

INTERLIBRARY LOAN

FOR THE REST OF THE STAFF



ILL Facts & Questions for discussion

Getting books and articles for our patrons from everywhere – How does this work?

What is the workflow?

What does it cost to get an interlibrary loan?

Why does it sometimes take 10 days for something I know the library in the next town owns?

I want to ILL the latest bestseller. Why can't I get this?

My college textbook costs \$150! Can't I just borrow this through interlibrary loan and save money?

Can I borrow an e-book?

Can I get just the article I need?

Live Demo of Interlibrary Loans from Highline College.

Borrowing books for our patrons

Most libraries use the OCLC database for interlibrary loans. OCLC is a nonprofit library cooperative providing research, programs and services to help libraries share the world's knowledge and the work of organizing it. Through a shared governance structure, librarians manage and direct the cooperative.

<http://www.oclc.org/en-US/about.html>

The interlibrary loan interface from OCLC is called WorldShare. This is a newish product, that was launched in late 2012 (BETA) and “fully” implemented in 2014. It allows libraries to automate their searches and requests, receive articles electronically, and manage ILL fees, among other things.

<https://www.oclc.org/en-US/worldshare-ill.html>



Interlibrary Loan Admin

Interlibrary Loan Home

Discover Items

Borrowing Requests

Produced (3)

Awaiting Response (2)

In Transit (1)

Received (6)

Received/In Use (6)

Returned (3)

Returned (3)

Create Request

Lending Requests

Purchasing Requests

Print Queue (0)

UOI Reg ID: 66204

Interlibrary Loan Home

Search for requests

Request ID [dropdown] [input] [Go]

Active Requests Closed Requests

Quick Links

Borrowing:

Produced (3)
In Transit (1)

Received
Returned

Lending:

Supplied
Overdue (2)
Returned
Returned/In Transit (3)

Other:

OCLC Policies Directory
OCLC Service Configuration
OCLC Usage Statistics
OCLC Article Exchange
Resource Sharing News

Message Board

From Administrator on 8/14/2014

Welcome to the new WorldShare Interlibrary Loan.

- To simplify your return to WorldShare ILL, please **bookmark this page**.
- Ask OCLC staff to update links to your library's catalog by completing the [catalog link information form](#) with the needed information, and we will do the rest!
- Take advantage of our [Training Resources](#)
- Keep track of our [future functionality roadmap](#)
- May 19, 2014:** End of all borrowing and lending in WorldCat Resource Sharing/FirstSearch ILL.

Thank you for your commitment to OCLC and your assistance in bringing this new service to the interlibrary loan community.

How does this work?

The patron needs a book or an article that our library or library system doesn't own.

Using some type of request form linked through the local library catalog, the patron asks to borrow the item through interlibrary loan from another library.

The form goes to the ILL staff (usually in electronic format)

The ILL staff searches the world's libraries to see who owns the book and (more importantly) who is willing to lend it through interlibrary loan.

The ILL staff adds (up to) 15 libraries who own the item and will loan it, to the ILL form and sends the request off into the "cloud"

Interlibrary Loan Admin

Borrowing Requests

Lending Requests

Purchasing Requests

Print Queue (0)

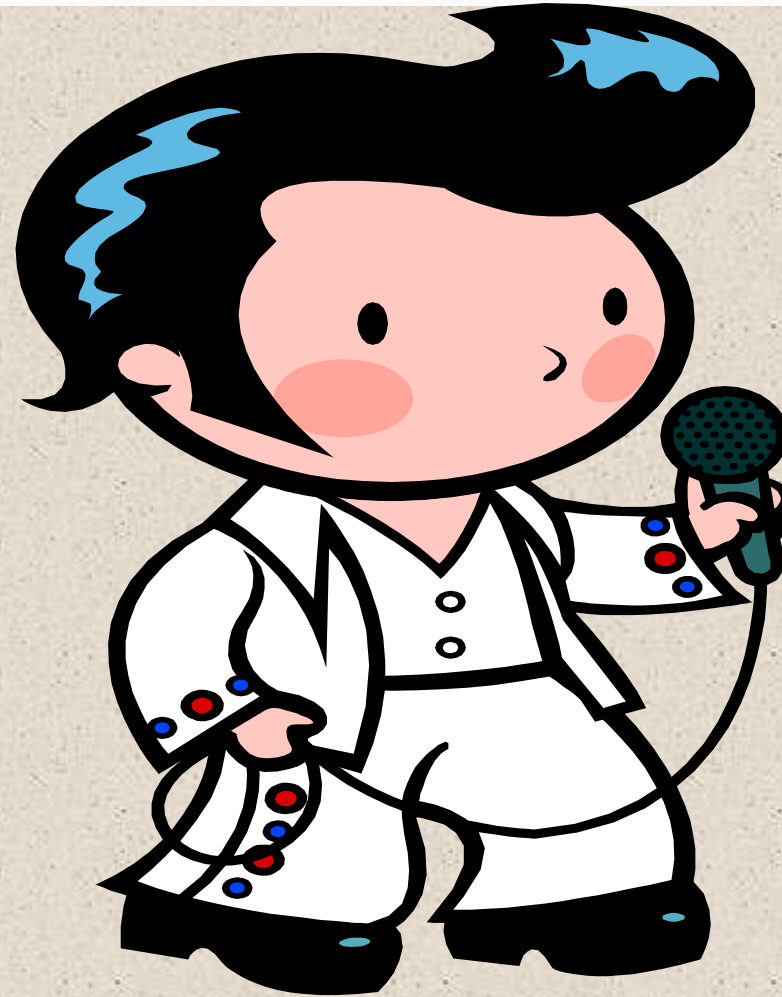
All Holdings State Holdings Regional Holdings

Filter by: Profiled Group LVIS Year: Volume: Go

Results 1 - 100 of 259

Rows 100 1 2 3 >>>

Library	Supplier	Days To Respond	Location	Symbol	Group	Cost	IFM	Holdings
BELLINGHAM PUB LIBR	Yes	4 days	US, WA	BLP		Copies: 0.00 - 0.15 USD Loans: 0.00 USD		
ELLENSBURG PUB LIBR	Yes	4 days	US, WA	Z\$8		Copies: Loans: 0.00 USD		
EVERGREEN STATE COL LIBR	Yes	4 days	US, WA	ESR		Copies: 0.00 USD Loans: 0.00 USD	Yes	
FORT VANCOUVER REG LIBR	Yes	8 days	US, WA	YEP		Copies: Loans: 0.00 USD		
KING CNTY LIBR SYST	Yes	8 days	US, WA	NTG		Copies: 0.00 USD Loans: 0.00 - 25.00 USD	Yes	
LEWIS-MCCHORD LIBRARIES	Yes	4 days	US, WA	AWW		Copies: 0.00 USD Loans:		
SAN JUAN ISLAND LIBR DIST	Yes	4 days	US, WA	SJI		Copies: 0.00 USD Loans: 0.00 USD		Local Holdings Available.
SEATTLE PUB LIBR	Yes	4 days	US, WA	UOK		Copies: 0.00 USD Loans: 0.00 USD	Yes	
SPOKANE PUB LIBR	Yes	8 days	US, WA	UAG		Copies: 0.10 USD Loans: 0.00 USD	Yes	
TACOMA PUB LIBR	Yes	4 days	US, WA	TAW		Copies: 0.00 USD Loans: 0.00 USD		
TIMBERLAND REG LIBR	Yes	8 days	US, WA	UOJ		Copies: 0.00 USD Loans: 0.00 USD	Yes	
YAKIMA VAL REG LIBR	Yes	4 days	US, WA	YVR		Copies: 0.00 USD Loans: 0.00 USD		



What does Elvis have to do with it?

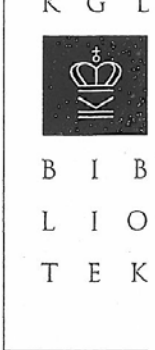
What does Elvis have to do with it?

LVIS is an acronym for **L**ibraries **V**ery **I**nterested in **S**haring

It was the first global OCLC **no charge** resource sharing group agreement. It was established in 1993, by the Illinois State Library and the Missouri Library Network Corporation to encourage and provide opportunities for no charge resource sharing throughout the Midwest region. During the first year, LVIS members included over 200 multi type libraries in Illinois and Missouri. There are now over 2,700 members, worldwide.

<http://www.cyberdriveillinois.com/departments/library/libraries/OCLC/lvis.html>

There are many other large and small reciprocal agreements between and among libraries which allow free sharing of materials. Sometimes it is informal, but more often, there is a contract. For instance Highline has a contract with The Royal Library/Copenhagen Library & Information Service in Denmark.



Dear Interlibrary Loan Colleague,

The Royal Library / Copenhagen University Library & Information Service, Denmark (OCLC: DKB) is interested in establishing a reciprocal agreement with your institution.

We would

Provide free photocopies of journal article

Lend books at no cost

If you agree to do the same for us (please check as appropriate)

Our turnaround time is normally 24 hours but as most of our collections are housed in remote storage facilities we may need more time to process your requests. Due to European copyright regulations we're only allowed to send copies of journal articles via Air Mail or fax.

If a reciprocal agreement is acceptable, would you please sign this form and return a copy to:

The Royal Library / CULIS
Head, ILL Dept.
PO Box 2149
DK-1016 Copenhagen K
Denmark

or by e-mail to:

Sincerely,

Consent of The Royal Library / CULIS

Consent of: UoI
OCLC Symbol

Signature

Date

Signature

Date

Not all ILL is free



While there is a large resource of free materials, lots of libraries do charge to lend their stuff. This ranges from pennies to hundreds of dollars, and is sometimes dependent upon format, or rarity of the material.

In their OCLC WorldShare profile, each library indicates if they charge to lend and what the charges are. They also indicate what the “maximum cost” is that they are willing to pay to borrow.

When interlibrary loan staff search for holdings, OCLC WorldShare indicates if the library charges, what the charges are, and also has a method of managing the fees within the system itself. The IFM (Interlibrary Loan Fee Management) lets libraries manage the charges & payments through the monthly OCLC invoice.

Many libraries charge fees to their patrons to use ILL. This may be a flat fee for any transaction or may be the ILL charge passed on to the patron.

Some libraries waive overdue fees for ILLs but some charge and these may also be passed on to the patron.

Borrowing and Lending Concerns

A big issue with lending and borrowing any materials is COPYRIGHT.

The following is from the Interlibrary loan copyright guidelines for articles:

[“Section 108 of the Copyright Act](#) allows ILL copying under certain terms and conditions. Specifically, Section 108 allows a [qualifying library](#) to copy and send to another library portions of copyrighted materials as part of its ILL service, provided the "aggregate quantities" of copied items received by the borrowing library do not substitute a periodical subscription or purchase of a work. “

Copyright can be a several day workshop in it's own right, but you need to know it is a concern and there are specific rules. We'll talk more today and I have included some links, if you want to know a lot more.

www.copyright.com/.../ILL-Brochure.pdf

<http://www.ala.org/rusa/resources/guidelines/interlibraryloancode>

I know they have that book in Chelan!

Why does it sometimes take 10 days to get the book you want?

When the ILL staff receives the request form, and goes to the WorldShare database to see who owns it, they often have a specific workflow. This may include only borrowing from a free source, such as LVIS, or perhaps borrowing from specific predetermined libraries who meet other criteria (custom holdings) These workflows are usually designed to save time and/or money.

If the requested book is not owned by any library that meets the criteria, that may be the end of the request.

But, even if 100 libraries own the book, and are willing to lend it free, it can still take 10 days...

A Possible ILL Request Journey

The Request goes to

Library #1 (maybe right across town – yippee) but...

The book is checked out, so the request is sent on (automatically) to

Library #2 (in Oregon – still pretty close) but...

They can't find the book on the shelf, so the request is sent on to

Library #3 (Texas?) but...




They just bought the book and they have an embargo that says they can't lend it for 6 months, so the request is sent on and on and on...

Have to say no - sorry

No - No reason given ▼

- No - No reason given
- No - Not found as cited
- No - In use/On loan
- No - Non-circulating
- No - Not on shelf/Missing
- No - Not owned
- No - Lacking volume/issue
- No - Branch policy problem
- No - On order
- No - Cost exceeds limit
- No - Technical processing
- No - Preferred delivery time not possible
- No - Poor condition
- No - At bindery
- No - Volume/issue not yet available
- No - Not licensed to fill
- No - Requested delivery services not supported
- No - Prepayment required
- No - Other
- No - Offsite
- No - Item too new to loan

Highline can't/won't loan the book

Institution Type:	Academic Library
OCLC Supplier:	Yes  Edit
Days To Respond:	4 days  Edit
Non-Circulating:	Reference, Legal, Textbooks, Sports DVDs, Items acquired in the last 3 months, Ebrary-Books, Streaming Media  Edit
Group Affiliations:	LIBRARIES VERY INTERESTED IN SHARING , NORTHWEST GAC PROG , OCLC WESTERN UNION LIST GROUP



The Best Seller Dilemma

As you can see, it is not always a straight forward, “Ask and ye shall receive” transaction. Libraries are living, breathing, lending institutions..

Mostly libraries really want to send you what you ask for, as soon as you ask for it, but if the book is checked out to a patron and there are 73 more patrons with “holds” on the title, it ‘ain’t gonna’ happen.

Usually ILL staff will recommend that you go yourself to your large public library system (where you have a library card) and put yourself on the holds list for that popular title.

If that is not an option there is always your local book seller or the big “A”

Textbooks and Interlibrary Loan

Textbooks are expensive! Why not borrow that book from another library and save the cost?

Most libraries have a policy not to buy textbooks for the general collection; therefore it could take weeks or months to locate an available copy.

Books from other libraries usually have a short loan period; they may or may not be renewable. Students usually want to keep the textbook for the entire term

Holding books past the due date may affect borrowing privileges and may incur costs for the library/patron

Do people try to borrow textbooks? – sure. Do they succeed? – sure.

Can I ILL an e-book? Can't you scan the book? Or send the link?

Today's answer to this is probably no for an entire book, but yes for a chapter or a few pages.

While electronic delivery is possible for an increasing number of articles and documents, this is only the case for print or e-books books when small sections or sometimes chapters, can be scanned and delivered, and of course where this falls under "fair use" guidelines.


<http://www.copyright.com/Services/copyrighoncampus/content/ill.html>

Libraries can and do pay copyright charges in order to borrow copyrighted materials— these fees may or may not be passed on to patrons.

Most e-books are licensed rather than sold to libraries, and it is common for publishers and vendors to prohibit in their license agreements the use of e-books to fulfill ILL requests.

"The license accepted by the library is a binding contract. If the library has agreed to the limitations on the use of materials in ILL, then the library is bound by its agreement"

Requesting part of an e-book

Status	Submitted
Type	Copy ▾
Source	WSILL
OCLC	66395963
Lenders	CCD, GFC, UMQ, EV4, *UOI, Z84, WZJ
External ILL	
AE Alert	<input type="text"/> OCLC Article Exchange
Title	Pediatric neurosurgery
Author	Frim, David; Gupta, N
ISBN	9781423766568 (electronic bk.)
Publisher	Georgetown, Tex. : Landes Bioscience, c2006.
Series	Vademecum
Format	BOOK
Language	ENG
Edition	This edition only.
Article Title	Complications of surgery at the craniovertebral junction-avoidance and management
Article Author	Menezes
Volume	17
Issue/No	5
Issue Date	1991-1992
Pages	254-66 
Verification	WORLDCAT Physical Description: 1 online resource (252 p.) : ill.

Articles, copies and more

Patrons want an article, or just a chapter or a few pages of a book.

This is usually a pretty straightforward proposition:

- The patron fills out an ILL request with the information, including the title of the journal or book, the date(s), author(s) and the pages needed
- The ILL staff goes into WorldShare to search for libraries who own the journal or book AND (this is a big deal) to check to be sure the libraries “hold” the issue that corresponds to the requested material.
- Not all libraries list their “holdings” for periodicals. They may indicate that they own the title, but not which date range they have, so the ILL staff has to hope they choose the right ones.
- The request is sent into the “cloud”

- Let's say the first library who receives the request has the correct article – what happens next?
- The lending library makes a copy of the article, saves it in electronic format (PDF, tiff, jpeg etc.)
- The lending library says “yes” to the request, and at this point they have several options.
 - ✓ They can simply email the article to the borrowing library. This works well for smaller files, but not always so well for a large one. Some libraries can't receive large files, and even if they can, their patrons may not be able to receive them.
 - ✓ They have the option of using WorldShare “article exchange” to send the file. In this case the file is saved in the cloud and a link and a password is sent to the borrowing library who passes this info on to their patron
 - ✓ They can print the article and send it through snail mail.

This is usually a pretty speedy process, and articles are often received within 24 hours or sometimes within an hour or two!

So why do libraries ever bother to buy journals at all when they can just ILL everything?

Why we can't borrow everything

Copyright Law allows ILL copying under certain terms and conditions. Specifically, Section 108 allows a library to copy and send to another library portions of copyrighted materials as part of its ILL service, provided the "aggregate quantities" of copied items received by the borrowing library do not substitute a periodical subscription or purchase of a work.

Unfortunately, Section 108 does not define "aggregate quantities"—creating some ambiguity in interpreting the ILL provision. To help resolve this uncertainty, the National Commission on New Technological Uses of Copyrighted Works (CONTU) developed guidelines during the 1970s with specific allowable amounts for ILL photocopying. These guidelines are not law and have never been reviewed or revised despite the many changes in technology; however, they still serve as suggestions that help librarians interpret the ILL provision in the Copyright Act. They also help reassure copyright holders that ILL will not replace periodical subscriptions and book purchases by libraries

Contu Guidelines

- CONTU Guidelines for copying from periodicals apply only to materials less than five years old (referred to as part of the "rule of five").
- Up to five articles may be copied from a single periodical in one calendar year under the ILL provision (referred to as part of the "rule of five").
- A library with a subscription for a periodical which is not immediately available may consider a copy obtained from another library as if made from its own collection.
- All ILL requests must be accompanied by a copyright compliance statement from the requesting library. The requesting library must maintain records of all requests and of their fulfillment. These records must be kept for three calendar years after the request has been made.
- No more than six copies of articles/chapters/small portions may be made from a non-periodical (including a book) during the entire term of copyright of the work.
- For copying beyond the CONTU Guidelines, the library may need to obtain copyright permission directly from the copyright holder or from a representative such as [Copyright Clearance Center](#).

New copyright guidelines coming to a library near you

A draft of an update to copyright procedures is being released for public comment (with an eye toward implementation in mid-December 2014). This is "the first major revision in more than two decades".

The Compendium of U.S. Copyright Office Practices, Third Edition

Public Draft Released August 19, 2014.

Download full text of the public draft (1222 pages).

<http://copyright.gov/comp3/>

Download Found at This Web Address

<http://copyright.gov/comp3/docs/compendium-full.pdf>

Interlibrary Loan at Highline College

Live Demo – we hope.

QUESTIONS?

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Bibliography – links I used for info

<http://www.oclc.org/en-US/about.html>

<https://www.oclc.org/en-US/worldshare-ill.html>

<http://www.copyright.com/Services/copyrightoncampus/content/ill.html>

<http://www.cyberdriveillinois.com/departments/library/libraries/OCLC/lvis.html>

www.copyright.com/.../ILL-Brochure.pdf

<http://www.ala.org/rusa/resources/guidelines/interlibraryloancode>

<http://www.copyright.com/>

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