



## Interloans / Document Delivery Policy

<b>Category or Type</b>	Library
<b>Approved by, and date</b>	
<b>Last modified</b>	Effective from 1 <sup>st</sup> of January 2010 (replacing Document Delivery Service Policy SC 05/95)
<b>Sponsor</b>	Access and Development Services Manager

### Purpose

The University of Otago Library (the Library) provides an Interloan service (the service) to support research and teaching activities, by providing access to material not held by the Library. This includes material which is outside of the Collection Development Policy as well as material which is out of print or otherwise unavailable for purchase. The Library charges other libraries to access our collections and uses the strength of the collection to leverage minimal charges to our requesters, our primary clients.

### Organisational Scope

This policy document covers Interloan activity across the University Library system. It does not cover Wellington Medical Library (WM) or Canterbury Medical Library (CM). The service is directed towards supporting the University's teaching and research activity rather than the recreational reading requirements of library users.

### Definitions

**ALIA** – Australian Library and Information Association

**Ariel** – Document delivery transmission software distributed by Infotrieve.

**Borrow Direct (Universal Borrowing)** – allows University of Otago staff and students to borrow books directly from other LCoNZ libraries; Auckland University of Technology, University of Waikato and Victoria University of Wellington.

**CAUL** – Council of Australian University Librarians aims to improve access by the staff and students of Australian universities to the information resources that are fundamental to the advancement of teaching, learning and research

**Charter libraries** – A charter library is a member of the New Zealand Interloan scheme and is thus a prescribed library in terms of the Copyright Act 1994. Charter status is renewed annually (in conjunction with LIANZA membership for libraries) and has a set of obligations that must be met.

**CONZUL** – Council of New Zealand University Librarians is an association of all NZ University Librarians that aims to improve access for students and staff of NZ universities to the information resources required to advance teaching, learning and research.

**IBS – Interloan Billing System** is a centralized billing system that provides charging for National and Trans Tasman interloans. IBS is provided and managed by the National Library of New Zealand. There are about 35 non-IBS libraries in New Zealand, these libraries need to be manually invoiced.

**IFLA** – International Federation of Library Associations

**Interloan / document delivery** are terms that tend to be used interchangeably. Interlibrary loan, Interloan or ILL generally refers to the loaning of material – mainly books – between libraries on behalf of their users. Document delivery refers to the non-returnable supply of copies of journal articles and book chapters, both in print and increasingly in electronic format. This document uses the term Interloan to refer to both activities. Interloan activity is twofold - the library acts as a requester / borrower (getting access to material for our users) as well as a supplier / lender (supplying items to other libraries for their users) through resource sharing co-operatives, including Te Puna, Libraries Australia Document Delivery (LADD) and OCLC Resource Sharing

**LIANZA** – The New Zealand Library Association is the professional organisation for the NZ library and information services sector. LIANZA plays a coordinating role in the industry providing infrastructure and organisational support for the profession. LIANZA is a member of IFLA.

**Non-charter libraries** – this status is available to any library wishing to request through Interloan, but not supply, report holdings or meet other requirements of the Charter. A non-charter library which is not a member of the Interloan scheme is not a prescribed library in terms of the Copyright Act.

**Prescribed Library** – All members of the New Zealand Interloan scheme (both Charter and Non-Charter) are prescribed libraries in terms of the Copyright Act 1994.

**Te Puna** is the New Zealand Interloan system run by the National Library of New Zealand. It links to the National Bibliographic Database, making it the best way of identifying resources available in New Zealand. It is used by a large number of Libraries in New Zealand, allowing a high degree of interoperability and co-operation, as well as time savings with a minimum of intervention.

**Trans Tasman Interlending** is a gateway that enables libraries that are members of Te Puna Interloan or Libraries of Australia Document Delivery (LADD) to seamlessly request from and supply to each other.

**VDX** – Virtual Document eXchange – Interlibrary loan management software distributed by OCLC.

## Policy Content

### 1. University of Otago Library as Requester (Borrowing)

#### (a) Eligibility

The following requesters are entitled to use the service:

Currently enrolled University of Otago students;

includes PhD, Post Graduate, Honours and Under Graduate\* students

University of Otago staff;

includes permanent staff and visiting academics, does not include casual staff

The following external users may also be eligible to use the service depending on Memoranda of Understanding and Service Agreements. These agreements are regularly reviewed and eligibility to use the service may change:

Otago Polytechnic staff and students

Healthcare Otago staff

Registered users of the Hocken Library

Knox College staff

Otago Museum staff (permanent researchers)

Centre for Innovation staff (research only)

Academy of Sport staff and students

Emeritus Professors

University of Otago retired staff (continuing research)

The following are ineligible to use the service:

Graduates and Alumni of the University of Otago

Staff, graduates and students from other institutions i.e. reciprocal and ULANZ borrowers

Members of the public

\* Under Graduates will be encouraged to seek expert advice from a library staff member to assist them to make optimal use of the Library's existing extensive collection before requesting an item via Interloan.

**(b) Charges to our users**

- (i) No charge for any copy request
- (ii) No charge for any loan coming from NZ or Australia (via LADD)
- (iii) Overseas loans \$25
- (iv) Urgent requests \$25
- (v) Charges can be invoiced to a departmental account code, research grant code or to an individual
- (vi) The library pays the return postage to the supplying library
- (vii) Overdue material will be fined at the standard rate
- (viii) The charges for any lost item will be passed on to the individual who requested the item. This includes replacement costs, supplying library administration costs and the University of Otago Library administration fee.

**(c) Items supplied to our users by other libraries**

- (i) Items can be recalled by the supplying library at any time; items not returned by the new due date will incur fines.
- (ii) The supplying library will set the due date (usually around 4 weeks)
- (iii) The user who has requested the item can apply for a renewal to extend the loan period.
- (iv) Users will be notified of overdue Interloan items via email
- (v) Some items will be supplied as 'Reference only'; this must be strictly adhered to and the material must not leave the library.

**(d) Efficiency targets**

- (i) All requests from our users will be actioned / processed within 2 working days
- (ii) Average turnaround time via TePuna (as requester - until received) for copies, less than 3 days
- (iii) Average Turnaround time via TePuna (as requester - until received) for loans, less than 5 days
- (iv) Urgent requests will be actioned within 2 hours of receipt. The user will only be charged an urgent rate if they receive the item within 2 working days.

**(e) Service limitations**

- (i) Material available to University of Otago staff and students via Universal Borrowing from Victoria University of Wellington, Auckland University of Technology, or Waikato University will not be Interloaned unless sought for a Remote student. The user will be advised to request the item themselves using the Borrow Direct service.
- (ii) The Library reserves the right to purchase requested material or find alternate methods of access if the price to Interloan the requested item is high. Interloan requests may be turned down if price is prohibitive and alternate access is not possible.

**2. University of Otago Library as Supplier (Lending)**

**(a) Charges to other libraries**

(i)	New Zealand libraries*	\$14
(ii)	Urgent New Zealand	\$39
(iii)	Non Charter New Zealand	\$20
(iv)	Non IBS New Zealand	\$25
(v)	LADD copies	\$14
(vi)	LADD loans	\$20
(vii)	Urgent LADD	\$39
(viii)	Overseas copies	\$15 USD
(ix)	Overseas loans	\$25 USD

\*The Library does not charge Canterbury Medical Library (CM) or Wellington Medical Library (WM) for requests. Also no charge to National Library (WN) or Alexander Turnbull Library (WTU)

**(b) Payment options for overseas libraries**

- IBS (TePuna NZ and LADD transactions)
- IFM (OCLC Resource Sharing),
- IFLA vouchers (one voucher = eight Euro)
  - International copy = one IFLA voucher
  - International loan = one and a half IFLA vouchers
- Individual libraries can be invoiced for payment via credit card etc.

**(c) Conditions for supply**

- (i) Loans are issued to the requesting NZ library for four weeks
- (ii) Loans are issued to the requesting overseas library for six weeks
- (iii) The requesting library may apply for one renewal of four weeks
- (iv) The requesting library will be notified about overdue items by email
- (v) The requesting library will be invoiced for any lost items. The invoice will include the replacement cost of the item and a Library administration fee.
- (vi) Items can be recalled at any time and a new (earlier) due date assigned.
- (vii) The library will meet the cost of postage to the requesting library on the understanding that the requesting library will meet the cost of the return postage.
- (viii) The 'best copy possible' will be supplied with delivery via Ariel, docstore, or email attachments. Physical print copies may also be supplied.

**(d) Efficiency targets**

- (i) Mean response time via TePuna (as responder – until shipped) for copies and loans, less than 3 working days
- (ii) Urgent requests will be shipped within 1 working day (24 hours). There will be no charge if the request is not shipped within 1 working day (or 2 working days if coming from Storage)

**(f) Eligibility**

The library undertakes to supply to any library in the world. Any normal loan item will be supplied. Any requests for Reference Only or audiovisual material will be considered on a case by case basis.

### **3. Copyright**

- (a) The Copyright Act 1994 and Amendments are concerned (among other things) with the making of copies. It does not apply to lending and receipt of original works.
- (b) Section 53 of the Act allows librarians of a prescribed library to make for supply to another prescribed library, one copy of (including a digital copy):
  - i. A 'reasonable' proportion of any literary, dramatic or musical work.
  - ii. The whole of a periodical article.
  - iii. Two articles from the same issue of a periodical, if these articles relate to the same subject matter.
- (c) The person who is supplied with the copy must use it only for the purpose of research or private study
- (d) All copies supplied by the service to other libraries and to Otago requesters must be accompanied by the following notice:

"This copy is made for your private study or for your research. The Copyright Act 1994 prohibits the sale, letting for hire or copying of this copy"
- (e) License agreements for databases and e-journals override the copyright legislation. Any material that is purchased or accessed under the conditions of a license is subject to that license. Some licenses specifically prohibit Interloan while others permit it. Database licenses are held by Information Resources and Interloan permissions are listed for each journal title under 'terms of use' via the Library e-journal portal.

### **4. Confidentiality and privacy**

- (a) Interloan staff will maintain confidentiality of student and staff information, including research information, contact details and material of a commercially sensitive nature.
- (b) Details about the person requesting the material will not be made available to the supplying library.

## 5. Statistics

- (a) Standards and targets will be monitored by a variety of statistical reports, benchmarking samples, snapshots of activity and client feedback. Service targets including turnaround times are a good measure of performance and indicator of adequate staffing levels, training and resourcing in the provision of an interloan service.
- (b) CAUL and CONZUL require the following statistics to be reported annually:
  - Original items supplied
  - Photocopies / electronic items supplied
  - TOTAL items supplied
  
  - Original items received
  - Photocopies / electronic items received
  - TOTAL items received

## 6. Relationship with Information Resources

- (a) Interloan staff will liaise with Information Resources or the relevant branch library staff member/s with collection development responsibility, to use interloan requests to aid in collection development.
- (b) Information Resources (or the relevant branch library staff member/s with collection development responsibility) will be contacted about the possibility for purchase of material not held in NZ before a loan is requested from an overseas library.

## 7. Theses

- (a) Interloan requests from other libraries to borrow University of Otago theses will be filled by providing an electronic copy of the thesis. Many thesis authors have signed the Library Thesis Declaration form giving the library permission to make a copy of their thesis for an individual and / or another library.
- (b) Normal Interloan copy fees will apply.
- (c) Theses with an embargo will not be supplied via Interloan.

## Related Policies, Procedures and Forms

### Compliance standards

#### a. New Zealand Interloan Scheme Charter

The library is a member of the New Zealand Interloan scheme, a national resource sharing co-operative which provides an infrastructure for New Zealand libraries to share their collections. The charter is based on the value of customer focus, access, fairness, co-operation and sharing.

[http://www.lianza.org.nz/about/profile/interloan/charter\\_agreement.html](http://www.lianza.org.nz/about/profile/interloan/charter_agreement.html)

#### b. Interloan Handbook

The handbook provides operational guidelines for libraries participating in the New Zealand Interloan scheme.

[http://www.lianza.org.nz/about/profile/interloan/interloan\\_handbook.html](http://www.lianza.org.nz/about/profile/interloan/interloan_handbook.html)

#### c. IFLA - International Resource Sharing

IFLA has produced a document outlining eight major principles which act as guidelines for the conduct of international lending. The Library has agreed to follow these principles to establish recommended practice for the international supply and request of library material,

<http://www.ifla.org/files/docdel/documents/international-lending-en.pdf>

#### d. Copyright Act 1994 and Amendments (2008)

The Library supplies copies to requesting libraries under the Copyright Act which specifies that the copies must be for an individual for the purpose of research or private study. The Act also limits the proportion of a work that can be copied and the number of articles that can be supplied from a journal issue.

[http://www.legislation.govt.nz/act/public/1994/0143/latest/DLM345634.html?search=ts\\_act\\_copyright+act\\_rese&sr=1](http://www.legislation.govt.nz/act/public/1994/0143/latest/DLM345634.html?search=ts_act_copyright+act_rese&sr=1)

Specific information about copyright in relation to Interloans can be found in the 2008 guide produced by Tony Millet:

[http://www.lianza.org.nz/library/files/store\\_022/LIANZA\\_Copyright\\_Guidelines\\_Interloan\\_Dec2008.pdf](http://www.lianza.org.nz/library/files/store_022/LIANZA_Copyright_Guidelines_Interloan_Dec2008.pdf)

## Useful links

### (f) TePuna-L

An email discussion list managed by the National Library of New Zealand. The list is for TePuna users and interested people to disseminate information and raise matters relating to TePuna services.

<http://lists.natlib.govt.nz/mailman/listinfo/tepuna-l>

ALSO **TePunaildd-I** – A discussion list for users of TePuna Interloans

<http://lists.natlib.govt.nz/mailman/listinfo/tepunaildd-l>

### (g) ALIA wiki – Share it

Australia's Interlibrary and Resource Sharing (ILRS) Wiki.

<http://www.alia.org.au/governance/committees/interlibrary.lending/wiki/pmwiki/pmwiki.php?n=Main.ShareIt>

### (h) Non-IBS libraries

A list of New Zealand libraries that do not use the IBS billing system and require invoicing is maintained by LIANZA

[http://www.lianza.org.nz/about/profile/interloan/files/IBS\\_non-user\\_list\\_July09.pdf](http://www.lianza.org.nz/about/profile/interloan/files/IBS_non-user_list_July09.pdf)

## Appendices

*[Please attach any appendices as required]*

