

**Interlibrary Loan Policy Statement**  
**Torreyson Library- University of Central Arkansas**  
**September 8, 2010**

**Mission Statement:**

The mission of the Interlibrary Loan Department is to support the research and educational needs of the University of Central Arkansas's (UCA) students, faculty, and staff by locating and borrowing materials that are not owned by Torreyson Library. In addition, this department also supports other Arkansas and academic communities by providing Torreyson Library resources to other libraries locally, throughout the United States, and internationally.

**Policy Guidelines:**

The National Interlibrary Loan Code, the regulations set forth in the Amigos Western Resource Sharing Agreement, LVIS (Libraries Very Interested in Sharing) resource sharing arrangement, the rules of Torreyson Library, the policies of the University of Central Arkansas, copyright law, and the policies of lending libraries govern the operations of the Interlibrary Loan Department of Torreyson Library at UCA.

**Division of Services:**

The Interlibrary Loan Department divides its services into borrowing and lending activities. The borrowing aspect of the Interlibrary Loan service processes requests from the UCA community and works with participating libraries to access those materials. The lending service area processes requests from other libraries and provides access to materials owned by Torreyson Library. The different natures of these activities require a different set of policies and, therefore, they are divided in this policy statement.

## **Borrowing Policies**

### **Users:**

Interlibrary Loan services are available to all current students, faculty, and staff of the University of Central Arkansas. Patrons not currently affiliated with the university (i.e. alumni, former employees, and individuals who have obtained circulation privileges through the payment of an annual fee) are not eligible to use Interlibrary Loan.

### **Procedures for Requests:**

An interlibrary loan request form must be filled out for each separate item that is requested. There are three different forms: article request form, student book request form, and faculty/staff book request form. These forms are available at the Reference Desk, the Interlibrary Loan Office, and through the Torreyson Library web page. Request forms must be filled out completely and accurately and must be legible. Forms may be submitted online or at the Interlibrary Loan Office. Requests in excess of five will be processed only after requests from other requesters in the queue have been processed.

### **Materials Borrowed:**

The Interlibrary Loan Department will attempt to borrow library materials of any type but the lending library determines what materials they will lend. The Interlibrary Loan Department will not process requests for materials in the Torreyson Library home collection. Exceptions will be made for materials that are missing, at the bindery, etc. Requests will be processed for materials that are checked-out only when checked-out by a faculty member or a borrowing library. Furthermore, because UCA students, faculty, and staff have full library borrowing privileges at both Hendrix College and Central Baptist College in Conway, the Interlibrary Loan Department will not process requests for materials in either of these libraries.

### **Cost:**

The Interlibrary Loan Department does not charge a fee to process interlibrary loan requests; however, some lending libraries charge fees to borrow or to copy their materials. The Interlibrary Loan Department makes every effort to locate materials through lending libraries that do not charge. If materials can only be located at a lending library that charges fees, the patron is responsible for paying those fees. Patrons will be informed of any cost before the request is officially transmitted. Once the patron agrees to pay, payment must be made when he/she picks up the requested item. In addition, the patron is responsible for paying the fee even when he/she determines that the borrowed item is not needed or decline to pick up the borrowed item. The Interlibrary Loan Department will accept checks or cash for payment.

**Loan Period:**

The loan period is determined by the lending library. The Interlibrary Loan Department may shorten the lending period to ensure that materials are returned to the lending library on time. All renewal requests must come through the Interlibrary Loan Department and need to be done before the due date. The Interlibrary Loan Department will contact the lending library and the lending library must approve the renewal. If the renewal is not granted, the patron must return the item by the original due date. If the renewal is granted, the patron must return it by the newly assigned due date and no other requests for renewals will be taken on that item.

**Copyright Compliance:**

Copyright notices will be posted in the Interlibrary Loan Office, on request forms, and on delivered materials to ensure that patrons understand copyright requirements. To meet the requirements of the National Commission on New Technological Uses of Copyright Works (CONTU) which apply to copies of publications that are less than five years old, the Interlibrary Loan Office will honor the “Rule of Two” (one article, per issue, per patron without requesting copyright permission) and the “Suggestion of Five” (five articles from a single periodical title per fiscal year). If any copyright fees must be assessed, the patron is responsible for paying those fees. The Interlibrary Loan Department will maintain records of requests that fall under CONTU guidelines for three fiscal years after the request is made.

**Patron Responsibilities:**

- Accurately fill out request forms especially patron and contact information.
- Monitor communication from the Interlibrary Loan Department and pick up requested materials in a timely manner.
- The care and safety of borrowed materials and the cost of replacement or repairs of lost or damaged materials that occur in the patron’s possession.
- Pay any fees imposed by the lending library or to ensure copyright compliance. Patrons will be informed of any costs prior to receiving the material.
- Return all materials by the due date or ask for a renewal before the due date.

If the materials are not returned by the due date, the following measures may be imposed: suspension of book borrowing privileges, blocking of e-collection access and billing for the replacement cost of the overdue material. Students may also have their UCA student record flagged, thereby blocking course registration, transcripts, etc.

**Interlibrary Loan Department Responsibilities:**

- Process requests in a timely manner.
- Communicate with patrons when there are any problems with the information provided and/or availability of requested item.

- Work to obtain requested materials in the quickest and most cost effective manner.
- Communicate with patron about any fees (lending library or copyright) that are associated with the requested material before processing the request.
- Promptly process and distribute incoming articles delivered in electronic format.
- Promptly process and inform patrons of paper copied articles and loaned materials for pickup in the Interlibrary Loan Office.
- Clearly mark due dates on loaned materials.
- Work to obtain renewals for loaned materials and inform patron of new due date.
- Accurately maintain circulation records associated with Interlibrary Loan materials.
- Provide access to Interlibrary Loan materials any time Torreyson Library is open.
- Maintain open and productive relationships with lending libraries to ensure continued access to materials.
- Work to ensure the privacy of all patron information.

## **Lending Policies**

### **Users:**

The Interlibrary Loan Department will work to assist any library who wants to borrow materials in the Torreyson Library collection. Materials will be loaned only to libraries in the United States, excluding those libraries in Alaska and Hawaii. Copies may be made for international libraries as well as those in Alaska and Hawaii if they provide the means to deliver the copy electronically. While the Interlibrary Loan Department works with all libraries, preference will be accorded to libraries in the following order: Arkansas libraries, Amigos and LVIS academic libraries, Amigos and LVIS non-academic libraries, non- Amigos and LVIS academic libraries, and other public and special libraries.

### **Procedures for Requests:**

The Interlibrary Loan Department accepts requests via OCLC and will accept direct requests through mail, email, and Fax.

### **Materials Loaned:**

- Books, including items from the main collection, music collection, and children's collection.
- Microforms at the discretion of a member of the Library Faculty.
- Audio-visual materials located in the main collection. Audio-visual materials in the music collection at the discretion of a member of the Library Faculty.
- Theses located in the main collection and those written by UCA students for which the library holds multiple copies.

### **Materials Copied:**

- Print periodicals which can be scanned or copied.
- Electronic periodicals if PDF format available and as allowed by publisher's contract.
- Theses written by UCA students in which Torreyson Library only holds one copy will not be loaned but if granted copyright permission, a photocopy may be made.

### **Materials Not Loaned:**

- Books in the archive collection and those that are currently on reserve.
- Print periodicals including individual issues and bound collections.
- Audio-visual materials from the faulty audio-visual collection.

### **Cost:**

The Interlibrary Loan Department, in most cases, does not charge a fee on loaned materials. Fees may be assessed in cases of excessive delivery costs caused by size of loaned item, rush delivery,

etc. A photocopy fee of \$10.00 is charged to borrowing libraries that are not an Arkansas library, a member of Amigos/BCR and LVIS, or with whom Torreyson Library has not signed a reciprocal agreement. The Interlibrary Loan Fee Management (IFM) system is utilized to collect payments of these fees.

**Loan Period:**

All circulating materials, with the exception of the materials from the Browsing Collection, will have a loan period of eight weeks with no renewals granted. Items from the Browsing Collection will have a loan period of four weeks.

**Borrowing Libraries Responsibilities:**

- Accurately and completely fill out request forms.
- Update OCLC records in a timely manner.
- Pay any fees.
- Manage the care and safety of the borrowed materials when they have been received and pay for any replacement or repair cost including costs associated with items lost in transit.
- Adherence to due date set by the Interlibrary Loan Department.
  - § Libraries in Arkansas and/or members of the Amigos Library consortium are allowed up to five overdue titles, with none exceeding four weeks, before losing borrowing privileges.
  - § All other libraries (i.e., not Arkansas and/or or members of the Amigos consortium) are allowed up to two overdue titles, with none exceeding four weeks, before losing borrowing privileges.

**Interlibrary Loan Department Responsibilities:**

- Promptly and accurately responds to incoming requests whether the requested material can be provided or not.
- Communicate with borrowing library if the information found on the request is not accurate, if there are any fees, or for any other special requests or instructions.
- Ship items in a timely and accurate manner using a reliable delivery method.
- Provide quality copies of requested materials.
- Quickly update all records.