



North Dakota
STATE LIBRARY

**STATEWIDE
INTERLIBRARY LOAN
MANUAL
2015**

North Dakota State Library

Administration701-328-2492
Information Requests.....701-328-4622
 Toll-Free.....800-472-2104
Email statelib@nd.gov
Talking Books701-328-1408
 Toll-Free.....800-843-9948
TDD701-328-4923
 Toll-Free.....800-892-8622
Website..... www.library.nd.gov

Open Monday-Friday
8:00 a.m. - 5:00 p.m.

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State Librarian

North Dakota State Library, a division of the
ND Department of Public Instruction
Kirsten Baesler, State Superintendent

INTRODUCTION

This manual supersedes the *Interlibrary Loan Manual* from 2009. It has been prepared to assist library staff who loan material to other libraries to comply with provisions from the North Dakota Interlibrary Loan Code. Other materials to expedite the document delivery process within the state and beyond its borders have been included in addition to information directly connected to the code provisions.

Librarians have cooperated for years in sharing their resources with citizens throughout the state. The intent of the North Dakota Interlibrary Loan Code and this manual is to train librarians in the use of interlibrary loan policies and procedures and to make the resources of North Dakota libraries more readily available to all citizens of the state.

A strong Interlibrary Loan (ILL) network within a local, state or regional jurisdiction should be the primary source of interlibrary loan materials for all libraries. This manual and the code should assist each library in using the ND network and available local resources effectively. When the needs of the library user cannot be met locally, this manual and code are intended to help make interlibrary loan transactions more timely and convenient for libraries and their users.

The American Library Association's (ALA) National Interlibrary Loan Code for the United States asserts that libraries have "an obligation to obtain material to meet the informational needs of users when local resources do not meet those needs." (ALA ILL committee, 1993) Interlibrary Loan is essential to the vitality of libraries of all types and sizes as a means of greatly expanding the range of materials available to users. Lending between libraries is in the public interest and should be encouraged. The intent of this code is to make adopting interlibrary loan policies among libraries as generous and as easy to apply as possible. Interlibrary Loan should serve as an adjunct to, not a substitute for, collection development. When resources within the region have been exhausted, loan requests to more distant libraries should then conform to the provisions of the Interlibrary Loan Code for the United States, 2008.

When situations arise which are not covered in the manual or code, or when you need help interpreting the code, please contact the North Dakota State Library ILL Department (1-800-472-2104).

An electronic version of the Interlibrary Loan Manual can be accessed on the North Dakota State Library webpage at <http://www.library.nd.gov/publications/illmanual.pdf>.

INTERLIBRARY LOAN CODE FOR ND LIBRARIES

Definition

An interlibrary loan is a transaction in which library material or a copy of the material is made available by one library to another upon request.

Purpose

The purpose of interlibrary loan as defined in this code is to obtain library material not available in the local library.

Scope

1. Under the terms of this agreement, it is permissible to request any type of library material.
2. Lending libraries will determine the policies for the lending of their items.

Responsibilities of Borrowing Libraries

1. Each library should provide the resources to meet the ordinary needs and interests of its primary clientele. Material requested from another library, under this code, should be limited to those items that do not conform to the library's collection development policy or for which there is no recurring demand.
2. Borrowing libraries should make every effort to exhaust their own resources before resorting to interlibrary loan. The borrowing library should carefully screen all requests for loans and reject any that do not conform to this code.
3. Share the collection of requests and prevent concentrating the requests on a few libraries.
4. The interlibrary loan staff of each library should be familiar with and use relevant interlibrary loan documents, aids and standard bibliographic tools (such as Online Public Access Catalogs (OPACs), online resources and other services) to determine the location and availability of material.
5. Describe requested material as completely and accurately as possible. If an item cannot be verified, the statement "cannot verify" should be included along with information about the original source of citation.
6. The borrowing library is responsible for compliance with the copyright law (Title 17, U.S. Code) and its accompanying guidelines and should inform its users of the applicable portions of the law. An indication of compliance must be provided with all copy requests.
7. The safety of borrowed materials is the responsibility of the borrowing library from the time the material leaves the lending library until the returned item is received by the lending library. The borrowing library is responsible for packaging the material so as to ensure its return in good condition. If damage or loss occurs, the borrowing library must meet all preferences of the lending library for replacement of or payment for borrowed materials.
8. The borrowing library and its users must comply with the conditions of the loan established by the lending library. Unless specifically forbidden by the lending library, copying by the borrowing library is permitted provided that it is in accordance with the copyright law and no damage to the original will result.

9. The borrowing library should encourage library users to travel to other libraries for on-site access to material when extensive use of a collection is required or the nature of the material requires special handling. The borrowing library should assist the user in making necessary arrangements.
10. All libraries are required to participate in necessary statistical reporting.

Responsibilities of Lending Libraries

1. The decision to loan materials is at the discretion of the lending library. Each library is encouraged, however, to interpret as generously as possible its own lending policy with due consideration to the interests of its primary clientele.
2. Make a statement of interlibrary loan policy available upon request as well as on the OCLC Policies Directory (for OCLC libraries).
3. The lending library should process requests promptly. Conditions of loans should be stated clearly and material should be packaged carefully. The lending library should notify the borrowing library within two working days when unable to fill a request, stating the reason for not filling the request.
4. A lending library is responsible for informing any borrowing library of its apparent failure to follow the provisions of this code.

Expenses

1. There should be no charges for normal interlibrary loan transactions, and no fines should be charged between libraries. Local policy may take precedence.
2. If the expenses are more than nominal, the lending library should inform the requesting library and ask for authorization to charge before proceeding.

Duration of Loan

1. The duration of loan, unless otherwise specified by the lending library, is the period of time the item may remain with the borrowing library minus the time spent in transit.
2. Interlibrary loan material should be returned promptly.
3. The borrowing library may ask for renewals, however, renewals are granted at the discretion of the lending library. A renewal request should be sent in time to reach the lending library no later than the due date. The lending library should respond in a timely matter with a new due date or a denial of the request.
4. All material on loan is subject to immediate recall, and the borrowing library should comply promptly.

Violation of Code

Each library is responsible for maintaining the provisions of this code in good faith. Continued disregard of any provisions of this code is sufficient reason for suspension of borrowing privileges.

Note: Interlibrary loan procedures must comply with the North Dakota Interlibrary Loan Code, North Dakota Century Code, National Interlibrary Loan Code, and the U.S. Copyright Law and Guidelines.

SOURCES FOR INTERLIBRARY LOAN

North Dakota State Library

The North Dakota State Library serves as the reference and interlibrary loan referral center for libraries throughout North Dakota. A library card, issued from the North Dakota State Library is required to check out North Dakota State Library material, request interlibrary loan material through the State Library, or access the online library resources. Any resident of North Dakota is eligible to receive a North Dakota State Library card. Citizens and libraries must remain in good standing in order to receive material.

The State Library accepts requests for specific items and subject requests. If the State Library's collection does not include the requested material, it is borrowed from other North Dakota libraries, Minitex, or out-of-region libraries on behalf of the local library.

North Dakota State Library staff assist local libraries by facilitating interlibrary loan requests between different library systems. Through reciprocal borrowing agreements with ODIN, Central Dakota Library Network, North Central Library Authority, Minitex and OCLC, the State Library is able to identify and access over 2 billion holdings worldwide.

The State Library will accept interlibrary loan requests in the following ways:

1. ODIN or OCLC Interlibrary Loan Subsystem
2. ODIN Online Public Access Catalog (odinlibrary.org)
3. North Dakota State Library email (statelib@nd.gov)
4. Telephone (1-800-472-2104 or 328-4622)
5. Fax (328-2040)
6. ALA forms

The Interlibrary Loan Department will fill the requests using the State Library collection or collections from other libraries. North Dakota libraries that participate in interlibrary loan systems, i.e. ODIN, Central Dakota Library Network, OCLC, and North Central Library Authority, are responsible for sending their own requests using the interlibrary loan method outlined for the system of which they participate. When more than one system is involved, the North Dakota State Library will act as the referral center.

Renewals – If material is requested through the State Library, requests for renewals must also be made through the State Library.

Lost material – If material is lost and was requested through the State Library, the lost item payment and billing for the material must be made through the State Library. The borrowing library is responsible for material until the material has been returned to the lending library.

The traditional practice of mailing any interlibrary loan material to the North Dakota State Library, which then mails the material to the borrowing library or patron slows delivery time, doubles the postage cost, and doubles staff time. Therefore, in the interest of saving

postage cost, saving staff time, and speeding delivery time, the State Library has made an agreement with North Dakota libraries to deliver material directly to patrons or libraries. In the interests of cost saving and minimizing overdues North Dakota libraries and patrons are asked to return material to the lending library.

Lending libraries are asked to enclose a mailing label when sending material to North Dakota libraries or patrons.

Online Dakota Information Network (ODIN)

Contact – ODIN office in Grand Forks, ND – 777-6346

Participating libraries listed at - http://www.odin.nodak.edu/staff/ILL_Pages.html

Library catalog - <http://www.odinlibrary.org>

ODIN participants include North Dakota academic, public, state agency, school, and special libraries. Your library can request material from an ODIN library by sending your request to the State Library or negotiating a reciprocal agreement with a specific library.

Central Dakota Library Network (CDLN)

Contact – any of the member libraries

List of member libraries and library catalog – www.cdln.info

CDLN is a network of libraries covering Burleigh, Morton, McLean and Mercer counties. The Bismarck Veterans Memorial Public Library and the Welder Library at the University of Mary will accept interlibrary loan requests through the OCLC interlibrary loan system.

To place a request to all other CDLN libraries, the requesting library should place the interlibrary loan request through the ND State Library (328-4622).

Bismarck Veterans Memorial Public Library will also accept fax requests at 221-3729.

North Central Library Authority (NCLA)

Contact – Marci Julson, Minot Public Library (marci.julson@minotnd.org) 852-1045

Library catalog – <http://atrium.minotlibrary.org/opac/mpl/index.html>

NCLA is an association of libraries centered around the Minot area including public and school libraries. Methods for accepting requests: (by librarians only) OCLC, Email, U.S. Postal Service, Faxed ALA forms, or through the ND State Library.

Minitex

Minitex started as a pilot project from the University of Minnesota called “Minnesota Interlibrary Teletype Experiment” or Minitex for short. Minitex is a collaborative effort of academic, public and state government libraries; state library agencies; regional and multi-type library systems; and local school districts in Minnesota, North Dakota and South Dakota.

Minitex uses a commercial courier to deliver resources requested by library patrons. Material is delivered overnight five days a week to most libraries in the Minitex region. Other libraries that are not on the Minitex Courier route get deliveries via UPS services. Minitex guidelines are located at <http://www.minitex.umn.edu/docdel/>.

The libraries that participate in Minitex's delivery program can be found at <http://www.minitex.umn.edu/Delivery/Maps/Ndakota/>

OCLC (Online Computer Library Center)

Many times a library will need material that is not located in the state. After verifying that the item is not able to be obtained in North Dakota, the material can be borrowed from out of state via OCLC.

If your library is a full OCLC member you can use OCLC WorldShare to obtain the material. Otherwise, please contact the ND State Library for assistance in obtaining the material.

Interlibrary Loan Requests Preparation of a Request

A number of steps are involved in the preparation of requests at the local library and before they are transmitted via interlibrary loan. The following sections will outline the responsibilities of the requesting libraries during the interlibrary loan process. The sections are arranged in the order in which the librarian or staff member prepares a request:

- A. Reference Interview
- B. Items Appropriate for Interlibrary Loan Borrowing
- C. Elements of a Complete Bibliographic Citation
- D. Verification of Requests
- E. Procedures for Verification
- F. Identifying Serials Holding Locations
- G. Compliance with the United States Copyright Law
- H. Processing a Request
- I. Response Time and Unfills
- J. Renewals, Labels, Overdues, and Lost Material
- K. Returning Borrowed Materials and Preparing for Shipping

A. REFERENCE INTERVIEW

Helpful reminders.

- When you ask for information, let the patron know why you need it.
- Repeat the request for confirmation even when you are sure you know what the patron asked.
- Your hardest work is not worth anything if you do not keep a record of who wants what and how you can let him/her know you've found it.
- Record that search - short notes now may save you time later.

In the course of talking with the patron, the library staff member taking the request should complete the following steps:

- I. Find out if the patron wants a specific book or magazine article or information on a subject. On occasion, the patron might not have checked the records and catalogs of your own library thoroughly. In this case, material in your collection could be provided; or a subject request could be placed rather than an author/title request.
- II. If you are obtaining a specific item for the patron, follow these steps:
 - A. Get title and author of the requested item. For a periodical request, get the title, author, periodical title, volume, page, date of article, and bibliographic source. You will want to be certain that the information given by the patron is complete and accurate in order to avoid needless delays while citations are rechecked or returned.
 1. Check your transcription of request.
 2. Look for item in your library catalog.
 3. If found in your collection, place a hold or check out the material to the patron.
 - B. If item is not found, you should obtain more information for additional searching.
 1. Advise patron that material must be obtained from another library. Let him/her know an estimated time of delivery involved and that there may be a charge.
 2. Get patron information - name, address, and phone number. Check if individual is eligible for interlibrary loan under your library's rules.
 3. For a periodical request, have patron complete a copyright clearance form.
 4. Find out where the patron heard about the item they are requesting.
 - a. Get institution and course title if from class reading list.
 - b. If cited in book or article, get information on that item.
 - c. If the citation is from one of the Online Library Resources, find the name of the Online Library Resource used (not just the vendor), and what search terms were used.
 - d. If information was gained from TV or radio program credits or content, note name of program and approximate date.
 - e. If information was gained from the Internet, note the address of the site.
 5. Determine how quickly the item is needed and the date the item will no longer be useful.
 6. Determine if substitute title is appropriate if this title is not available or if delays will be lengthy.
 7. In the case of a book request, determine if a specific edition is needed.

- C. If you cannot verify the information received from the patron then:
 1. Try alternate spellings for author.
 2. Try any reasonable alternatives for title.
 3. Get a subject. Check subject headings for near matches.
- D. Try verifying all available and applicable bibliographic sources. Note each place tried on the interlibrary loan form. If not found, mark “unverified.”

III. General subject requests. Remember that the phrase “a book on” is often interchangeable with “information about.”

- A. Obtain patron name and phone number.
- B. Get as precise a definition of the topic needed as possible.
 1. Repeat it to the patron in your words to check that information is correct.
 2. Check spellings.
 3. Quickly check subject catalog for terms used by patron.
 4. Try broader and narrower terms and related terms. If you don’t know enough about the topic to build a search strategy, get the patron’s help.
 5. Find out desired reading level of the material including technical or skill level.
- C. Carefully check reference sources and other tools available to you.
 1. Use search strategy as developed with patron.
 2. Use subject heading lists for additional terms to search.
 3. Ask other staff members for suggestions.
- D. Consider non-library sources.
- E. When satisfied that suitable sources are not available locally, send a subject reference request through interlibrary loan.

Note: Few libraries other than the ND State Library accept subject requests. Check before transmitting request.

IV. Determine whether the requested item is appropriate for interlibrary borrowing (i.e. rare materials, av, etc.) In general, books and monographic works that may be safely sent through the mail or other delivery systems, photocopies of articles in periodical and serial publications, government documents and audiovisual materials are the types of material that may be requested through interlibrary loan.

V. Preparing the interlibrary loan or interlibrary subject request for transmission.

- A. The following items of information are needed on each request:

1. Request number (optional).	7. Is microfilm acceptable?
2. Requesting library.	8. Patron name and current contact information (optional).
3. Date of request.	9. Information for a complete citation. (Section C. Elements of a Complete Bibliographic Citation)
4. Date by which material must be received “not needed after date.”	
5. Will your library pay costs for loan of a book? How much?	
6. Is a photocopy acceptable? Will you pay costs? How much?	

VI. Follow up on request. Keep in contact with the patron if the wait is long. If nothing is heard by the “not needed after date” given, request a status report from the lending library.

B. ITEMS APPROPRIATE FOR INTERLIBRARY LOAN BORROWING

AUDIOVISUAL MATERIALS: While collections vary in size, most are available for ILL.

CURRENT PUBLICATIONS: Materials published in the current year may be requested. However, many of them may be in process or in high demand and not available for loan. Current titles in high demand locally should be considered for purchase instead of relying on ILL to fill demand.

CURRICULUM AIDS: Materials prepared as curriculum aids to specific courses of study are not available through interlibrary loan. These include the study notes, guides, and reading list materials for college and university level courses.

ERIC (EDUCATIONAL RESOURCES INFORMATION CENTER): ERIC is a national information system established by the U.S. Office of Education and is a primary source for obtaining documents in education. The University of ND has many ERIC documents available on microfiche. Others may be available online <http://eric.ed.gov/>

FOREIGN LANGUAGE MATERIALS: ND libraries possess a limited amount of foreign language materials in their collections. Some libraries accept requests for foreign language materials by subject requests that indicate the needs of the user.

GENEALOGY: Genealogical material may be available through ILL. Occasionally, microfilm is available and requests should specifically indicate if microfilm is acceptable. For genealogical research, contact the ND State Archives and Historical Research Library at <http://www.history.nd.gov/archives/index.html>.

GOVERNMENT DOCUMENTS: State and federal documents are available through interlibrary loan. The State Library maintains a full loaning collection of state documents from all state agencies. Seven depository libraries have been established to house state documents. They are Minot State University, Valley City State University, Chester Fritz Library at the University of North Dakota, North Dakota State University, State Historical Society of North Dakota, North Dakota State Library (receives two copies), and the Library of Congress. Federal documents are held in a number of libraries in the state as well as online at <http://www.gpoaccess.gov/>.

LARGE PRINT BOOKS: Many interlibrary loan libraries maintain collections of large print books and these are eligible for loan within the interlibrary loan system. Indicate clearly that LARGE PRINT is needed. Genre subject requests can be filled by the State Library. Large print books can be mailed with the “free matter for the blind and physically handicapped” designation if the person receiving the material has been certified as print impaired. For additional information call the North Dakota State Library Talking Book Department at 1-800-843-9948.

LOCAL HISTORY: Titles on local history are eligible for interlibrary loan. The State Library maintains a substantial collection of city and county histories. A large number of books in that collection have been digitized and are available online and full text searchable through Digital Horizons. <http://digitalhorizonsonline.org/>

MAGAZINES: In some cases magazines are available for ILL but this is usually the exception. Magazine loans will probably be sent as “in library use only.” Single copies of current or near current issues of periodicals are not eligible for loan. Photocopies of articles can be requested.

MICROFILM: Microfilm is available from a limited number of interlibrary loan libraries. When requesting a newspaper or magazine, be specific as to dates - month, day, year, when requesting them. Many libraries limit the loan of microfilm to “in library use only.” For a fee, the State Historical Society of North Dakota lends microfilm of ND newspapers. <http://history.nd.gov/archives/whatnewspapers.html> Contact the State Historical Society of North Dakota (328-2668) for more information.

MULTI-VOLUME SETS: For multi-volume sets, in the note field, indicate the specific volumes that are needed. Requests for photocopies of the table of contents, the index or specific pages will be honored.

PHOTOCOPIES OF PERIODICAL ARTICLES: Photocopies may be requested. Verify requests for photocopies for easy and efficient retrieval of the issue containing the needed article and comply with the U.S. Copyright Law. The Online Library Resources allow retrieving and printing of full text magazine articles.

REFERENCE WORKS: Standard reference works are generally not available through interlibrary loan, except from the North Dakota State Library.

SPECIAL COLLECTIONS: Libraries may choose not to lend material from a special collection. Libraries are encouraged to assist patrons in arranging the use of material from a special collection at the holding library.

TEXTBOOKS: As a rule, textbooks appropriate for high school and college courses are not available from interlibrary loan libraries due to the length of time a student would need to use the item.

THESIS AND DISSERTATIONS: North Dakota thesis and dissertations are available for loan from the specific college or university at which the degree was earned. Give full and specific information when requesting them.

C. THE ELEMENTS OF A COMPLETE BIBLIOGRAPHIC CITATION

The following elements are needed when requesting interlibrary loan:

BOOK

- Author, corporate author or conference title
- Title
- Publisher
- Place of publication
- Edition
- Date of publication
- Format (large print or regular)
- Series (Look carefully! This important element is often overlooked or ignored. Note series on request even if you think it may be unimportant)

PERIODICAL ARTICLE

- Full title of periodical
- Volume
- Issue number or issue date
- Year
- Copyright compliance (CCG or CCL)
- Author(s) of article
- Title of article
- Page numbers

NEWSPAPERS

- Title of newspaper
- Place of publication
- Date (month, day, year)
- Copyright compliance (CCG or CCL)

For specific newspaper article, include the following: Author of article, if available; Title of article or subject of article (if title is unknown); Page numbers (and column number if known)

DISSERTATION OR MASTERS THESIS

- Author
- Title
- Year
- Institution (including Dept if known)
- Degree

GOVERNMENT PUBLICATION

- Title
- Author
- Date
- Issuing agency
- Report number
- Superintendent of Documents number

ERIC DOCUMENT

- Author
- Title
- Copyright date
- The ERIC number must be included but is not enough by itself

AUDIOVISUAL

- Author (if available)
- Title
- Recording company
- Date
- Type of media
- Abridged or Unabridged

• D. VERIFICATION OF REQUESTS

Verification is the responsibility of the borrowing library and full verification reduces delays in filling requests for patrons. **The more complete and accurate the citation is when sent, the faster and better other libraries can serve you.** Libraries differ greatly in the number and types of verification sources they have available. However, any information available, if given, may help the lending library in an attempt to fill an interlibrary loan request.

Statement of responsibility: For each request sent, it is the responsibility of the requesting library to provide complete and accurate bibliographic information. Whenever possible, verification or the source of the citation should be included.

Definition of verification: Verification is the use of a standard bibliographic tool to obtain or to confirm a full, accurate, and standard citation for an item. A citation is composed of the bibliographic elements that describe an item.

Definition of source of citation: The source of citation indicates where the user found out about the material being requested. The source may be something other than a standard bibliographic tool, it may be a bibliography in a book or journal, something mentioned at a conference or on a television talk show, or an advertisement.

Definition of location: Location verification is the use of a location tool such as OCLC, ODIN, CDLN, etc. to identify which library owns the materials.

E. PROCEDURES FOR VERIFICATION

Search for the materials in a standard verification source. There are several different resources and different types of formats that can assist you in verifying your citation.

MONOGRAPH AND SERIALS: A list of some of the standard monograph verification tools follows. Check as thoroughly as possible with what is available to you.

- ODIN (Online Dakota Information Network)
- OCLC (Online Computer Library Center)
- Library of Congress
- Internet (Amazon.com, Google)
- BPR (Book Publishing Record)
- BIP (Books in Print)

If you find the materials listed in one of these tools, modify the information on the request so that it corresponds with the information found in the verification tool.

Enter the name of the verification tool on the request. If a computer search is used to verify the information, please include the name of the individual database, i.e. Master File Premier or Health and Wellness, not EBSCO or Proquest.

If you are unable to verify the article citation, state “VER: UNABLE” on the request, list the tools checked and give the user’s source of reference (ex: Oprah TV show and date of talk show). Something is better than nothing.

The following are some examples of verification statements:

VER: Current Index to Journals in Education, June 86, p. 12

VER: OCLC #1234567

VER: MEDLINE: UI #12345678

VER: Abridged Reader's Guide, 83-84, p. 112

VER: UNABLE: SOURCE: Patron saw the author on CBS Sunday Morning on 4-12-2015

VER: ODIN

F. IDENTIFYING SERIALS HOLDING LOCATIONS

Standard bibliographic tools can be used to identify holding locations of libraries that own wanted items. Libraries must search all relevant screens for locations that may be in state before requesting loans from Minitex. When choosing lending locations for items, pay particular attention to equalizing the ILL load to all libraries. Non-OCLC libraries can send their requests to the State Library for out-of-state interlibrary loan.

G. COMPLIANCE WITH THE UNITED STATES COPYRIGHT LAW

For information on copyright laws, see the State Library publication [Copyright Tips for Librarians](http://www.library.nd.gov/publications/copyrighttips.pdf) (<http://www.library.nd.gov/publications/copyrighttips.pdf>)

Notice of Copyright

Copies must include a notice of copyright that appears on the copy when available. If the work does not include a notice of copyright, use a legend or stamp stating the work may be protected by copyright. (Notice: This material may be protected by Copyright Law (Title 17 U.S.C.)).

UNITED STATES COPYRIGHT LAW

The United States Copyright Law, Title 17, United States Code, covers all forms of tangible expression (written on paper, recorded on tape, coded into a computer). It also governs the use of photocopies and other reproductions of copyrighted material. Works do not have to have a notice of copyright to be considered protected by law. Title 17, section 10 provides special copying rights for libraries that are open to the public or whose collections are available to outside researchers. *The new Digital Millennium Copyright Act changes section 108 and directly affects interlibrary loan lending procedures.*

It is imperative that librarians have an understanding of the United States Copyright Law and abide by these laws and guidelines.

Refer all questions regarding the United States Copyright Law to legal counsel.

H. PROCESSING A REQUEST

Borrowing libraries should make every effort to spread their requests over several libraries, when there is a choice, to avoid overburdening any one particular library.

Libraries that wish to do so may send their requests to the State Library. The State Library will verify the request and fill the request from its own collection or refer the request to other libraries including Minitex and Out of State Libraries.

I. RESPONSE TIME AND UNFILLS

The North Dakota Interlibrary Loan Code requires the lending library to respond within two working days of the time it receives a request.

The lending library should inform the borrowing library of the request status if the request cannot be filled. Possible responses include:

Unable to loan	Lost, missing, not owned, long overdue
Non-circulating	Not available by need by date
Too new	Lacking issue needed
On display/reserve.	Not found as cited
Too many holds/reserves	In poor condition

The borrowing library should monitor the status of items promised for ILL. When the expected delivery date is exceeded, the borrowing library should contact the lending library for the status of the material.

J. RENEWALS, LABELS, OVERDUES, LOST MATERIALS AND DAMAGED

RENEWALS: Make requests for renewals directly to the library from which the material was requested and not the library that lent the material. For example, if you initiated the request through the State Library you must ask for a renewal from the State Library (even if you got the request from a different library). The length of the renewal period is at the discretion of the lender.

LABELS: It is advisable that libraries provide each other with their mailing labels to ensure that the materials get to the correct destination.

OVERDUE AND LOST MATERIALS: The borrowing library should track their overdues and notify the lending library immediately of lost materials. The borrower should comply with the lending library's replacement charges (which may include a processing fee). The lending library has the prerogative to initiate a bill after the item becomes overdue. The borrowing library has the responsibility for paying the bill. Overdue fines between libraries should not be charged. If the request is made through the State Library, the billing must pass through the State Library.

DAMAGED MATERIALS: Immediately contact the lending library upon receiving damaged materials.

K. RETURNING BORROWED MATERIALS AND PREPARING FOR SHIPPING

I. Return borrowed materials in a timely manner:

- A. Give your patron a return date prior to the date on which the material is due at the lending library.
 - B. Contact the patron immediately if the material is not returned to you on time.
 - C. Notify the lending library if an unusual circumstance prevents the timely return of material.
- II. Return material in the condition in which it was received:
- A. If an item was received damaged, upon receipt, report the fact to the lending library and await instructions.
 - B. If the item was damaged while in your care, return and request instructions for repair or payment.
- III. Prepare material and interlibrary loan requests for return:
- A. Prepare interlibrary loan requests and double-check them against materials.
 - B. Check for and follow any special packaging instructions or requests for a specific method of shipment.
 - C. Be sure that any container with library markings is returned with the item (slip case, microfilm box, etc.).
 - D. Place a copy of the interlibrary loan request, request number or other identification with the material to be returned.
 - E. Wrap or package carefully and securely.
 - F. Mark label and package clearly - "Library Mail."
 - G. Stamp your return address on a mailing label supplied by lending library or type a mailing label. Affix securely to package.

Remember, you are responsible for the safety of the material from the time it leaves the lending library until the material is returned to the lending library. For more information, please examine ALA/RUSA's ILL Packaging and Wrapping Guidelines <http://web.archive.org/web/20070608141027/http://www.ala.org/ala/rusa/rusaprotools/referenceguide/interlibraryloan.htm>

**This manual used to contain instructions on
how to report ILL statistics to the State Library.
However, it is no longer applicable.**

**Public libraries will need to report ILL statistics
to the State Library as part of the Annual Report.**

Helpful Interlibrary Loan Resources

ALA/RUSA Interlibrary Loan Code for the United States, 2008 (being revised in 2015)
<http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/interlibrary.cfm>

Interlibrary Loan Code for the United States Explanatory Supplement, 2008 (being revised in 2015) <http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/interlibraryloancode.cfm>

ShareILL (<http://www.shareill.org>) is a gateway to electronic and print resources pertaining to all aspects of interlibrary loan (ILL), document delivery, and resource sharing. Designed to be comprehensive and international in scope, ShareILL features links to resources that will help practitioners locate materials for their clientele, manage the ILL process, and keep up with developments in the profession.

CONTU Guidelines on Photocopying under Interlibrary Loan Arrangements (<http://old.cni.org/docs/infopols/CONTU.html>). The CONTU guidelines were developed to assist librarians and copyright proprietors in understanding the amount of photocopying for use in ILL permitted under the copyright law.

Standards for Distance Learning Library Services (<http://www.ala.org/ala/mgrps/divs/acrl/standards/guidelinesdistancelearning.cfm>). The home institution and its library are responsible for the student's entire library needs to complete a course.

Guidelines to Determine the Correct Reason for No (Unfilling an ILL request)
http://www.shareill.org/index.php?title=Codes_and_guidelines/Reason_for_no

The United States Copyright Office <http://www.copyright.gov>

Fair Use of Copyrighted Works <http://www.copyright.gov/fls/fl102.html>

HISTORY OF INTERLIBRARY LOAN IN NORTH DAKOTA

North Dakota Century Code - Chapter 54-24.2 State Aid to Public Libraries

(<http://www.legis.nd.gov/cencode/T54C242.pdf>)

54-24.2-01. Eligibility. Public libraries eligible to receive financial aid under this chapter are limited to those public libraries that:

1. Apply to the state library for such financial aid.
2. Are established and operated in accordance with chapter 40-38.
3. Participate in the North Dakota network for knowledge interlibrary loan and information network.

NETWORK FOR KNOWLEDGE (late 1960s and 1970s)

When libraries were just beginning interlibrary loan, "NETWORK FOR KNOWLEDGE" was a phrase adopted by participating libraries that accessed each other's collections and agreed to share their resources free of charge. Originally, public libraries receiving Library Services and Construction Act (LSCA) funds were required to participate in the "NETWORK FOR KNOWLEDGE." The federal dollars were considered compensation for serving on a statewide basis. Libraries not receiving LSCA funds could participate on a volunteer basis.

MINITEX (1973)

During the 1973-75 biennium, the State Library Commission signed an agreement with the Minnesota Higher Education Coordinating Commission to provide ND residents improved library and information services. The agreement allowed Minitex to provide access to Minnesota library and information resources via the ND State Library Commission.

Three ND libraries were designated as direct access points (called Nodes) to Minitex: the ND State Library, the Chester Fritz Library and the ND State University Library. In subsequent years, other ND libraries have been designated as Nodes.

The Minitex contract continues to be funded by the State Library as of the writing of this document. Node libraries utilize the majority of the contract funding and in return lend material to the ND State Library to be loaned to non-Node libraries and ND citizens.

NETWORK FOR KNOWLEDGE (1991)

Problems and concerns through the years surfaced in light of increased interlibrary loan traffic. Improved technology increased the public's awareness of, access to, and demands for resources around the state, nation and world.

Criteria for membership in the NETWORK FOR KNOWLEDGE (1991) was:

1. Any library in North Dakota could participate. Libraries who received LSCA funds or State Aid to Public Libraries were required to participate.
2. Libraries had to have their holdings listed in Online Dakota Information Network (ODIN), OCLC (Online Computer Library Center), PALS (Project for Automated Library Systems) or Midwest Union Lists of Serials (MULS). (Exception: those libraries that received LSCA funds or State Aid to Public Libraries.)

3. Libraries were required to loan materials and provide photocopies to other libraries. All participating libraries were encouraged to develop free of charge lending arrangements with other participating libraries.
4. All participating libraries were required to sign the ND Interlibrary Loan Code.

LIBRARY VISION 2004 (1995)

Erik Sakariassen, Chair of the North Dakota Governor's Advisory Council on Libraries, (in consultation with the State Library staff and the officers of the North Dakota Library Association (NDLA)) called together a Library Study Steering Committee to discuss concerns and issues within the state's library community. The goal was to present a clear picture to the State Legislature of where North Dakota Library services stood then and how they might look in the future. The committee participants went beyond the initial goal and defined a set of priorities in a planning document for statewide library services.

Library Vision 2004 stated objectives and recommendations to meet the six interdependent priorities necessary in providing what was identified as essential library services in North Dakota in the year 2004 and beyond. The plan was designed to fit an eight-year time frame, spreading implementation across four legislative bienniums. Library Vision 2004 recommendations intended to improve ND libraries and enhance citizen access to information services in support of education, life-long learning, and economic vitality. The purpose of Library Vision 2004 was to provide people with improved access to information in a welcoming environment where they could obtain the guidance of trained librarians. Library Vision 2004 addressed problems that were serious and growing: the knowledge explosion, the increasing costs of information, declining financial resources for libraries, providing all citizens with access to networked information, advancing ND's competitiveness in the global society, and preparing ND for its future. Library Vision 2004, Library Services Technology Act (LSTA) and Educational Telecommunications Council (ETC) grant funds were used toward attaining these goals.

Library Vision 2010 (2003)

In 2002, the North Dakota Library Coordinating Council updated Library Vision 2004 to Library Vision 2010. Library Vision 2010 continues the drive of the creation of a statewide community of libraries working together to provide quality library services to North Dakotans.

Library Vision 2020 (2015)

Library Vision 2020 was adopted July 30, 2014 and put into practice January 1, 2015. Library Vision 2020 continues to focus on strengthening ND libraries through the sharing of resources and increased partnerships among and between libraries.

GLOSSARY

Borrower - A person who checks out material from a library.

Borrowing library - A library desiring to obtain material or other services through interlibrary loan, normally as a service to a member of its own constituency.

Borrowing library code - The abbreviation that identifies the library submitting a request to which the message relates. (See also Lending library code.)

CCG - Symbol used on interlibrary loan requests for copies to signify adherence to the United States Copyright Guidelines. (For more information examine the publication [Copyright Tips for Libraries](#) from the ND State Library)

CCL - Symbol used on interlibrary loan requests for copies to signify adherence to the United States Copyright Law. (For more information examine the publication [Copyright Tips for Libraries](#) from the ND State Library)

Catalog - A list of holdings of a particular library or group of libraries.

Copying fee - A charge for services rendered by a library in producing a photocopy or other form of copy of requested material. Normally it will cover the actual costs of the copy, it may include additional costs for personnel time and in some cases, it may include a basic fixed charge independent of the number of pages.

Copyright - The exclusive right granted by a government to publish a work for a specified number of years. This prevents others from copying the work without permission. It serves to protect the author and/or publisher.

Copyright date - The date a copyright is issued. It usually appears as a year following the copyright mark (©). It should appear on the verso of the title page in a book. A serial will usually have the copyright located in the masthead. AV will have it listed on the back of the item.

Due date - The date specified by a lending library when borrowed material must be returned.

Fee - A charge made for services.

Fine - The penalty for material returned after the due date.

Government document - A publication issued by or authorized by a government body and paid for with public funds.

Hold - An item that is being held for a specific patron. (See also Reserve)

Holdings - Those items that a library owns.

ILL - Abbreviation for interlibrary loan.

Incomplete request - A request, for one reason or another, which does not include all necessary elements of bibliographic data or formatted data.

Central Dakota Library Network - CDLN is a network of 18 libraries covering service throughout Burleigh, Morton, McLean and Mercer counties.

Interlibrary loan – (See Request.)

Journal – (See Periodical.)

Lending library - A library that sends or supplies materials.

Lending library code - The abbreviation that identifies the library to which a request is or was directed. (See also Borrowing library code.)

Library network - Formal organization of libraries for cooperating and sharing of resources, usually with an explicitly hierarchical structure, in which the group as a whole is organized into sub-groups with the expectation that most of the needs of the library will be satisfied within the sub-group of which it is a member. In North Dakota, the library network consists of the following subgroups: ODIN, Central Dakota Library Network, and North Central Library Authority.

Location - Refers to a library or libraries that own a particular item.

Magazine – (See Periodical.)

Microform - A photographic miniature reproduction on film that needs to be magnified on special machines in order to read the information. Microform formats include microfiche, microfilm, and ultrafiche.

Minitex- A Minnesota network of academic, public, special, and state agency libraries that work together to provide access to materials not available in the requesting library or anywhere else in the requesting library's state. The State Library contracts on behalf of all North Dakota libraries with Minitex for document delivery and OCLC services.

Monograph - A non-serial item. A complete work in one or more volumes.

New Dimensions - See Northwest Regional Library Consortium

North Central Library Authority – NCLA is an association of libraries centered near the Minot area including public and school libraries.

OCLC (Online Computer Library Center) - OCLC, Inc. offers computerized services for libraries; makes available a large international online bibliographic database. Formerly called the Ohio College Library Center.

ODIN - Online Dakota Information Network. The online union catalog for many North Dakota academic, public, special, state and school libraries.

Overdue material - Material returned to the library after the “due date.”

Overdue notice - A message sent to a borrowing library when material has not been returned by the date established as the “due date.”

Periodical - A publication issued in successive parts, each with the same title but a different number. Most periodicals are issued at regular intervals and in paper covers. Libraries usually secure periodicals on a subscription basis.

Primary clientele - The group of individuals or institutions to which a library owes its primary responsibility and which is either its source of funding or the group for which the library’s services are provided.

Receiving library - The destination to which an interlibrary loan is sent. (See also borrowing library).

Reciprocal agreement – Agreement that allows borrowing between libraries and outlines the policies to which each will adhere.

Reciprocal borrowing - The granting of borrowing privileges to the members of each other’s user groups by cooperating libraries.

Recurring demand - Determining recurring demand is the responsibility of the borrowing library. Materials frequently requested on interlibrary loan should be considered for purchase by the borrowing library. The lending library reserves the right to refuse to fill a request if the material requested has frequently not been available to its own patrons.

Reference collection - A special non-circulating collection of selected materials useful in supplying information kept together for easier access.

Renewal - The process by which a “due date” may be changed to a later date.

Request - A message sent for the purpose of obtaining an interlibrary loan service – the lending of material, the copying of material, the provision of a reference service, etc. Normally it will include bibliographic data describing the request.

Request code number - The number assigned to a request at the time of initial input.

Reserved - A term used in public libraries to define that an item is being held for a specific patron. (See also Hold)

Reserved material collection - A collection of materials with restricted circulation, often used for a specific course. Usually found in college and university libraries.

Serial - A publication issued in successive parts or irregular intervals usually to be continued indefinitely. Included are periodicals, reports, annuals, and numbered monographic series.

Transaction - Either a filled loan or a filled borrowing request.

Verification - The process of determining that bibliographic data is complete and accurate.