

# RECIPROCAL FACE-TO-FACE BORROWING BETWEEN THE UNIVERSITY LIBRARIES

January 20, 2005

## UNIVERSITY LIBRARY AOTEAROA NEW ZEALAND: A NATIONAL BORROWING SCHEME FOR STUDENTS AND STAFF

Staff and students of member universities of the New Zealand Vice-Chancellors' Committee will be eligible to borrow, in person, from any other member university under University Library Aotearoa New Zealand (ULANZ): a national borrowing scheme for New Zealand's universities. The New Zealand university libraries already share collections through the New Zealand interlibrary interloan scheme; ULANZ will allow borrowing *in person* by registered users. It is based on a successful Australian face-to-face borrowing scheme, University Library Australia. ULANZ will come into effect on 28 February, 2005. A review of the scheme, including the electronic exchange of borrower information as a future development, will take place at the end of the first year.

### 1 GOAL

To facilitate easy access to other university libraries for borrowers who present themselves in person.

### 2 PRINCIPLES

- (i) It is recommended that the guiding principle is of a free, open, simple national scheme.
- (ii) Host libraries retain the right to set local conditions of access and local registration fees.
- (iii) Ease of access to information is critical to the success of the scheme. A ULANZ web home page will be established (on the CONZUL web site) so potential users can verify eligibility, host access conditions and registration conditions.
- (iv) ULANZ is not intended to supplant the home institution as the primary supplier of information resources. If there is evidence that the home institution is persistently under-supporting its students, the host institution may take this up at CONZUL.
- (v) Home libraries that issue a borrower card will be responsible for the person who holds it (see Sections 5 & 8).

### 3 ELIGIBILITY

- (i) All students and staff from the ULANZ members of the NZVCC member universities are eligible. This will also include:
  - (a) distance (extramural) students
  - (b) students based at remote campuses, *ie* at a campus of a university

whose main campus is in another metropolitan area.

- (ii) Eligibility will be as wide as possible, unless proven that it is unsustainable.

#### **4 AUTHENTICATION FOR BORROWER REGISTRATION**

- (i) For students – a photo ID and proof of current enrolment. It is highly desirable for student ID cards to include expiry dates.
- (ii) For staff – a photo ID and proof of current employment/affiliation.

Both are needed to establish that the borrower is the person eligible to participate in the scheme. These elements may both exist on the same card.

- (iii) Home libraries that issue a borrower card will be responsible for the person who holds it (see Sections 5 & 8).

#### **5 INDEMNITY**

- (i) If a borrower is eligible to register, then he/she is indemnified by their home library, and if the borrower defaults, then the home library carries the liability for any replacement costs of material (but not accrued fines).
- (ii) Borrowers should be made aware that their personal details and details of their loans may be conveyed between home and host libraries. This exchange of information should only be necessary if borrowers default.

#### **6 HOST INSTITUTION REGISTRATION**

- (i) Registration is completed at the host institution.
- (ii) The goal is for the borrower to walk into the host library and register “on the spot”. The time to complete the transaction is at the discretion of the host library. If not able to be completed on the spot, then the borrower’s card will be mailed to the borrower, or may be collected at a later date. Some libraries may need to charge for the production of a borrowing card because of requirements by their parent institution.
- (iii) Host libraries may wish to offer partial registration online.
- (iv) A long-term goal may be to register online and have the borrower home record sent directly to the host library.
- (v) In the future, sharing borrower data electronically is likely to be an option with the intralending software which is increasingly available with new library systems. A commitment to NCIP standards and the electronic exchange of borrower information should be made by participants, and a date for this process to be instituted will be discussed during the review at the end of the first year of the scheme.

#### **7 DURATION OF ENROLMENT**

- (1) The expiry date of all enrolments will be 28 February of the year following registration, or the date on which the borrower ceases to be a currently enrolled student or

employed staff member at their home university, whichever is the earlier.

## **8 DELINQUENT BORROWERS**

- (i) Any fines and charges are set by the host library.
- (ii) The host library will employ usual means to manage overdue books by ULANZ Borrowers.
- (iii) The home library will be notified of their delinquent borrowers twice a year, in early June for the first semester, and in early October for the second semester, as host libraries need time to recover the missing books before the borrowers have left the control of their home library. (Where a summer school takes place, a third notification in late January will also take place)
- (iv) This notification need contain no more information than that required to identify the borrower and item(s).
- (v) The home library may impose appropriate blocks on their borrower, as may the host library.
- (vi) There will be no central block list as this has implications for borrower privacy, and imposes an unnecessary extra step in the registration process.
- (vii) Potential borrowers will be alerted to the fact that infringements at the host library may result in the imposition of sanctions in their home library.

## **9 LEVEL OF ACCESS**

- (i) The host library will determine levels of access for ULANZ borrowers, *ie* numbers of loans and which collections are available to ULANZ borrowers, but it is recommended that access levels be commensurate with those of the equivalent home borrowers, excluding closed reserve and short term high demand collections. Some libraries will not allow reciprocal borrowers to recall books that are on loan.
- (ii) Electronic resources will not generally be available to ULANZ members, except for those products which allow walk-in public access.
- (iii) Host libraries should be mindful of the impact on the level of access on the indemnity exposure of the home library, and if there is a problem with a ULANZ borrower, should cease access at an early stage.
- (iv) Host libraries have the right to set conditions of access, including which collections are available to ULANZ members. A list of restrictions is included in Appendix A.

## **10 CHARGING**

- (i) ULANZ will be fee-free, for both registrations and loans, at least for the first year (although some libraries may need to recover the production cost of a borrower's card).

- (ii) There will be a review of the operation of the scheme to allow time for changes to be implemented by the end of this introductory period.
- (iii) If a library chooses to impose charges, these will be charged directly to the borrower registering at the host institution, as any recoup of these charges from the home library would impose an additional administrative load, and consequent costs.
- (iv) It is affirmed that the New Zealand university library network is a collaborative one, and should be considered, consequently, as a national resource.

## **11 PUBLICITY**

- (i) Participating libraries should produce a shared Guide to ULANZ to inform clients of conditions and sanctions. This would be available via the homepages of participating libraries and through the CONZUL homepage.
- (ii) The CONZUL page will have links to the reciprocal borrowing pages on each university library's homepage, where there will be information about specific restrictions, charges for the production of a card, and links to the opening hours of that library, and the hours when reciprocal borrowers may register.
- (iii) A set of FAQs (Frequently Asked Questions) will also be produced.

## **12 STATISTICS**

- (i) The minimum level of statistics to be maintained by the host library:
  - (a) number of registrations of ULANZ borrowers
  - (b) number of loans to ULANZ borrowers.
- (ii) It is highly desirable that host libraries also record:
  - (a) the number of ULANZ registrants, by home library
  - (b) the number of delinquent borrowers.
- (iii) It is noted that loan data is not comparable because of varying loan periods, but a comparison of time will show trends.

## **13 THE REVIEW OF THE SCHEME**

- (i) The review will take place in March, 2006.
- (ii) The key performance indicators for the review of the scheme will be:
  - (a) statistics
  - (b) delinquent borrowers
  - (c) feedback from library staff
  - (d) feedback from borrowers by a sample survey.

**PARTICIPATING UNIVERSITIES**

Auckland University of Technology  
Lincoln University  
Massey University  
University of Canterbury  
University of Otago  
University of Waikato  
Victoria University of Wellington

**RESTRICTIONS**

**General (applies to all libraries-but note some exceptions in the individual library section below)**

- No access to closed reserve, course reserve, or short term high demand material
- Material on loan will not be recalled
- No access to electronic resources which do not permit walk-in access in their licences
- No access to AV material restricted by copyright or performance rights
- Print journals are not borrowable, but may be used within the library, and articles photocopied within the provisions of the Copyright Act
- Reference and items marked "Not to be borrowed" may only be used in the Library (but may be photocopied within the provisions of the Copyright Act)
- Inter-library loan, document delivery and distance services are the responsibility of the home library

**See also the following specific conditions (in addition to those above) and some exceptions for individual libraries:**

**Auckland University of Technology**

- Reciprocal borrowers will be granted the same borrowing privileges as AUT undergraduates with the following exceptions:
  - No access to electronic resources
  - Not permitted to recall or reserve material already on loan
- Material not available for loan may be used within the Library, or photocopied

**Lincoln University**

- Allows borrowing of print journals

**Massey University**

- Excludes access and borrowing of its Wellington art and design collections to Victoria University students

## **University of Canterbury**

- No access to electronic resources
- Full range of borrowing privileges, including access to print journals, closed Reserve, and the recall of material on long-term loan

## **University of Otago**

- Audio-visual items are not borrowable, but may be used within the Library

## **University of Waikato**

- Library materials already on loan may be reserved but not recalled
- The Library reserves the right to enrol individuals on a case-by-case basis
- Audio-visual items are not borrowable, but may be used within the Library

## **Victoria University of Wellington**

- Library materials already on loan may be reserved but not recalled
- The Library reserves the right to enrol individuals on a case-by-case basis
- Audio-visual items are not borrowable, but may be used within the Library
- Excludes access to, and loans from, its Architecture and Design Collections

**Q. Which libraries charge registration fees?**

A. Some libraries are required by their institutions to cover the cost of production of a library card. These libraries are:

University of Canterbury (\$10)

**Q. If the home library has paid the replacement cost of its member's lost book from a host library, and the book is subsequently found and returned, should the host library be required to refund the payment to the home library?**

A. The matter should be pursued between the home library and the borrower in this case. The host library has already done extra administrative paperwork to produce the invoice.

A home library would be expected to actively pursue the student before seeing it as a lost cause and parting with any money on their behalf to the host library. The onus should be on the home library to manage this.

**Q. Registrations on the spot may cause some problems unless the person is armed with a letter of indemnity-otherwise how do we know whether they are in good standing?**

A. In the expectation that the numbers, if any, of "known" delinquents registering would be small and in the interests of simplicity, we concluded that proof of current enrolment/employment would be sufficient.

**Q. Proof of current employment/affiliation of staff. I suspect that most universities are like ours in that a staff member s gets a card and unless there is a new system, the card will remain valid for a long time. Departing staff members do not turn in their cards and often do not know when they are leaving. But locally it is no problem because the staff database is used for validation. Will university libraries have to find a way to validate staff cards annually?**

A. No. This is why we have specified proof of current employment, so it may be an ID with a date, or a letter from the university or being able to get at the current loan record etc.

**Q. Notification of delinquent borrowers at least twice a year. I think it should be more often, if possible, quarterly?**

A. The host library is the one to choose here, and they may prefer to do it more regularly. However, we are trying to not to impose any unnecessary administrative burdens on the host library. This is why we made it twice a year (minimum).