

Consortium of Illinois Academic and Research Libraries
I-Share Library Resource Sharing Code
Effective July 1, 2006

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Preface

This code is an agreement adopted by the Consortium of Academic Libraries of Illinois' Board of Directors on March 17, 2006 to govern the use of I-Share for resource sharing among ILLINET libraries. 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 an interlibrary loan. Compliance with this Code is required by all I-Share libraries, Illinois library systems, and 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/MILO 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 Endeavor's 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. In July 2005, ILCSO consolidated its operations with the Illinois Cooperative Collection Management Program (ICMP) 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. This Spring 2006 revision of the Code reflects these changes in names.

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.

Conversion to Endeavor's Voyager system brought an essential change to the design of the I-Share system. Each I-Share library has its own database and contributes its unique records to the Universal Catalog, a physical union catalog. I-Share libraries and their borrowers may search and place requests via I-Share's Universal Catalog as an extension to their library's collection. ILLINET libraries should attempt to exhaust potential lenders in their local library system before requesting an item via I-Share's Universal Catalog.

I. Definitions

Blocked borrower:	An individual whose ID record includes status information that may prevent them from charging, renewing or requesting materials until the status is cleared. Blocks are usually triggered by reaching maximum thresholds set by a library.
Borrower:	Any person or institution having a borrower ID in I-Share.
Call slip queue:	In the Call Slip Daemon, 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.
I-Share library:	Any of the libraries that are participants in the CARLI integrated library system, "I-Share" and maintain current circulation records in I-Share.
ILDS:	Intersystems Library Delivery Service. The state-supported interlibrary delivery system.
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 Illinois online catalog and resource sharing system comprised of the catalogs of all I-Share libraries.
In transit:	A status code that indicates that an item is in route to or from its Owning library.

Individual borrower:	A person who has been issued an I-Share Library ID number by an I-Share library with the privilege of borrowing from all I-Share libraries.
Individual borrower request:	A request placed by an individual borrower.
Institutional borrower:	An ILLINET library that has been issued an I-Share borrower ID number.
Institutional borrower request:	A request placed by an institutional borrower.
Items Checked Out:	In the OPAC and Circulation module, an online display of the items currently checked out to a particular borrower.
Life of the request:	The period of time that the system will attempt to fill a request.
Local privilege borrower:	A borrower whose circulation privileges are valid only at the Home library and not across the entire consortium.
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.
Manual block:	See "Suspension."
Manual 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 reciprocal loan:	An onsite borrowing transaction performed at an I-Share library other than the borrower's Home library.
Owning library:	The library that owns a particular item.
Patron:	A term used interchangeably with "Borrower."
Requests Pending:	In a borrower's "My Account" page, a list of items requested, sorted by Owning library. "My Account" can be accessed from any I-Share library web catalog or the I-Share Universal Catalog web pages.
Suspension:	A patron record status that stops borrowing privileges but allows the patron to continue to accrue fines, receive notices, access "My Account" and which will not be automatically overwritten by a patron data batch load.

Threshold:	Any of a variety of settings that libraries define as system-imposed limits, e.g., a maximum amount of fines owed, a maximum number of times items can be renewed, etc.
Universal Borrowing:	Resource sharing among I-Share libraries using the Voyager Universal Borrowing function. Borrowers requesting and checking out items from other I-Share libraries. Universal Borrowing (UB) privileges are also extended to ILLINET libraries who are empowered to borrow directly on I-Share.
Universal Catalog:	The shared union catalog that contains unique bibliographic records from all I-Share library databases.

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.

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 Owning library. Onsite borrowing or use of these materials may be allowed depending on the policies of the Owning library, but the items must be returned directly to the Owning library by the borrower.
- B. Items that are in a format or condition that precludes the advisability of shipping should be marked with the status code “Damaged” in order to prevent them from being identified by the request system. This status can be overridden at the discretion of the Owning library.

IV. Responsibilities of Borrowers Placing Requests

A. All Borrowers

- 1. Renewals are governed by the circulation matrix of the Owning library. A library may not override another library's renewal threshold without the permission of the Owning library.
- 2. If an item on request is not received in a timely fashion, the borrower should verify that the item is still in a “transit” or a “charged” status, and then contact the Owning library for a status report.
- 3. Manual recalls should only be placed by the staff of the Owning library.
- 4. I-Share libraries cannot waive fines over \$4.99 which their borrowers have accrued from other libraries. Though these fines show on the borrower's “My Account” screen in the OPAC, the fine amount is indigenous to the Owning library and cannot be edited by the borrower's Home library.
- 5. I-Share libraries shall not override Universal Borrowing patron blocks without permission from the Owning library.

B. Individual Borrowers

1. An individual borrower may request materials from participating I-Share libraries remotely or borrow items onsite and shall receive the same borrowing privileges as would a borrower of the same type affiliated with the lending library. Libraries are not required to extend borrowing privileges to “local privilege borrowers” affiliated with other institutions.
2. Onsite borrowers must present a currently valid institutional identification card bearing their name and identification number when requesting to borrow materials. The Library ID should be represented in barcode or other machine-readable format. A photo ID may be requested.
3. An individual borrower is subject to the same fine, lost, and damaged material policies, as is a borrower of the same type affiliated with the lending library.
4. 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 this is not the Owning library.

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 same borrowing privileges as the lending institution expects when it requests an interlibrary loan on behalf of one of its borrowers.
2. Items may be requested by the borrowing library for use other than by an individual borrower e.g., a display at the borrowing library only upon the prior notification and agreement of the lending library.
3. In accordance with the *ILLINET Interlibrary Loan Code* Section V.4, “Libraries may not charge overdue fines to other libraries.” Institutional borrowers are, however, obligated to act in the lending library's best interest to recover overdue materials, and to replace or reimburse the lending library for lost materials according to the policies of the lending library.
4. Institutional borrowers shall be subject to the policies on lost or damaged materials stated in the *ILLINET Interlibrary Loan Code* Section III.6 which states, “The borrowing library is responsible for: returning loans promptly; safety of materials; and all costs of repair or replacement in accordance with the policy of the lending library.”

V. Responsibilities of Lending 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 V.3, “libraries should

use the statewide delivery service ILDS or regional library system delivery services in order to provide a cost-effective means of delivery.”

- B. Remote requests by I-Share library borrowers or institutional borrowers should be honored. A remote borrower shall receive the same borrowing privileges as would a borrower of the same type affiliated with the lending library.
- C. Onsite borrowing requests by individual borrowers must be honored, unless the borrower is listed as delinquent or the institution issuing the borrower ID has designated the borrower as a local privilege borrower. Lending 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 lending libraries.
- D. The lending library is not required to extend access or loan privileges to special services or collections e.g., Reserve Rooms, Special Collections to borrowers of other I-Share libraries.
- E. As specified in the *ILLINET Interlibrary Loan Code* Section IV.2, processing of requests must be completed within four calendar days. I-Share libraries are obligated to attempt to process their Call Slip queues every day that they are open. Processing the Call Slip queues includes printing the list, searching for items, filling and unfilling requests. Note that days on which the processing unit of the lending library is closed count toward the four-day period. Processing requests also includes the retrieving and packaging of materials, the placement of materials at prearranged pick-up points, the actual pick-up by an interlibrary delivery service ILDS or library system, or notification of the Owning library's inability to fill the request.
- F. If a request cannot be filled at all, the lending Owning library should 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 Owning library should mail any overdue, recall, billing, or other notices within three 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 should be sent via ILDS to the borrower's Home library to be sent on to the borrower.
- H. It is the responsibility of the Owning library to prepare any bills for overdue, lost and/or damaged material charges. 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, Social Security numbers, address data, status information e.g., delinquency, and the content of a borrower's account information. 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

The Owning library determines its own schedule for declaring items lost. This schedule will be stated on the CARLI website.

If properly documented, e.g., 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 materials which have been lost in transit will not be billed to the borrower, individual or institutional, who borrowed the item.

A. Individual Borrowers

1. If the borrower does not respond to a lost book billing within the amount of time stated on the CARLI website, the borrower should be blocked by the borrower's Home library.
2. The borrower's Home library must assist the Owning library in the recovery of overdue materials as well as the collection of overdue fines, lost and/or damaged material charges.

B. Institutional Borrowers

1. The Owning 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 lending library's satisfaction, the lending library will notify the institutional borrower in writing that it is requesting that the institutional borrower's ID be blocked by the CARLI Office. A copy of this notification will also be sent to the institutional borrower's library system headquarters and to the CARLI Office.
3. The borrower's privileges will be restored upon notification to the CARLI Office 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 sufficient reason for suspension of borrowing privileges via I-Share as determined by the CARLI Board of Directors in consultation with library systems and the Illinois State Library as appropriate.