

Consortium of Academic and Research Libraries in Illinois
I-Share Library Resource Sharing Code
Effective January 2012

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Preface

This code is an agreement adopted by the Consortium of Academic and Research Libraries in Illinois' to govern the use of I-Share for resource sharing. This code supplements but does not supersede the policies stated in the *ILLINET Interlibrary Loan Code*. The purpose of this document is to outline the additional policies and procedures that apply when I-Share is the method used for resource sharing. Compliance with this Code is required by all I-Share libraries and by ILLINET libraries authorized to borrow items through I-Share. Acceptance of this code is inherent in the use of I-Share as a channel to initiate circulation and requesting transactions.

History of this Document

The first *LCS Interlibrary Borrowing Code* was approved in February 1981 and revised in June 1987. An interim policy statement, approved by the ILCSO (Illinois Library Computer Systems Organization) Policy Council in February 1990, addressed the expansion of LCS/FBR, which was renamed "ILLINET Online," and the extension of institutional remote charging privileges to the entire statewide ILLINET membership. A general revision of the Code was carried out in 1992 to further clarify the opportunities and responsibilities that characterize resource sharing on a statewide basis.

The replacement of the LCS/FBR version of ILLINET Online with DRA software in 1998 implemented the concept of "request" in place of the former concept of "remote charge." With the implementation of the Endeavor (later Ex Libris) Voyager integrated library system in 2002, the concept of "request" in Voyager was continued, with users able to place a request for local material or a request for material at other ILCSO libraries through Voyager's Universal Borrowing (UB) component.

In July 2005, ILCSO consolidated its operations with the Illinois Cooperative Collection Management Program (ICCMP) and the Illinois Digital Academic Library (IDAL) to become the Consortium of Academic and Research Libraries in Illinois (CARLI). The CARLI Board approved a change of the name of the shared online system from ILLINET Online to "I-Share" and decided to refer to the libraries participating in the shared system as the I-Share libraries. The Spring 2006 revision of the Code reflected those changes in names.

In 2008, the CARLI Board approved a recommendation to implement a consortial standard set of UB policies, with common UB loan periods, renewal policies and standardized thresholds for blocking privileges for borrowers violating these policies. The 2010 revision of the Code incorporated those changes. This 2012 version of the Code expands upon the standard UB policies and eliminates overdue fines on UB loans.

Introduction

Resource sharing and interlibrary loan are adjunct to, not substitutes for, collection development in individual libraries. The exchange of materials between libraries is an important element in the provision of library service and it is believed to be in the public interest to encourage such an exchange.

I-Share libraries and their borrowers may use I-Share's resource sharing services as an extension to their library's collection to place requests for circulating materials held at any I-Share library. ILLINET libraries should attempt to exhaust potential lenders in their local library system before requesting an item via I-Share.

I. Definitions

Block:	A status that prevents a borrower from charging, renewing or requesting materials until the status is cleared. A block stops borrowing privileges but allows the patron to continue to accrue fines, receive notices, and access their account information. Blocks are usually triggered by reaching maximum thresholds set by the patron's home library (for local circulation) or by the consortium (for Universal Borrowing). A borrower blocked for Universal Borrowing may or may not be also blocked by their home library for local circulation.
Borrower:	Any person or institution having a borrower ID in I-Share.
Call slip queue:	In Voyager, the system-generated list of items identified at a given library as potentially able to fill current requests.
Home library:	The I-Share library with which a borrower is affiliated, and which has afforded them library privileges
I-Share library:	Any of the libraries that are participants in the CARLI integrated library system, "I-Share" and maintain current borrower and circulation records in I-Share.
ILDS:	Illinois Library Delivery Service. ILDS is a dedicated surface delivery system, funded by the Illinois State Library under a grant to CARLI. The ILDS runs between individual library systems and other designated stops throughout the state of Illinois.
ILLINET	The Illinois Library and Information Network; the cooperative network of multitype (academic, public, school and special) libraries in Illinois. ILLINET is coordinated by the Illinois State Library. Membership is open to those libraries that are members of one of the Illinois regional library systems.
ILLINET library:	A library that is a member of one of the regional Illinois library systems. Only full members of the regional systems are eligible for obtaining an I-Share borrower ID.
I-Share:	The CARLI online union catalog and resource sharing system.
In transit:	A status code that indicates that an item is in route to or from its supplying library.

Individual borrower:	A person who has a current I-Share Library ID number with an I-Share library.
Institutional borrower:	An ILLINET library that has been issued an I-Share borrower ID number.
Local privilege borrower:	A borrower whose circulation privileges are valid only at their Home library and who is not allowed to place Universal Borrowing requests, or borrow items onsite at other I-Share libraries.
Local request materials:	Items for which requests may be placed only at the owning library. Local request materials include items with loan periods of one week or less.
Recall:	The process used by library staff to replace a due date on an item in circulation with an earlier date in order to notify the borrower to return the item sooner than indicated when the item was charged.
Onsite loan:	An onsite borrowing transaction performed at an I-Share library other than the borrower's Home library.
Supplying library:	The library that has been identified to loan or fill a request for a particular item.
Patron:	A term used interchangeably with "Borrower."
Threshold:	Any of a variety of settings that libraries or the consortium define as system-imposed limits, e.g., a maximum amount of fines owed, a maximum number of times items can be renewed, etc. Reaching a threshold will block requesting and borrowing privileges until the blocking condition is removed.
Universal Borrowing:	A component of the Voyager system that supports resource sharing among I-Share libraries and the usage of that feature. Borrowers may use UB to remotely request items from other I-Share libraries or to borrow items onsite at other I-Share libraries. Universal Borrowing (UB) privileges are also extended to ILLINET libraries.
Universal Catalog:	A component of the Voyager system that provides a shared union catalog that contains unique bibliographic records from all I-Share libraries.
Working days	Days on which the library is open for service, excluding Saturdays, Sundays or holidays.

II. Purpose

The purpose of resource sharing, as defined in this Code, is to extend the library resources available to I-Share and ILLINET libraries' patrons, providing the maximum of access, with the minimum of barriers.

III. Scope

Under the terms of this agreement, it is permissible to request any type of library material with the following exceptions:

- A. Items that are non-circulating, or which have other request-exempt status codes, are excluded from the request process. Items with loan periods of one-week or less are considered to be "local-request only" and will only be subject to requests placed at the supplying library. Onsite borrowing or use of these materials may be allowed depending on the policies of the supplying library, but the items must be returned directly to the supplying library by the borrower.
- B. Items that are in a format or condition that precludes the advisability of shipping should be assigned the status code "Damaged" in I-Share to prevent them from being targeted by the UB request process. This status can be overridden at the discretion of the supplying library.

IV. Policies Applying to Borrowers

A. All Borrowers

1. Manual recalls for items in circulation should only be placed by the staff of the supplying library.
2. I-Share libraries shall not override Universal Borrowing patron blocks for their own or other I-Share libraries' patrons to allow the loan or renewal of other libraries' materials without permission of the supplying library.

B. Individual Borrowers

1. An individual borrower may request materials from I-Share libraries remotely and may borrow items onsite. In either case the borrower shall receive the I-Share standard Universal Borrowing loan privileges as defined in the Appendix to this Code. I-Share libraries are not expected to extend borrowing privileges to "local-privilege-restricted borrowers" affiliated with other I-Share institutions.
2. Borrowers must present a current, valid institutional identification card bearing their name and library identification number when requesting to borrow materials onsite. A photo ID may be requested.
3. Overdue fines for individuals accumulate until the time that the item is discharged. Items should be promptly discharged at the I-Share library to which they are returned, even if it is not the supplying library.
4. An individual borrower is subject to the I-Share standard Universal Borrowing policies for lost and damaged materials. As stated in the Agreement for I-Share Participant Institutions (December 2009), "(I-Share) Participants will assist other Participant institutions in the recovery of materials provided through resource sharing. However, Participant institutions will not be held responsible for paying any charges or fees for damage or losses caused by their patrons."

C. Institutional Borrowers

1. Institutional borrowers may use I-Share to borrow items under the guidelines of the *ILLINET Interlibrary Loan Code*. An institutional borrower shall receive the privileges established by each supplying I-Share library for loans to ILLINET libraries and other Institutional Borrowers.
2. Only upon the prior notification and agreement of the supplying library may items be requested for use other than by an individual borrower e.g., a display at the borrowing library.
3. In accordance with the *ILLINET Interlibrary Loan Code* Section VII.5, "Libraries will not assess overdue fines to other libraries." Institutional borrowers are, however, obligated to act in the supplying library's best interest to recover overdue materials, and to replace or reimburse the supplying library for lost materials according to the policies of the supplying library.
4. Institutional borrowers shall be subject to the policies on lost or damaged materials stated in the *ILLINET Interlibrary Loan Code* Section IV.8 which states, "The requesting library is responsible for borrowed materials from the time they leave the supplying library until they have been received back at the supplying library. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library."

V. Policies Applying to Supplying Libraries

- A. There shall be no interlibrary transaction fees associated with I-Share remote and onsite borrowing transactions except as noted under the provisions for "Express" requests in the *ILLINET Interlibrary Loan Code* Section VI. Also in keeping with the *ILLINET Interlibrary Loan Code* Section VI.3, "If a library chooses not to use ... Illinois Library Delivery Service (ILDS), the library must negotiate special shipping terms with the requesting/supplying library prior to shipment of the item."
- B. Remote requests by I-Share library borrowers or institutional borrowers should be honored. A remote Individual Borrower shall receive the I-Share standard UB policies outlined in the Appendix to this Code. An Institutional Borrower shall be granted the privileges established by the supplying library for Institutional Borrowers.
- C. Onsite borrowing requests for circulating materials by Individual Borrowers must be honored, unless the institution issuing the borrower ID has designated the borrower as a local privilege borrower, or the borrower is blocked for Universal Borrowing. Supplying libraries should not lend materials to persons who present an Institutional Borrower ID number, unless special arrangements have been made in advance between the borrowing and supplying libraries.
- D. The supplying library is not required to provide borrowers affiliated with other I-Share libraries physical access or circulation privileges to special services or collections e.g., reserve rooms, special collections, etc.
- E. As specified in the *ILLINET Interlibrary Loan Code* Section V.2, processing of requests must be completed within a maximum of three working days of receipt of the request. I-Share libraries are obligated to attempt to process their Call Slip queues every working day. Processing the Call Slip queues includes printing the list, searching for items, filling and unfilling requests. Processing requests also includes retrieving and packaging of materials, and the actual pick-up by an interlibrary delivery service (ILDS), or notification of the library's inability to fill the request.
- F. If a request cannot be filled, the supplying library must unfill the request promptly, and make any necessary changes to the status of the item to prevent subsequent requests from targeting an unavailable item.

- G. The supplying library should mail any overdue, recall, billing, or other notices within three working days. If an e-mail address is not available, notices are to be mailed to the borrower via U.S. Mail. If the borrower's address is other than U.S. Mail, the notice must be sent via U.S. Mail to the borrower's home library to be sent on to the borrower. Notices may not be sent via ILDS.
- H. It is the responsibility of the supplying library to prepare any bills for lost and/or damaged materials. These bills should clearly indicate the items for which charges are being assessed, and the agency, be it a library address or campus business office address, to which payment or replacement should be made.
- I. Library staff may view and use borrower information only with the borrower's permission or as required to carry out circulation or billing transactions for the borrower. Each I-Share library should develop and enforce a policy on the confidentiality of borrower records in the I-Share database. Library policy statements should stress the requirements for providing borrower privacy in relation to the use of library ID numbers, address data, status information e.g., blocks, and the content of a borrower's account information. Under no circumstances should a library store a borrower's Social Security number in I-Share or require a Social Security Number from another library for billing or other purposes. Policy statements should also specify the process under which violations will be handled. Each I-Share library should be able to provide copies of their confidentiality policy to individual borrowers or other I-Share library staff upon request.

VI. Lost and Damaged Items

Thresholds for blocking patron privileges due to bills for lost or damaged materials are outlined in the Appendix to this Code.

Materials that can be proven to have been lost in transit (with documentation such as, item status of "Route", delivery bag numbers, log sheets, return dates, and/or other records provided by the borrowing and lending institutions or library systems) will not be billed to the individual or institutional borrower.

A. Individual Borrowers

- 1. The borrower's home library must assist the supplying library in the recovery of overdue materials as well as lost and/or damaged material charges. However, the borrower's home I-Share library may not be held responsible for the unpaid bills its patrons owe to other I-Share libraries.

B. Institutional Borrowers

- 1. The supplying library will contact the borrowing library in writing to request replacement or reimbursement for the lost/damaged items. It is expected that the matter will be resolved at this level without resorting to rescinding the borrowing privileges of the institutional borrower as such an action will limit the library resources available to all individuals served by the institutional borrower.
- 2. If, after requesting replacement or reimbursement, the matter is not resolved to the supplying library's satisfaction, the supplying library will notify the institutional borrower in writing that it is requesting that the institutional borrower's ID be blocked by CARLI. A copy of this notification will also be sent to the institutional borrower's library system headquarters and to CARLI.
- 3. The borrower's privileges will be restored upon notification to CARLI that the matter has been resolved. Notification of the reinstatement of borrowing privileges will be sent to the Illinois State Library and the institution's regional library system.

VII. Violation of the Code

Continued disregard of the provisions of this Code shall be referred to the CARLI Board of Directors, in consultation with library systems and the Illinois State Library as appropriate, and may lead to sanctions as outlined in the Agreement for I-Share Participant Institutions, and/or loss of I-Share privileges.

Appendix A
CARLI Universal Borrowing Standard Policies
Effective January 2012

These policies apply to Individual Borrowers only (and not Institutional Borrowers), as defined in the I-Share Library Resource Sharing Code.

I-Share Universal Borrowing Policy for all UB Eligible Patrons	Setting	Notes
Maximum number of UB requests a patron may have at one time (assuming the patron meets no other UB block conditions)	No limit	
Maximum number of UB items charged a patron may have at one time (assuming the patron meets no other UB block conditions)	No limit	
Books: Initial UB loan period (before renewal)	28 days	
REVISED JULY 2011 Non-print material: UB loan period (<u>No</u> renewals)	14 days	Applies to non-print materials that the institution makes available via UB
Books: Renewal load period	28 days	
Renewals extend the loan time from (renewal date or due date)	Due date	When the item is renewed, the loan period will be extended 28 days from the current due date.
Renewals are allowed if the item is overdue (but not recalled or lost)	Yes	This setting applies to local circulation as well as UB
REVISED JULY 2011 Number of times a UB item may be renewed	3 (except Faculty and Academic Employees)	Faculty and Academic Employees (only) may renew items 6 times. Non-print items are not renewable.
Email courtesy notice (warning of impending due date) is sent	7 days before due date	
Number of days overdue at which the first overdue notice is created for a UB item	7 days after due date	
Number of days overdue at which the second overdue notice is created for a UB item	21 days after due date	
Number of days overdue at which a UB item is declared lost by Voyager	29 days after due date	
REVISED JULY 2011 Daily fine rate	No overdue fines are assessed for UB loans	
Lost or damaged book fee	Set by the lending library	UB fines are billed by and paid to the lending library.

I-Share Universal Borrowing Policy for all UB Eligible Patrons	Setting	Notes
Minimum UB fine or fee owed to a single institution to generate a notice	\$20.00	This is not cumulated across multiple institutions. The patron must owe \$20 or more to any one institution.
Revised January 2012		
Maximum number of UB items overdue before the patron is blocked in UB	25	This is cumulative across UB. The patron is blocked when they have a combined total of 25 UB items overdue from one or more UB libraries. Overdues at the home library are NOT counted toward this UB block.
Maximum number of UB items that are BOTH overdue and recalled by staff before the patron is blocked in UB	1	Overdue and recalled items from the home library are not counted toward this UB block.
Maximum UB items currently lost before the patron is blocked in UB	3	Lost items from the home library are not counted toward this UB block.
Maximum UB claimed returned items on patron's record before the patron is blocked in UB	10	Claimed return items from the home library are not counted toward this UB block.
Maximum UB "self shelved" items (returned to the shelf without discharge) on patron's record before the patron is blocked in UB	10	"Self shelved" items at the home library are not counted toward this UB block.
Maximum amount owed before the patron is blocked in UB	\$200.00	Patron is blocked when they owe a combined total of \$200.00 on UB items. Fees owed to the home library are not counted toward this UB block.