

4.2 Ensure the confidentiality of the library user.

Explanatory Text:

ILL staff should adhere to the American Library Association's [Code of Ethics](#) (2021), specifically principle three, that states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted."

Interlibrary loan transactions, like circulation transactions, are confidential library records. Interlibrary loan personnel are encouraged to be aware of local/state confidentiality rules and laws as they relate to interlibrary loan transactions. Requesting libraries are discouraged from including a user's name on a request submitted to a supplier. If individually identifying information is needed on a request, appropriate steps, such as using identification numbers or codes rather than users' names, should be taken to maintain confidentiality.

Policies and procedures should be developed regarding the retention of ILL records and access to this information. ILL personnel should also be aware of privacy issues when posting requests for assistance or using ILL requests as procedural examples. See the following sources from the A

4.3 Describe completely and accurately the requested material following accepted bibliographic practice.

4.4 Note any special requirements regarding the format needed, specified shipping address, or use to be made of the material on the request sent to potential supplying libraries.

4.5 Communicate requirements for a specific user's accessibility needs.

4.6 Identify libraries that own the requested material. Check policies of potential suppliers and adhere to the conditions set by the supplying library.

4.7 When no libraries can be identified as owning the needed material, requests may be sent to libraries believed likely to own the material.

4.8 Transmit interlibrary loan requests electronically unless otherwise specified by the supplying library.

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4.12 Assume full responsibility for unmediated requests.

Explanatory Text:

It is the responsibility of the requesting library to follow the shipping and packaging requirements, including insurance and preferred shipping method, as stipulated by the supplying library. Packaging is defined as the outer material, which may be a box, padded envelope, etc. Wrapping is defined as an inner covering for the item such as paper or bubble wrap.

If no shipping or packaging methods are specified, the requesting library's regular form of shipment should be used.

If packaging material has been used previously, remove or mark out old addresses, postal marks, etc. to avoid misdirection. Do not reuse old, frayed, ripped, or decaying packaging and wrapping materials. Clearly address all packages with both the destination and return addresses properly attached to the packaging material. In accordance with United States Postal Service guidelines, tape is the preferred sealing method on all types of packages. Staples are strongly discouraged in order to prevent injury to staff and/or damage to materials.

Use wrapping and packaging material that is appropriate to the size and format of the material being shipped. Too small or too large packaging will not adequately protect materials during transportation. Remember to use appropriate wrapping to avoid shifting and damage.

For special collections materials, consult [Guidelines For Interlibrary And Exhibition Loan Of Special Collections Materials](#) (2012) by the American Library Association and Association of College and Research Libraries, Rare Books and Manuscripts Section.

4.17 Failure to comply with the provisions of this code may result in suspension of service by a supplying library until resolved.

Explanatory Text:

Repeated or egregious breaches of this code may result in the requesting library's inability to obtain material. Examples of actions that may result in suspension include repeated failure to return loans in a timely manner, multiple lost or damaged items, allowing "in library use only" items to leave the library, or failing to pay the supplier's charges. A supplying library will attempt to resolve the problem.

5.0 Responsibilities of the Supplying Library

5.1 Establish, promptly update, and make available an interlibrary lending policy, contact information, and a service schedule.

The lending policy should be clear, detailed, and readily available to requesting libraries. The policy should be updated annually.

5.2 Ensure the confidentiality of the library user.

5.3 If it is necessary to charge service fees, make available a fee schedule as part of an interlibrary lending policy. Bill any service, replacement, or damage fees promptly.

Explanatory Text:

If charging for services or for lost/damaged items, the supplying library should make every effort to allow for a variety of payment options (for example, OCLC IFM, DOCLINE EFTS, IFLA vouchers, credit cards, acceptance of replacement copies).

A supplying library should not charge a renewal fee to renew an item that is still on loan to the requesting library and their user, but a supplying library may charge a service fee to lend again a physical item previously borrowed and returned.

It is the responsibility of the supplying library to send final bills for service no later than six months after the supply date, final overdue notices no later than six months after the final due date, and final bills for replacement of lost material no later than one year after the final due date. The supplying library should resolve billing questions within six months of receiving notice of an apparent billing error.

5.4 Consider filling all requests for material regardless of format or the collection in which it is housed.

Explanatory Text:

Supplying libraries are encouraged to lend as liberally as possible regardless of the format of the material requested, while retaining the right to determine what material will be supplied. It is the obligation of the supplying library to consider the loan of material on a case by case basis. Supplying libraries are encouraged to lend audiovisual material, microformats, serials, and other categories of material that have traditionally been non-circulating.

For special collections materials, supplying libraries are encouraged to consult [Guidelines For Interlibrary And Exhibition Loan Of Special Collections Materials](#) (2012) by the American Library Association and Association of College and Research Libraries, Rare Books and Manuscripts Section.

If permitted by copyright law, the supplying library

5.5 Be aware that, as authorized entities, libraries have the right to reproduce copyrighted materials in accessible formats for the exclusive, individual use of eligible persons with disabilities, per Section 121 of US copyright law (Title 17, USC).

5.6 Process requests accurately and in a timely manner, recognizing the needs of the requesting library and/or the requirements of the resource sharing system being used. If unable to fill a request, respond promptly and state the reason the request cannot be filled.

Explanatory Text:

The supplying library has a responsibility to act promptly on all requests. The response should be sent via the same method the requesting library used to send the request, or by otherwise contacting the requesting library directly. Some resource sharing systems such as OCLC and DOCLINE have built-in time periods after which requests will either expire or be sent to another institution. The supplying library should respond before this time elapses rather than allowing requests to expire.

Timely processing of a loan or copy may involve branch libraries and/or other library departments, such as circulation, special collections, and/or the mailroom. The interlibrary loan department is responsible for ensuring that material is delivered as expeditiously as possible, irrespective of internal library organizational responsibilities.

Providing a reason for an unfilled request helps the requesting library determine what additional steps, if any, may be taken to obtain the requested item. For example, "non-circulating" indicates the item is likely available for on-site use while "in use" indicates that another request at a later date might be filled. Providing no reason or simply stating "policy problem" or "other" without providing further explanation deprives the requesting library of important information and can lead to time-consuming follow-up for both libraries.

5.7 Send sufficient information to identify the particular request when filling or communicating about requests.

Explanatory Text:

The supplying library should send sufficient identifying information with the material to allow the requesting library to identify the request and process it quickly. Such information may include a copy of the request, the requester's transaction number, or the user's ID. Failure to include identifying information with the material can unduly delay its processing and may risk the safety of the material.

5.8 Indicate the due date, any restrictions on the use of the material, and any special return packaging or shipping requirements. The due date is defined as the date the material is due to be checked in at the requesting library for return to the supplying library.

Explanatory Text:

Secure agreement (for example, via conditional message) from the requesting library for any usage

5.9 Ship material in a timely manner to the location specified by the requesting library. Package loaned material to prevent damage or loss.

Explanatory Text:

- provide a return address including a complete street address if asking for return via UPS, FedEx, etc. (Many supplying libraries find it safer and more cost effective to ship all material via expedited carriers). Supplying libraries are encouraged to enclose an accurate and complete return mailing label.
- work with the requesting library when tracing a lost or damaged item if the commercial delivery firm is responsible for reimbursement for losses in transit.

5.10 Respond promptly to requests for renewals. If the supplying library does not respond, the requesting library may assume that a renewal has been granted, extending the due date by the same length of time as the original loan.

Explanatory Text:

The supplying library should respond affirmatively or negatively to all renewal requests. The supplying library is encouraged to grant the renewal request if the material is not needed by a local user. Renewing an item when possible is preferred to mandating the item's return and having it re-requested since a second loan curtails a user's time with the item, creates additional staff work, and unnecessarily exposes the physical item to additional risk of loss or damage during re-shipment.

5.11 The supplying library may recall loaned material at any time.

Explanatory Text:

The supplying library may recall material at its discretion at any time. However, it often is more effective to request the material through interlibrary loan for a local user rather than to recall material on loan to another library.

5.12 Deliver copies electronically whenever possible. Provide complete and legible copies, and adhere to any special scanning or accessibility instructions of the requesting library.

Explanatory Text:

Comply with U.S. copyright law or applicable license agreements when providing copies.

The supplying library should provide a copy that closely reproduces the original article or chapter in appearance, legibility, and completeness with appropriate attention paid to image color and clarity, margins, page orientation, and any accompanying references, plates, supplementary material, or appendices. The supplying library should strive to evaluate the requested conditions and communicate back to the requesting library indicating which conditions can be met rather than canceling if all the conditions cannot be met.

Respond promptly to resend requests (for example, missing pages, margins cut off, poor images, unreadable text, etc.).

5.13 The supplying library may suspend service to a requesting library if it fails to comply with the provisions of this code.

Explanatory Text:

A supplying library may suspend service to a requesting library following repeated or egregious breaches of this code. Examples of actions that may result in suspension include repeated failure to return loans in a timely manner, multiple lost or damaged items, allowing "in library use only" items to leave the library, or failing to pay the supplier's charges. A supplying library should not suspend service without first attempting to address the problem(s) with the requesting library.