

Bundaberg Regional Library Service Inter Library Loans Governance Policy

GP-3-059

Rev. No. 1

1.0 INTENT

To define the terms and conditions regarding the request and supply of items on inter library loan.

2.0 SCOPE

This policy applies to all permanent members (over 18 years of age) of the Bundaberg Regional Library Service.

3.0 POLICY OBJECTIVES

The objectives of this policy are:

- a) to ensure members have access to as much information as possible;
- b) to ensure the inter library loan service remains at a level within the bounds of Library and staff resources;
- c) to ensure Bundaberg Regional Library Service maintains a cordial inter library loan relationship with other libraries, and that such relationships are not jeopardised.

4.0 POLICY

4.1 General Information

In some cases inter library loans (ILLs) from the State Library of Queensland, the National Library of Australia, other State Libraries, Australian public libraries, or other Australian libraries are possible.

By requesting an inter library loan you agree to abide by all terms in this policy including the payment of any fees or costs associated with the request/loan.

The person on whose membership card an inter library loan is issued, is deemed responsible for the return of the item and for any fees or charges incurred. This includes persons borrowing on behalf of a music group/orchestra.

4.2 Requesting an inter library loan

- The Reference/Internet Librarian (Bundaberg branch) is the Inter Library Loan Officer for the Bundaberg Regional Library Service.
- Persons eligible to request an inter library loan should see, phone, or email the Inter Library Loan Officer to request an inter library loan. If the Inter Library Loan Officer is unavailable, or if the member is visiting Childers branch or Gin Gin branch, another library staff member will take the member's details, and the

details of their request. These details will then be forwarded to the Inter Library Loan Officer.

- Inter library loans should only be requested if the borrower is willing to have the item requested immediately and to collect the loan whenever it arrives.

4.3 Costs

- Inter library loans from the State Library of Queensland and Queensland public libraries are generally free.
- Loans from libraries other than these may incur a fee. The standard fee is \$13.20 per item (subject to change without notice). However, some libraries may charge more or less than the standard fee. (See section 4.9 for more information).

4.4 Eligibility to request an inter library loan

- Inter library loans may only be requested by permanent members of the Bundaberg Regional Library Service.
- Members must be aged 18 or over to request an inter library loan.
- Inter library loans are not to be requested on behalf of others (including minors).
- The borrower's membership card must be produced when requesting the inter library loan.

4.5 Persons ineligible for an inter library loan

- Persons under the age of 18 years.
- Persons who are members of the Library by virtue of a refundable security deposit or yearly subscription.
- Visitors to the Library.
- Students (school, TAFE, University, or other institution), requiring materials to aid their research.
- Teachers, lecturers, tutors, education auxiliary staff, and similarly employed persons, requiring materials to aid in carrying out the duties of their employment (whether employed privately or by government).

4.6 Limits on inter library loans

- A limit of three (3) items on request/loan at any one time per household will apply.
- Bundaberg Regional Library Service will request an item on inter library loan if (& providing the request meets all other criteria):
- Bundaberg Regional Library Service does not hold the title required; and/or
- Bundaberg Regional Library Service does not hold sufficient resources to satisfy the member's information requirements.

4.7 Items available on inter library loan

Bundaberg Regional Library Service may request the following materials on inter library loan:

- Adult non fiction books
- Adult non fiction book tapes/CDs (eg, language learning kits)
- Music scores for orchestras/groups/individuals
- Microfilm reels (eg, newspapers or indexes for genealogical purposes)

4.8 Items not available on inter library loan

Bundaberg Regional Library Service will not request the following materials on inter library loan:

- Items published within the last 6-12 months
- Fiction (in any format or for any age)
- Videos / DVDs / CDs
- Junior and youth resources
- Magazines, journals, serials, periodicals
- Maintenance and repair manuals (cars, motorcycles, boat engines, etc)
- Any other items, at Bundaberg Regional Library Service's discretion, which do not meet the requirements of this policy.

4.9 Inter library loans from libraries which charge a fee

- Any library could potentially charge an inter library loan fee. However, the State Library of Queensland and Queensland public libraries generally do not.
- The lending library, not Bundaberg Regional Library Service, determines the fee they will charge for the loan.
- The standard fee (subject to change without notice) is \$13.20 per item.
- The Inter Library Loans Officer will ascertain the fee and inform the borrower. The borrower may then decide whether to proceed with the loan.
- The fee is to be paid by the borrower when they pick up the loan. Access to the item will not be given until the fee is paid.

4.10 Music scores on inter library loan

- Some music score loans may be short term, some may be long term. Therefore, persons borrowing on behalf of a music group/orchestra, or individuals, with a set performance date should inform the Inter Library Loan Officer of the performance date when requesting the inter library loan.
- Fees and charges for the loan of music scores may apply. Music scores requested on behalf of a music group/orchestra will be issued to the requesting person's library card. The requesting person must therefore be a permanent member of Bundaberg Regional Library Service.
- The person on whose membership card an inter library loan is issued, is deemed responsible for the return of the item and for any fees or charges. This includes persons borrowing on behalf of a music group/orchestra.

4.11 Waiting periods for inter library loans

- Inter library loans may take weeks or even months to arrive. The majority of items do arrive within a reasonable timeframe. However, there are exceptions.

- Bundaberg Regional Library Service has no control over how long the items will take to arrive once they have been requested. Your request is put on the reserve list, and the item will arrive when it is your turn.
- Bundaberg Regional Library Service is unable to request special treatment or service in order to receive the item quicker.
- Members should not request an item if they are unwilling to wait an indeterminate time for its arrival.

4.12 Notification

Members who have requested an inter library loan will be notified in writing if either:

- The item arrives and is ready to be collected; or
- The lending library is unable to supply the requested item.

Members will have one week (7days) from the date of the notification letter to collect the item. (See section 4.17 for more detail).

It is the member's responsibility to ensure Bundaberg Regional Library Service has their correct contact details (address, phone number, email address) on record.

4.13 Loan period for inter library loans

- Generally, inter library loans may be borrowed for the standard three (3) week period, providing this does not exceed the date the item is due back at the lending library.
- Some loans may be subject to a shorter loan period. Borrowers will be notified if this is the case.

4.14 Extension of the loan period for inter library loans

- Members should contact the Inter Library Loan Officer to request their loan be extended.
- An item may be extended once only, providing the lending library agrees to extend the loan.
- If the lending library does not agree to extend the loan period, the borrower should return the item to Bundaberg Regional Library Service by the original due date.

4.15 Returning inter library loans

- All inter library loans are to be returned to the Bundaberg Regional Library Service.
- The fees imposed by the lending libraries for lost or damaged items, or items returned late, are considerable. Borrowers should return their inter library loan promptly, as they will be responsible for the payment of any fees incurred.

4.16 Special conditions for inter library loans

- Some lending libraries place conditions on inter library loans.
- The most common condition is that an item is to be used within the Bundaberg Regional Library Service, and not borrowed by the member.

- Where possible, members will be informed if any special conditions apply to their request.

4.17 Uncollected inter library loans

- If, following the original notification in writing, an inter library loan remains uncollected after 7 days, the member shall receive one phone call (a message shall be left if the call is unanswered and directed to a message bank) or email (but not postal notification) as a courtesy reminder.
- If the item remains uncollected after the newly agreed collection date (or after 7 days from the courtesy notification), the item will be returned to the lending library without further notification.
- If the item was loaned from a fee charging library, the member will remain liable for the loan fee.

4.18 Unreturned, lost, or damaged inter library loans

- The requesting member shall be liable for any and all costs associated with unreturned, lost or damaged inter library loans.
- The fees and charges levied by lending libraries for unreturned, lost or damaged items are considerable. A substantial administration fee, in addition to the replacement cost of the item, may also be levied. Administration fees are payable even when/if the item is returned.

4.19 Unpaid inter library loan fees

- If a member fails to return, or loses or damages, an inter library loan, that member shall be responsible for paying any and all fees in full.
- Fees must be paid in full before the member, and potentially all members in the immediate household, will be permitted to borrow any further items on inter library loan and/or from Bundaberg Regional Library Service.

4.20 Requested items not received after 12 months

Items which have been requested on inter library loan, but which have not been received 12 months after their request date will expire without notice.

5.0 CONTROLS

Not applicable.

6.0 EFFECTIVE FROM

The Bundaberg Regional Library Service Inter Library Loans Governance Policy was adopted by Bundaberg Regional Council on 8th July 2008 (Item H3).

This Policy is effective from 5th August 2008.

7.0 ASSOCIATED DOCUMENTS

GP-3-051 Bundaberg Regional Library Service Membership Governance Policy

GP-3-054 Bundaberg Regional Library Service Borrowing and Returning Library Items Governance Policy

GP-3-055 Bundaberg Regional Library Service Overdue Item Fines Governance Policy

GP-3-053 Bundaberg Regional Library Service Code of Conduct Governance Policy