

Best Practices for Eastern Academic Scholars' Trust (EAST) Interlibrary Loan (ILL)

The following Best Practices apply to resource sharing within EAST both for Retention and Supporting Partners. These Best Practices supplement policies on resource sharing stated in the Major Operating Policies for EAST. As Best Practices, libraries should strive to adhere to these principles and procedures whenever possible.

General Practices

Principles

1. Extend borrowing privileges as broadly as possible rather than limiting lending to materials retained for EAST.
2. Adhere to the principles of the ILL Code for the United States (2016) (<http://www.ala.org/rusa/sites/ala.org.rusa/files/content/sections/stars/resources/ILL%20Code%20with%20Supplement.pdf>). Should there be a difference between the ILL Code and the EAST Best Practices, the EAST Best Practices should take priority.
3. As per section 6.2 of the EAST Memorandum of Understanding, EAST libraries are strongly encouraged to provide items at no charge to other EAST institutions. Institutions that do not freely lend may be charged to borrow from any other EAST institution at the lending institution's discretion.
4. Make sure that ILL personnel and student workers understand the goals of EAST and are familiar with these Best Practices.
5. Treat borrowing and lending with equal importance.

Operations

1. Provide prompt service and shipping to other EAST institutions (preferably via courier service and with tracking at item level, when possible).
2. Include appropriate paperwork with all items.
3. Provide electronic delivery and receipt when possible.
4. Ship outgoing mail and open incoming mail daily (on business days).
5. Send items in packaging that is appropriate for the type of item being shipped and that will protect the item from being damaged or lost. Packaging supplies should reflect current best practices for shipping.

Operations for OCLC users

1. Use an ILL system that interfaces with OCLC's WorldShare Interlibrary Loan.
2. Communicate via the ILL system whenever possible; use notes and special messages.
3. Monitor system alerts and respond in a timely fashion.

4. Set up a custom holdings group for EAST (can be added to direct request path). If any institutions choose to charge, individual libraries can modify or create separate custom holdings groups to distinguish between institutions with different policies.
5. Make sure your lending policies and contact information are up-to-date in the OCLC Policy Directory.
6. Put "EAST" in your OCLC Constant Data affiliation field.

Borrowing

General

1. Ensure that patrons placing requests are currently active at their respective institutions.
2. Do not borrow for reserves unless the lending institution agrees.

Principles for returnables

1. Assume responsibility for borrowed items from the time they leave the lending institution until the time they arrive back at the lending institution.
2. Respect and abide by the lending institution's policies as noted on the paperwork and in the system. In particular, special shipping and usage instructions that were accepted under condition must be followed.
3. Return loaned items to the lending institution by the method requested and within a reasonable timeframe.
4. If an item cannot be renewed from the lending institution, but the patron still needs it, attempt to get the item from another lender before going back to the lending institution.

Operations for returnables

1. Return paperwork with materials when included.
2. If returning items by mail, use the shipping label provided; if one is not provided, label packages clearly using the address provided by the lending institution.
3. Respond to overdues and recall messages in a timely fashion.
4. For OCLC customers, use OCLC for renewal requests; avoid phone calls.

Lending

Operations for lending

1. Use "Reasons for No" when you can't fill a request
2. Respond to all requests (filled and unfilled), questions, and conditionals within 1 business day (excluding weekends and holidays).
3. Process requests throughout the business day.

4. Communicate via the system whenever possible, but don't let a situation escalate for lack of communication; contact the other institution's ILL personnel directly when there is a major problem with an item.

5. Use "Conditional" in the following situations:

- More information needed.
- Additional time to fill needed.
- When changing request from a loan to copy or vice-versa.
- Before sending an item with restrictions, e.g. Library Use Only.
- When you have discovered that a citation is incorrect. This is particularly true when you have identified the correct item, but do not actually own it; the correct citation information should then be sent with the conditional (which cannot be done with cancellation messages).

Operations for lending (for OCLC users)

1. Use the OCLC Policy Directory when you go to non-lending status.
2. If you choose to charge other EAST institutions, supply your fee information in the OCLC Policies Directory, and alert the EAST project team so that the other institutions can be notified.

Operations for lending - returnables

1. Allow for an eight-week loan period and renew generously if possible.
2. Send items out with proper identification paperwork.
3. Recall only when necessary.
4. If an item that you have lent to another institution is lost or damaged, send the borrowing institution an invoice for the replacement of the item within six months. Additionally, accept a replacement copy of equal or better quality, if the borrowing institution chooses to provide one. Refer to EAST's 'Operating Procedure for Replacing Lost or Damaged Items with Retention Commitments' when replacing a lost or damaged item with EAST retention commitments.

Operations for lending - non-returnables

1. Use Odyssey to send when possible, and Article Exchange when not. Use email as a last resort.
2. Send Conditional before changing a loan request to an article request.
3. Respond to resend requests within one business day.

Digital files for non-returnables

1. Supply searchable (i.e. OCR) documents or those which can be understood by screen readers whenever possible. If the borrower has asked for searchable pdf and this is not possible, send "Conditional" to indicate that this cannot be done.

2. Provide a native, digital PDF (preferably in color when appropriate) from an electronic journal when possible; scan from print only when you do not have an electronic copy of the same item.
3. Scan using a minimum document quality of 300 dpi; scan in color when requested. Consider scanning at a higher resolution when possible and when the borrower requests it or when it is appropriate for the article (e.g. articles with lots of pictures). However, also be mindful of file size.
4. Do not limit scans by number of pages unless copyright restrictions require it.
5. Scan with consistent page size and orientation, and single page to each scan.
6. Include all supplemental sections when present (e.g. footnotes, plates)

Works Cited

The Boston Library Consortium (BLC) Resource Sharing Best Practices (revised November 2015 and fall 2016) were a model for contributors of the EAST ILL Best Practices. Many thanks to the authors of the BLC Best Practices!

Also consulted: [Information Delivery Services \(IDS\) Project Workflow Toolkit](#), [NExpress FAQs](#), [MOU for Baltimore Regional Expedited Interlibrary Loan \(BREILL\) group](#), and [Consortial Agreement for ILL for the University System of Maryland & Affiliated Institutions \(USMAI\)](#)

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Group Access Capability

Find a list of OCLC symbols list for GAC on EAST's website (via Access page or Member Resources)

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