

CITY OF  
CANADA BAY  
LIBRARY  
SERVICES

## INTERLIBRARY LOANS POLICY

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## Contents

Objectives .....	3
Scope .....	3
Definitions .....	3
Principles .....	3
Borrowing from other libraries .....	3
Lending to other libraries.....	4
Responsibilities .....	4
Procedures .....	4
Complaints.....	4

## Objectives

The objectives of this policy are to:

- ensure that library members are able to access resources and copies of articles not available in the Library, from other libraries.
- outline the City of Canada Bay Library Service's role in co-operative resource sharing schemes

## Scope

This policy applies to all users of the Interlibrary Loans service at the City of Canada Bay Library Service including members of the public and other libraries within Australia. It may be applied by all staff of the library service.

## Definitions

- 'City of Canada Bay Library Service' or 'the Library' refers to Concord and Five Dock libraries
- 'Customer' refers to a member of the City of Canada Bay Library Service
- 'Core service' refers to the 'core service' as defined by the Australian Interlibrary Resource Sharing (ILRS) Code, available on the Australian Library and Information Association (ALIA) website: [www.alia.org.au](http://www.alia.org.au)

## Principles

### Borrowing from other libraries

- The Library may borrow, where possible, on interlibrary loan, material not available for purchase or material which does not meet the selection criteria of the collection development policy.
- The Library is not usually able to borrow high demand items, local studies material, English language learning kits, IELTS material or recently published items as most libraries will not lend this type of material due to high local demand.
- The interlibrary loan form must be filled in for each item being borrowed.
- Items must be collected within 7 days of becoming available
- If an item attracting additional charges from the lending library is not collected the member requesting that item must pay the additional fees.
- A limit of 5 requests per month, per borrower
- City of Canada Bay Library Services will charge a fee per item as per the Council's Schedule of Fees and Charges. This excludes State library bulk loans of language and audio books for which no fee is charged.
- The Interlibrary loan service provided for the basic fee listed in the City of Canada Bay's Schedule of fees and charges will only be requested on the 'core service' (4 working days: Working days are measured in whole days. Request received on Monday, item or a negative response sent by close of business Thursday or, if the item is to be sent by mail, dispatched in time for last collection on Thursday.)
- Additional charges from the lending institution for interlibrary loans will be the responsibility of the member.
- If 'express' (2 hours) or 'rush' (24 hours) services, as defined by the ILRS Code, are requested, additional charges from the lending institution, including delivery charges will be the responsibility of the member
- Loan periods on items sent to us are set by the lending library and vary from library to library. The loan period for the member is usually 3 weeks, unless restricted by the lending library. Renewals are possible with permission of the lending library.
- The lending library may place restrictions on the items obtained (e.g. only used within the library) and these will be enforced and communicated to the borrower.
- Charges for overdue, non return, damage or loss of items will be in accordance with those set by the lending library and will be the responsibility of the member.
- Repeat late returns of Inter-Library Loan items will result in a member being barred from using the Interlibrary Loan service.
- Loan restrictions and overdue fines will be as outlined in the conditions of the Library Services Borrowing and Membership Policy

- The library will request the item within the week; however a variety of circumstances, mostly external, may affect the timeframe of the item becoming available.

### Lending to other libraries

- The Library will lend books, CDs, and talking books. Photocopies of articles will be made available subject to compliance with the Copyright Act. Charges for photocopied material will be applied in line with Council's Fees and Charges Policy.
- The Library will not lend high demand items, reference material, local studies material, English language learning kits or IELTS material or recently published items.
- Waiting lists for items within the City of Canada Bay Library Service will take precedence over requests from other libraries.
- The loan period for interlibrary loans is 6 weeks, this may be renewed once, at a further period of 3 weeks each renewal.
- Outward postage will be paid by the Library and return postage will be paid by the borrowing library.
- The Library does not charge any Australian public libraries or other libraries who are reciprocal lenders for 'core service' interlibrary loans. Libraries who charge a lending fee are charged for loans.
- The Library may place restrictions on items sent on interlibrary loan e.g. 'This item is for use in the library only'.

### Responsibilities

All Library Services staff have the responsibility of implementing this policy consistently across Concord and Five Dock libraries.

### Procedures

Specific procedures for the implementation of this policy are clearly outlined in *City of Canada Bay Library Service's Procedures Manual*.

### Complaints

- Any complaint or appeal will be dealt with in the first instance by the Shift Supervisor. Complaints or appeals may also be emailed to [library@canadabay.nsw.gov.au](mailto:library@canadabay.nsw.gov.au).
- Complaints or appeals that cannot be resolved at this level will be referred first to the Co-ordinator, Client Services and if still unresolved then refer to the Manager, Library Services.
- If the member remains unsatisfied, they may write to:  
The General Manager  
City of Canada Bay  
Locked Bag 1470 Drummoyne NSW 1470  
Email: [council@canadabay.nsw.gov.au](mailto:council@canadabay.nsw.gov.au)