesting library to reapply on the appropriate form.

Before making a search for the material requested, the following details should be checked to make sure they are complete, accurate and legible:

- The bibliographic reference. It may not be necessary to check its accuracy at this point but it should be looked at briefly to determine if it is so deficient or muddled as to be untraceable, although this is the responsibility of the requesting library.

- The address of the requesting library.

- Compliance with copyright declarations if copies are requested.

- Transaction identifiers if required, such as form numbers.

- Also check that payment, if required, has been made and record the details of all transactions received.

Sort the requests according to the arrangement of the library's stock, or for checking against the catalogue if the requesting library has not already added a shelfmark or call number.

Make sure that it is clear whose responsibility it is to check ILL requests against the catalogue. This may be the ILL unit staff or other staff in the library. If the latter, how are the forms passed to these staff and what happens to them subsequently?

Once material is identified as held by the library it will need to be checked for availability. Some important routines need to be established here:

- If the original request form is taken to the shelf, what is the routine when the item is found?

- If another internal form is used at the shelf, who transcribes the details?

- Once the item has been found and retrieved, how is it passed to the ILL unit?

- If the item cannot be found or is missing or not available, how is this information given to the ILL unit?

If material cannot be identified from the information given what is the next step?

- Is the request immediately returned to the requesting library for more detail/information or is the requesting library asked to state the source of the reference, perhaps with a copy of this?

- Is the request simply returned as a negative response?

- Is more bibliographic work done on the request? If so is this the responsibility of the ILL unit or other staff? In what circumstances is this done? Is it done for all or only for libraries with limited bibliographic resources?

If the requested item is being sought in a catalogue accessible through digital channels and then in a database (to retrieve the item as a digital file), then many of these steps no longer apply and the work will usually entail a few actions by a single person.

The handling of the digital file then has to be treated with the same sort of systematic care as a physical item from the library.
- Is it to be sent digitally and if so is it attached to a standard message to the requester?
- Is the file compressed for transmission and if so using what software?
- If it is not being transmitted but loaded onto a carrier such as a floppy disc or Compact Disc, is it being loaded in a format that the user has requested or can use?
- Does the disc display clear information about the content and the form in which it is stored?

Checking material before despatch
Once the material requested has been retrieved from the shelf and passed to the ILL unit then a number of details need to be checked before it can be prepared for despatch.

- Does the material exactly correspond to that requested? If not, does it correspond so closely that it may be worth sending the material anyway? If not, the material should be returned to the shelf and further checks made to see if what is actually required is held.

- Is the material in the format requested?

- Can any special conditions stated by the requesting library be complied with? Some libraries insist on home reading, supply by a specific date, etc. Are these preferred or essential requirements?

If all the conditions of the request can be met, the material itself must then be examined to decide whether or not it can be loaned/copied. Several factors must be considered before a loan or copy is made:

- Are there contractual agreements restricting the loan of the material?

- Is the material too old, fragile or rare to be lent?

- Does the material belong to a special collection or category which is not available for loan?

- Is the material non-circulating (e.g. an important reference work)? If so can a copy be made?

- Is the material in heavy demand within the library? Can a copy be made?

- Are there any restrictions on the supply of the material to particular libraries or types of library for security reasons (commercial or military)?

- Does the weight or size of the item make a loan excessively expensive? Can a photocopy of the appropriate part or a digital file of the whole be provided?

If a copy/digital file has been requested, other questions arise. These include:

- Can the material required be legally copied? A good knowledge of national copyright law on this point is essential).

- If it can be copied, is there a need for a declaration of some kind? Has the requesting library supplied this?

- If the material cannot be photocopied, is a loan appropriate?

If a copy can be provided, the next questions to consider are:

- Is the material physically capable of being copied? Is it too fragile, or is the original quality too poor? Is there a digital file available of the same item from which a copy can be made?

- Is the print material unsuitable for copying to an alternate form because illustrations such as colour plates are essential to the understanding of the text? Does this make it too expensive or too long a production process? Are there copyright restrictions in the artistic parts?

- Restrictions on supplying some documents to some libraries may apply to photocopies as well as loans.

- If a copy or digital file is to be provided, who makes the copy? What are the procedures for having a copy made?

- If material has to be copied by staff outside the ILL unit, what internal paperwork is necessary?

- Does a temporary record have to be created until the copy is received by the ILL unit? Is material returned to the unit with the copy so it can be checked? If not, who returns the original to the library collection?

Despatch of material requested
When despatching material, the following points should be noted:

If materials are damaged or deficient:

- Should the material be supplied in a damaged or deficient form?

- Does the damage impair the usefulness of the material?

- If the material is supplied, what records should be kept of the damage/deficiency? It should be recorded to avoid wrongful accusations being made at a later date.

- If material is supplied what documentation will accompany it to explain to the requesting library?

The mechanics of despatch need careful attention. The following points should be noted:

- What internal records need to be created? When items are sent on loan there may need to be records within the main library system to indicate the loan and also separate ILL records. Those for ILL may include the following:

- Bibliographic information enabling the material loaned to be traced in the catalogue.

- Name of requesting institution.

- Transaction identifier, e.g. number.

- Date of supply.

- Return date, if a loan.

- Any special conditions.

- Records of copies supplied should be kept in the correct format and for the length of time to conform to laws on copyright, public lending right and data protection.

- What method of despatch is to be used? This will be influenced by network or consortium membership of those involved, accessible electronic formats e.g. Ariel, postal charges, dedicated transport schemes and internal/external mail services.

- Has any particular form of despatch been stipulated? If this is not used will an explanation be offered to the requesting library?

- What packaging is needed for the items? and/or their destination? As well as physical format these may be restricted by postal or customs regulations or security arrangements. Climatic conditions can also be an important factor.

- Is the material to be insured or its despatch recorded in any special way?

- Ownership of the material supplied is clearly indicated so that it cannot be detached, obliterated or tampered with.

- Make sure that the loan period, if applicable, is clearly shown.

- Include details of the ILL transaction identifier.

- If renewals are allowed, should this information be included on the paperwork with the material?

- Include instructions for return of the material if it is on loan. These should include packaging, insurance, method of despatch etc.

- Include labels for the return of the material. These should bear the full ILL unit address and preferably be adhesive.

- Who is responsible for packaging the material? Is there a central post room where packaging is done? Does the library have any control over how packaging and despatch are carried out?

- If there is a specific delivery date requested or if transit is likely to take some time, should the requesting library be told that the material has been sent shipped?

- If payment is required is the invoice or other notification sent with the material or separately? Is this the responsibility of the library or the finance department of the institution?

Ensure routines are set up for recalling material on loan how long should elapse before recalls? At what point should further action be taken?

Returned materials
When materials are returned from loan there are some basic points to establish. These are:

- Was the material supplied on loan or for retention?

- If the material was sent on loan, then make sure that what is returned is what was lent.

- If the material is damaged or deficient in any way, check the ILL records to see if it was in this condition before being sent on loan.

- If the material is not that which was sent on loan or has suffered damage whilst on loan, the requesting library should be contacted immediately to establish responsibility.

Once material has been returned satisfactorily, check to see which records need to be retained and for how long for both internal and external purposes, before returning material to the shelves.

If any payment is required is it to be requested at this point? If an invoice is sent later, the requesting library should be advised to expect this. If payment is made with IFLA vouchers then other regulations apply. Are invoices raised by the ILL unit or through a central finance department? How does the ILL unit know payment has been made?

Negative Responses

The supply source cannot always satisfy requests. The main types of negative response are:

(a) Material requested is not held by the supply source. An alternative action may be to send a negative reply to the requesting library. If there are instructions to pass the request forward to another source, does the library do this? If the request came via an electronic mail or database facility there may be an automatic requirement to do so. Make sure that whatever protocols are agreed within any networks or consortium are adhered to.

(b) The material requested may not be immediately available, e.g. missing (but not lost), at the binders, already on loan or temporarily non-circulating. Decide whether to hold the request or tell the requesting library to reapply later. If requests are returned indicate when the material is likely to become available if this is known.

(c) The supply source would probably be willing to lend the material requested if it could be identified. Failure to identify may be caused by differing cataloguing practices, deficient information or inaccurate bibliographic references.

In the last case the supply source may undertake further bibliographic work for the requesting library because of its specialised subject knowledge or wide range of bibliographic and reference tools, although this should be done by the requesting library whenever possible.

There are also circumstances when material can be provided which might fulfil the requesting library's needs although not exactly fitting what has been requested. Examples of such material are:

- A different edition is available.

- Material with very similar title/author is available but not exactly as requested.

- Different physical formats may be available from those specified. This is particularly important if one is to offer a braille version. Check to see if the client can read braille and in the Grade available. If the file is digital a check must be made to ascertain that the client can use it.

International Interlibrary Loan Requests

There are two quite distinct approaches to international co-operation for ILL. Many national libraries, or groups of libraries which in aggregate form the national library resource, view the supply of documents to libraries outside their own nation as a matter of obligation but also of last resort. They take the view that all resources within the country from which the request comes should be tried before an approach overseas is made. On the other hand, some libraries, document supply centres and online consortia with document delivery functions, view all applications as equally valid and raise no barriers to supply documents from any country to libraries in any other. These divergent views need to be studied carefully when making an application to a source outside the library's own country.

The document "International Lending and Document Delivery: principles and guidelines for procedure" has recently been updated, and sets out requirements and recommended practice for individual countries and libraries in the conduct of international ILL. Leaflet available from the Office for International Lending, or at

http://www.ifla.org/VI/2/p3/ildd.htm

There are also differences in the way requests for loans and photocopies are handled in many countries and individual libraries when an application abroad is considered.

If a loan is requested the following questions need to be dealt with:

- Have all national resources been exhausted?

- If there is a national clearinghouse for ILL requests, has this been tried?

- Is the request eligible for an international search? Many countries are reluctant to search for and lend materials published within the requesting library's own country as this contravenes the generally accepted principle that each country makes its own publications internationally available. Similarly many national libraries are reluctant to lend material which was not originally published in their country.

- If the request is eligible for an international search, how are these organised in the requesting library's own country? Some countries have a national centre through which international loan requests should be channelled, but this is often not the case and requests may need to be sent either to a regional centre or direct to the country of origin of the publication requested. It is important to know the procedures in the requesting library's own country.

But much of this is overridden by e-mail searching or Internet access to library catalogues.

If the request is for a (**print**) photocopy or microform then it may be in order to approach either the national library of the country of publication or any major international document supply service direct. It may be necessary to use a national centre for this type of request. Be sure of generally agreed procedures in this case.

Whether a loan or a copy is required, the following points should be clearly understood:

- What form(s) should be used for an international application? Are they the same as a national request or must different ones be used?

- Is an application abroad worthwhile? Does the need of the user justify this application?

- Is there time to apply abroad? International applications, especially for loans, may take several weeks before a reply (positive or negative) is received. Can the user wait so long? On the other hand photocopies can often be dealt with very quickly, sometimes more quickly than applications within national boundaries. Internet and e-mail are changing this in the information-rich lands, but perhaps not yet in countries where the libraries for the blind are not yet equipped with information technology.

- Is the application justifiable on grounds of cost? International applications can be expensive, especially for loans, if one of the countries involved has not agreed to free transport of materials for the blind. Copies can be costly and such factors as exchange rates, postal rates and handling charges should be carefully examined.

- Chances of success. Some supply sources take an international view of their work and will be very reliable but others may be less likely to give a positive response.

When preparing a request for an international ILL the same basic principles should be applied as when making an application nationally. However, certain points need particular attention and some extra points need to be mentioned:

- Establish the probable cost both actual and "hidden" of the transaction.

- If payment is required, how is payment to be made? There are several methods such as cheque, deposit accounts, IFLA Vouchers, international money order, UNESCO coupons, prepaid forms, coupons from specific library operations accepted internationally and many others. Is payment required in local currency, some other major currency or are there no preferences?

- Address. Make certain that the country of the requesting library appears as part of the address. This may need to be added to standard stationery by a clerical operation.

- How will the request be transmitted? Although standard forms are often used it may be quicker and even cheaper to use electronic mail or fax especially if overnight low rates are available. The use of electronic mail or fax can save several days in processing a request. If paper forms are sent they should go by the fastest method available.

Supply of International ILL Requests

The basic procedures are the same as for requests nationally. However certain points need special attention:

- Has the request come through the proper channels? If there is a national centre for international ILL has the form been processed there? If not, should it have been? Again procedures differ for loans and photocopies.

- Is the form used for the application one that is accepted by the supply source? Many (not BLDSC and other very major suppliers!) major libraries accept the IFLA International loan/photocopy forms sold by the:

    IFLA Office for International Lending
    C/o British Library
    Boston Spa
    Wetherby
    West Yorkshire
    LS23 7BQ
    United Kingdom

    Telephone: +44 1937 54612 4

    Email ifla@bl.uk

    Web http://www.ifla.org/VI/2/intro.htm

- Is the type of material requested suitable or available for loan abroad? There may be restrictions from contract, copyright, content or format which prevent the material being sent abroad.

If it is decided that a loan can be made, then there may be certain elements of the physical preparation of the loan which need attention. These include:

- Method of despatch. The question of airmail/surface mail can be crucial, as it will affect both cost and time. International guidelines indicate airmail as the preferred method of transmission. Check to see if the requesting library has specified any time or cost limits.

- Questions of postal registration and insurance are important for international ILL. Is there a definite policy established in these cases?

- Weight. There are weight limits for different classes of material for airmail and surface mail in many parts of the world. It is useful to have a table with these differences shown.

- Are there special requirements for customs clearance?

When the request is for a photocopy there may be copyright reasons why it cannot be satisfied. It must always be remembered that a library is bound by the copyright law of the country within which it functions and not by that of another country. Thus a request may be made quite legitimately in one country but be contrary to law in another and vice-versa.

Any items received on loan from abroad should be returned with the same attention to detail as for loans received within the library's own country. Note also any special requirements such as airmail or surface mail, insurance, special packaging and customs labels.

Appendix 1
Survey of Interlending in Libraries for the Blind

This survey was carried out in 1999 so should be read with some caution. It is hoped that in the interim more of the libraries will have been equipped with computers and internet/e-mail connections.

The response of 20% of the libraries contacted is reasonable for any survey. However if these are the libraries which responded because they have an interlending service or have been involved in interlending, then one can see that the libraries for the blind have much to do in order to exploit the possibilities of interlibrary loan.

In their defence there are factors which may work against such exchanges. Apart from the language of the text, the format to which it is converted has to be suitable for the reader. There are different standards of braille, some of which are shortened or compressed and not all readers are used to the extra codes that are used. Audio formats may not be suitable for the machines used in another country. Several countries use standards different from commercially available machines, to offer some sort of protection against copying and to ensure that the books are only used by registered visually impaired readers who have these special machines. Policies differ from country to country.

There is clearly much to be done in making catalogues accessible via the Internet. The larger libraries tend to have this facility already, but other surveys have shown that smaller libraries particularly in developing countries do not have a catalogue at all. When production is small a list may seem to be sufficient. As the stock grows and other people want to search for materials the decision not to have a catalogue may seem to be short-sighted.

SLB Questionnaire: Inter-Library Loan

1. Introduction
A total of 284 questionnaires were sent out, covering 78 different countries.

A total of 68 replies were received. 11 of those replying did not fill out the questionnaire as they did not offer inter-library loan services (9) or had received the questionnaire in error (2). The remaining 57 questionnaires were then analysed.

2. Initial results

2.1 Respondents
The 57 replies came from 30 different countries, namely:

Country
Argentina
Australia (7)
Belgium (2)
Canada (3)
Croatia
Denmark
Finland
France (2)
Germany (5)
Hong Kong
Iceland
India
Israel
Japan (3)
Luxembourg
Netherlands
New Zealand (2)
Norway
Pakistan (2)
Russia
Spain (2)
Sri Lanka
Swaziland
Sweden
Switzerland (2)
Thailand
Turkey
United Kingdom (3)
USA (6)
Yugoslavia

Of the 57 full responses, 23 organisations replied that they only provided an inter-library loan service within their own countries, leaving **34** organisations that lend both nationally and internationally.

Organisations providing international inter-library loan services

Organisation	Country
Bibliothèque de l'Oeuvre Nationale des Aveugles	Belgium
Arizona State Braille and Talking Book Library	USA
Deutsche Katholische Blindenbucherei	Germany
Hong Kong Society for the Blind	Hong Kong
Novosibirsk Regional Special Library for the Blind and Visually	Russia
Royal New Zealand Foundation for the Blind	New Zealand
Croatian Association for the Blind	Croatia
Vision Australia Library	Australia
NLS Service for Blind & Physically Handicapped	USA
Educational Technology for the Blind Centre	Thailand
Central Library for Blind and Visually Impaired and Handicapped	Israel
RVIB Library and Information Services	Australia
Association des Aveugles du Luxembourg asbl	Luxembourg
CNIB Library for the Blind	Canada
National Library of Turkey	Turkey
SVB	Netherlands
Westdeutsche Blindenhorbucherei eV	Germany
Blindenbibliothek der CAB	Switzerland
ONCE	Spain
Readings for the Blind INC	USA
Stiftung Centralbibliothek fuer Blinde	Germany
Danish National Library for the Blind	Denmark
National Library for the Blind	England
Swedish Library of Talking Books and Braille	Sweden
Calibre Cassette Library	United Kingdom
Finnish Library for the Visually Impaired	Finland
Talking Book & Braille Services	USA
Nueva Luz	Spain
Bibliotheque Braille Romande et Livre Parle/ABA	Switzerland
Vlaamse Blindenbibliotheek	Belgium
Tasmanian Braille Writers' Association	Australia
Queensland Braille Writing Association	Australia
Norwegian Library of Talking Books and Braille	Norway
National Diet Library	Japan

Of these organisations, almost 50% (18) have a website on the Internet and almost 75% (27) gave an e-mail address.

The following sections analyse the information provided by these 34 organisations.

2.2 Materials

Respondents were asked which materials they make available for international interlibrary loan:

Type of material	Number of organisations
Braille	23
Audio	26
Large Print	4
Digital Files	2
Other (Moon)	1

These materials were available in a number of different languages.

Type of material	Languages
Braille	English (14), French (5), German (4), Spanish (3), Dutch (2), Norwegian, Japanese, Danish, Chinese, Russian, Maori, Croatian, Thai, Hebrew, Arabic, Indonesian, Swedish, Finnish, Esperanto,
Audio	English (13), French (5), German (6), Spanish (3), Dutch (2), Italian (2), Norwegian, Japanese, Danish, Chinese, Russian, Maori, Croatian, Thai, Hebrew, Arabic, Indonesian, Swedish, Finnish, Idish, Polish
Large Print	English (2), Swedish, Japanese, Croatian, Russian, French
Digital Files	Finnish, English, Maori
Other (Moon)	English

2.3 Making requests

Respondents were asked by which methods they wanted to receive requests for international interlibrary loans.

Method	Number
By post	32
By Phone/Fax	31
By e-mail	25

Respondents were asked if there was a special form for requesting an interlibrary loan. Only 7 organisations replied that there was such a form, with 2 references to the "British Library" form. 4 organisations attached the form they used and 1 organisation (Swedish Library of Talking Books and Braille) accepted requests via their Internet website.

Respondents were asked what kind of information they would need from the borrowing library to generate an interlibrary loan.

Type of information needed	Number
Title	32
Author	31
Year of Publication	15
Verification	11
Format Specification	24
ISBN Number	2

2.4 Using materials
Respondents were asked for the loan period for the materials they expected to be returned.

Loan period	Number
1 month	8
2 months	5
3 months	11
6 months	4
12 months	3
No limit	2

Respondents were asked if they expected the materials loaned to be returned to their library. 29 respondents replied that they wanted all the loaned materials back.

2.5 Payment
Respondents were asked if a charge was made for the international interlibrary loan service. 32 of the 34 respondents stated that there was no charge made for this service. Of the two organisations that levy a charge, one was a commercial organisation.

2.6 Additional Comments
A number of comments were also made and some of these are reproduced below.

According to Finnish copyright law all library material (audio, braille, and electronic material) can be borrowed or lent only to visually impaired persons. People cannot borrow electronic material with other reading difficulties (so far). They can be served with audio material however. The library has proposed a change to copyright law so that all library material could be available to all library users.
We lend out audio books and braille books abroad mostly directly to borrowers living abroad but also to libraries.

We interlend materials only to libraries in Japan, though international lending may become possible in the future

Due to copyright regulations, e-text books are not lent outside Sweden

Terms of copyright agreements specify that we only lend to print disabled individuals. The standard form must therefore accompany all ILL requests. About 10% of titles only have copyright clearance for the UK.

Kinds of services include exchange of editions in electronic form; information exchange from specialised databases on activities directions of establishments and organisations which are occupied with social care of people with physical disabilities in Russia and foreign countries

We will offer books in DAISY format in the future

A standard inter-library order form would be desirable.

From January 2000 our catalogue will be available on the Internet.

Appendix 2

Model National Interlibrary Loan Code
First agreed by IFLA 1983
Revised 2000

This model national code for interlibrary loan and document supply was first established in 1983 by the IFLA Office for International Lending (OIL). It has been fully updated and revised by OIL and the IFLA Section on Document Delivery and Interlending in 2000. It is recommended as a model for all countries that do not at present have a national code for interlibrary loan, or that wish to revise existing codes.

A model national code clearly cannot take account of all variations in practice between countries. Provision has therefore been made for individual countries to include information specific to their country (see sections in square brackets).

If the model code cannot be adapted to any particular country's needs, the following checklist may be used as a guide to the topics that a code should cover:
- definition of interlending
- a statement of any broad principles
- any other national regulations, manuals, etc that should be known
- verification of requests
- location of required materials and/or channels to be used
- standard formats
- sending the request
- treatment of requests received
- supplying the item
- loan periods, return of material, renewals
- responsibility for loss or damage
- charges and payment procedures
- statistics

Model national interlibrary loan code

Scope
The object of this code is to improve efficiency by providing standard procedures for interlibrary loan and document supply. It does not preclude other agreements between local or subject-related groups of libraries, nor does it apply to international lending, which is governed by the document International Lending and Document Delivery: Principles and Guidelines for Procedure.

Definition
Interlending is the process whereby one library obtains from another specified library material requested by its users and not available from its own stock. The requested material may be sent as a temporary loan or a substitute copy may be supplied instead.

Principles

Interlending should be recognised as a vital element in making library materials available to users. Libraries are expected to acquire materials most likely to be needed by their users but should also expect to borrow material from other libraries to meet legitimate demands by users for material that is not in stock or temporarily inaccessible to the user. All libraries should publicise their interlending services to their users. In the interest of mutual support and the widest possible availability of published documents (which is in the public interest), libraries should be as liberal as possible in their interlending policies and should seek to develop and support a fast and efficient national system.

Requesting libraries should be aware of existing regulations and agreements on interlending. [State here any specific codes, manuals, etc that should be known.] Supplying libraries should make available on request a statement of their interlending policy and charges.

Requesting libraries should be aware of their own collection development policy, as in certain circumstances permanent acquisition of the item may be more appropriate than obtaining the item through ILL.

It is legitimate to request any kind of library material, but rare, fragile, or bulky items, or items that cannot be photocopied and are in high local demand, are less likely to be readily supplied. The supplying library has the ultimate right to decide whether to supply any requested item.

Requesting

Requests made by users should be scrutinised and despatched by the requesting library as quickly as possible: within one working day for straightforward requests and up to three working days for requests with poor bibliographic details. Where the details given by the user are incomplete or inaccurate, the requesting library should make a reasonable effort to verify the information in whatever bibliographic tools it possesses; if unsuccessful, it should state the sources tried.

Details of the requested item should be adequate for its identification by the supplying library. The exact bibliographic details required may vary from one supplying library to another, but guidelines on what elements to include can be found on the IFLA International Request Form, in the IFLA Guidelines for sending ILL requests by email, and in the IFLA Fax Guidelines. A source of reference should be quoted wherever possible.

Decisions on where to send requests should depend principally on the likelihood of first-time success; reapplication or circulation of requests among libraries is a principal cause of delay and high costs. If possible, a small number of regular channels should be utilised consistently. Large numbers of requests should be sent only to those libraries that are willing to accept them. Location tools, union catalogues and accessible library catalogues should be used as and where appropriate. [State any specific location services that should be used.]

Standard request forms or other standard formats should be used. [State any standard forms or formats that should be used.] Where a loan, photocopy, microfilm, etc is specifically required, this should be stated in the request.

Where copyright restrictions may apply, a declaration should be made by the requesting library that it has conformed to them.

Requests should be despatched by fast transmission methods, for example by electronic transmission, fax or the fastest regular mail service. [State any particular transmission method(s) that should be used.]

Supplying Libraries receiving requests should deal with them as expeditiously as possible. When a request cannot be satisfied or if there is likely to be a serious delay in supplying, then either the requesting library should be notified immediately or, if there is a rota of locations, the request should be passed to the next location.

The supplying library should ensure that items supplied on loan are clearly marked with the name and address of the owning library, the date by which the loan is to be returned and any special conditions that apply to it. Loan periods should be adequate to allow for transmission in both directions as well as use by the borrower. [State any standard loan period.] Items supplied should be packaged carefully and addressed clearly, and despatched by fast postal or other delivery services.

Receipt and return
The borrowing library should take due care of material received on loan and respect any special conditions. Loans should be returned in time to arrive at the supplying library by the due date. Requests for renewals should be made well before the due date; where no response is received, the renewal may be assumed to have been granted.

Notification of receipt of an item on loan or of its return to the supplying library is not necessary, unless specifically requested.

The borrowing library is responsible for any loss or damage of material loaned to it, from the time of its despatch by the supplying library to its return there. However, supplying libraries should take the precaution of insuring any particularly valuable items before despatching them.

Payment
When the number of requests is low or the number of items supplied between libraries is roughly in balance (that is, where accounting costs would be higher than the charges levied), then inter-library payment should be waived. However, large net lenders may justifiably charge for providing interlending services.

Payment procedures should be simple and efficient, for example by using flat-rate charges or by batch invoicing. Supplying libraries should make information on their payment procedures and current charges readily available to requesting libraries.

Charges made by supplying libraries should not normally be passed on by requesting libraries to individual users, although a small standard charge may be made so as to deter frivolous requests.

Statistics

Where a national body requires the submission of interlending statistics, libraries should record statistics for this purpose. Statistics elements of electronic ILL management systems should be used wherever possible, and libraries should aim to ensure consistency in type and frequency of statistics collection.

Appendix 3

International Lending and Document Delivery: Principles and Guidelines for Procedure
First agreed by IFLA 1954
Major revision 1978, modified 1987
Major revision 2001

The shared use of individual library collections is a necessary element of international co-operation by libraries. Just as no library can be self-sufficient in meeting all the information needs of its users, so no country can be self-sufficient. The supply of loans and copies between libraries in different countries is a valuable and necessary part of the ILL process.

Since every country must determine the ways in which it conducts interlending and document supply, the following principles and guidelines have no mandatory force. However individual countries and libraries are strongly encouraged to use these guidelines as a basis for the conduct of international lending. The principles protect the interests of all libraries, and set out the recommended practice by individual nations for
document provision.

There are eight major principles, each of which is supported by a number of guidelines.

The terms lending, interlending and interlibrary loan, and the terms document supply and document delivery, have been used interchangeably throughout this document.

Principles and Guidelines for Procedure

1. National responsibility
Each country should accept responsibility for supplying copies of its own publications to any other country, by loan, photocopy or other appropriate method. This applies certainly to those published from the present date, and as far as possible retrospectively.

1.1. Each country has a special responsibility to supply its own national imprints to libraries in other countries. The concept of universal availability of published material (UAP) relies on this principle, and this responsibility should be accepted readily by all countries.

1.2. No country or library is under an obligation to supply a work that has been requested, but all reasonable efforts should be made to satisfy international requests.

1.3. Particular effort should be made to satisfy requests received from libraries in less developed countries, in support of the concept of UAP.

1.4. All communication should be in clear and simple language in order to avoid misunderstanding across linguistic barriers.

2. National lending system
Each country should aim to develop an efficient national lending system, since national lending systems are the essential infrastructure of international lending.

2.1. Recommendations on developing efficient national lending systems are outside the scope of these guidelines, but users are referred to the Model National Interlibrary Loan Code, also produced by IFLA, which sets out the basic requirements of a national system.

3. National policy for international lending
Each country should have a national policy for the international lending and document delivery of its own publications. The policy should be disseminated through the national library, national library association, or other major interlending institution.

3.1. Where a country has a national centre for interlibrary loan and document delivery, this centre should be the main focus for the development of a national policy. Where there is no national centre, responsibility should rest clearly with the national library, a national interlending co-ordinating body, or major lending institutions.

3.2. All libraries in the country involved in international lending or document delivery should be aware of, and work within, the national policy.

3.3. The national policy for international lending should be made available to all libraries outside the country, via the national library or other lending institutions, or by other individual libraries that receive international interlending requests. Similarly, all major libraries should make available to requesting libraries their own policy on handling international requests.

3.4. The national policy should indicate whether outgoing requests should be sent via the national centre where one exists, and whether individual libraries may send requests direct to supplying libraries outside the country.

3.5. Similarly, the national policy should make clear whether incoming requests should go via the national centre (where one exists), and to what extent individual libraries should accept and satisfy international requests.
The IFLA publications **Guide to Centres of International Lending** and **Guide to Centres of International Document Delivery** list institutions to be contacted in the first instance if in doubt.

3.6. All libraries within the country should aim to handle requests from other countries in a consistent manner, in order to offer a clear and effective service for international requests.

4. Sending the request
Supplying libraries should accept requests submitted in any format wherever possible. Requesting libraries should be aware that not all formats will be accepted by all supplying libraries. Accuracy should be ensured at all points in the request process.

4.1. The requesting library should endeavour to use electronic ILL request facilities whenever these are provided.

4.2. Requests submitted by e-mail, fax, or other fast methods should conform to agreed standards, such as the IFLA Guidelines for Email Requests the IFLA Fax Guidelines, or the ISO ILL Protocol, if appropriate.

4.3. Requests using paper forms should be on IFLA Request Forms, or on other forms authorised by IFLA.

4.4. Where the loan of an original or a specific type of copy is essential, this should be stated on the request.

4.5. Where the loan of an original is required, reasonable effort should be made to ensure that no copy is available in the requesting library's own country before a request is sent abroad.

4.6. Incomplete or inaccurate requests cause delays and may have to be returned for further checking. It is the responsibility of the requesting library to verify, and where necessary complete the bibliographic details of the item requested to the best of its ability.

5. Supplying the item
The decision whether to supply a substitute copy or to loan the original rests with the supplying library. Each country should be sympathetic to the requesting library's ability to access the supplied format.

5.1. The supplying library should send the item or provide a response as quickly as possible and by the fastest available method.

5.2. Items should be sent direct to the requesting library, except where it is specifically stated that they must be sent to a national centre.

5.3. All items lent should be clearly marked with the name of the owning library.

5.4. The supplying library should be as generous as possible in setting the due date for the return of loaned items, taking into account the time required for postal delivery and return of the item.

5.5. Where an item cannot be supplied, the reason for non-supply should be given as clearly and as fully as possible. The IFLA multilingual list of ILL Response Codes should be used for this purpose.

6. Copyright
Due regard must be given to the copyright laws of the supplying country. While material requested on international ILL may often fall within 'fair use' or 'fair dealing' provision, responsibility rests with the supplying library to inform the requesting library of any copyright restrictions which might apply.

6.1. These guidelines relating to copyright and international lending support the IFLA Position Statement on Copyright in the Digital Environment. Libraries should be aware of this position statement.

6.2. Each supplying library should be aware of, and work within, the copyright laws of its own country. In addition, the supplying library should ensure that any relevant copyright information is made available and communicated to requesting libraries.

6.3. Lending, and limited copying for purposes such as research or private study, are usually exceptions within national copyright legislation.

6.4. The requesting library should pay due regard to the copyright laws of the supplying library's country.

6.5. Each supplying library must abide by any licenses agreed to by their organisation, which may have some restrictions on the use of electronic resources for ILL transactions.

6.6. Libraries should be aware of the IFLA Licensing Principles when considering ILL from licensed sources.

6.7. The supplying library is not obliged to participate in services which enable copyright fee-paid copies to be supplied.

7. Responsibility for loaned material
The requesting library assumes responsibility for borrowed materials from the time the material leaves the supplying library until it is safely received back. Fast secure methods should be used for supplying and returning items.

7.1. Loans should be packaged and labelled by both the supplying and requesting libraries to ensure that they conform to customs requirements. It is the responsibility of both the requesting and supplying libraries to ensure they are aware of current customs regulations with respect to the international loan of items.

7.2. Original documents, when received by the requesting library, must be used in accordance with its normal regulations unless the supplying library stipulates certain conditions.

7.3. It is the responsibility of the requesting library to ensure that the item is securely packaged, clearly labelled and adequately insured for its return.

7.4. Items should be returned by the fastest service reasonably available to the requester. Airmail should be used whenever possible.

7.5. From the moment a library despatches an item to a requesting library until it returns, the requesting library is responsible for any loss or damage incurred. The requesting library is responsible for replacing the item, or for paying the supplying library the full estimated cost of any such loss or damage, including where requested, any administrative costs involved.

7.6. The requesting library should request renewal of the loan period well before the due date. Where no response is received, the renewal may be assumed to have been granted. If renewal is known to be unavailable on an item loaned abroad, this should be communicated to the requesting library at the time of delivery of the item.

8. Charges and payments

The decision whether to charge a fee for transactions rests with the individual library. Where such a charge is made, the library should endeavour to keep the mechanism for charging and payment as simple as possible.

8.1. Transaction charges may be made or waived according to agreements between the two libraries involved.

8.2. Requesting libraries should indicate their willingness (or otherwise) to pay a fee (and the maximum amount they are willing to pay) at the time of making the request. If the charges are greater than the maximum cost, the supplying library is not required to fill the request.

8.3. Both supplying and requesting libraries must be aware of possible requirements under national copyright law which relate to making a charge for copies supplied.

8.4. Suggested simplified payment methods include:
Prepaid systems such as the IFLA Voucher Scheme where libraries buy numbers of vouchers in advance and send an agreed number of vouchers with each request.
· Deposit accounts whereby the supplying library holds a sum deposited by a requesting library and deducts an amount from it according to each item supplied.
· Flat rate payments where an average or unit cost per item is determined. This method may be combined with prepayment or deposit accounts.

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