



Best Practices for Eastern Academic Scholars' Trust (EAST) Resource Sharing

The following Best Practices include major principles and recommended practices for resource sharing within EAST both for Retention and Supporting Partners. These Best Practices supplement the current [ILL Code for the United States](#) and policies on resource sharing stated in the [Major Operating Policies for EAST](#), and cover both circulating and special collections. As Best Practices, libraries should strive to adhere to these principles and procedures whenever possible.

Principles

Circulating Collections

1. Extend borrowing privileges broadly rather than limiting lending to materials retained for EAST.
2. Adhere to the principles of the current [ILL Code for the United States](#). This document only covers matters not covered in the ILL Code, or which differ from the Code. Should there be a difference between the ILL Code and the EAST Best Practices, the EAST Best Practices should take priority.
3. Per section 6.2 of the [EAST Memorandum of Understanding](#), EAST libraries are strongly encouraged to provide items freely to other EAST institutions, and those that do not may be charged to borrow from other EAST institutions.
4. Make sure that all resource sharing personnel understand the [purposes](#) of EAST and are familiar with these Best Practices.
5. Treat borrowing and lending with equal importance.
6. In addition to lending to EAST member libraries, EAST Serial and Journal Retention Partners will adhere to the [Rosemont Shared Print Alliance Access Principles](#) when lending serial and journal titles with [participating libraries who are members of the](#)

[Rosemont Shared Print Alliance.](#)

7. Join established resource sharing groups for EAST (see “EAST resource sharing consortia subgroups” section below for list of EAST resource sharing groups) and update local information in the EAST Resource Sharing Directory.

Special Collections

1. Special collections in EAST libraries should fulfill requests only after attempts at borrowing the material from general circulating collections have been exhausted.
2. EAST libraries may, on an opt-in basis, choose to retain materials in their special collections on behalf of EAST. Lending of such items is at the discretion of the owning libraries' local policies, but is encouraged in keeping with EAST's resource sharing principles.
3. Requests for special collections items should be considered on a case-by-case basis, rather than being rejected automatically.

General Practices

Operations

1. Provide prompt service and shipping to other EAST institutions (preferably via courier service and with tracking at item level, when possible).
2. Ship outgoing mail and open incoming mail daily (on business days).

System recommendations

1. Communicate via an ILL system whenever possible; use notes and special messages.
2. Monitor system alerts and respond in a timely fashion.
3. Consider setting up unmediated processing for EAST. If any institutions choose to charge, individual libraries can modify or create separate custom holdings groups or rotas etc. to distinguish between institutions with different policies. Put “EAST” in your request template or other place where affiliation can be displayed.
4. Make sure your lending policies and contact information are up-to-date in the EAST Directory [subject to definition of what that will be].

Borrowing

General

1. Ensure that patrons placing requests are currently authorized at their respective institutions.
2. Do not borrow to place on reserve or exhibition unless the lending institution agrees.

Operations for returnables

1. When returning items, label packages clearly using the address provided by the lending institution.
2. Respond to overdue and recall messages in a timely fashion.

Lending

Operations for lending

1. Respond to all requests (filled and unfilled), questions, and conditionals within 1 business day (excluding weekends and holidays).
2. Communicate via the system whenever possible, but don't let a situation escalate for lack of communication; contact the other institution's resource sharing personnel directly when there is a major problem with an item.
3. Use "Conditional" or communicate with the borrowing library in the following situations:
 - More information needed.
 - Additional time to fill needed.
 - When changing requests 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; providing the correct citation information if possible.

Operations for lending

1. Update ILL systems when you go to non-lending status.
2. If you choose to charge other EAST institutions, supply your fee information, and alert the EAST Project Team so that the other institutions can be notified.

Operations for lending - returnables

1. Allow for a 16 week loan period and renew generously if possible.
2. Recall only when necessary.
3. If an item that you have lent to another institution is lost or damaged, consider either accepting a replacement copy or working with the other library on an equitable and agreeable solution. 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. Respond to Resend requests within one business day.

Digital files for non-returnables

1. Supply accessible (i.e., OCR) documents or those which can be understood by screen readers whenever possible. If the borrower has asked for a 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 images). However, also be mindful of file size.

Additional considerations for special collections items

Providing digital surrogates

1. When possible, it is preferred to digitize the requested material in lieu of a physical loan. In determining the feasibility of digitization versus a physical loan, library staff will consider: the nature of the request (chapter or full book), local resources (e.g. staff availability and equipment), the characteristics of the content requested (e.g. value, scarcity, and subject), digital copies already available online in repositories (e.g. HathiTrust and Internet Archive), copyright status, physical condition, and the end user's needs.

Lending and borrowing physical special collections items

1. While fulfilling requests in the resource sharing system is preferred, other arrangements may be necessary.
2. As with circulating materials, EAST libraries are strongly encouraged to provide items at no charge to other EAST institutions, while recognizing that there may be situations when, per local policies, this is not feasible.
3. The appropriate care, shipping, handling, storage, and usage of loaned materials are responsibilities shared by both the borrowing and lending libraries. Expectations and requirements should be negotiated between the lending and borrowing libraries prior to fulfilling the request and may require documenting in a formal lending agreement.
4. Both the lending and borrowing libraries may place limitations on the usage of special

collections items. These may include, but are not limited to: special collections reading room use only, and consult the work under the supervision of someone trained in special collections public services.

5. Photography or other reproduction of loaned materials may be permitted, unless the borrowing institution receives explicit instructions from the lending institution that the materials may not be reproduced.

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 Resource Sharing Best Practices. Many thanks to the authors of the BLC Best Practices!

The Big Ten Alliance's Principles and Protocols for InterLibrary Loan of Special Collections were a model for the section on special collections items.

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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EAST resource sharing consortia subgroups

EAST maintains a Rapid POD, [OCLC Group Access Capability \(GAC\)](#), and is included in the ExLibris Resource Sharing Directory.

The EAST website includes a list of [OCLC and DOCLINE symbols](#) for the EAST GAC.

Approved by the EAST Executive Committee on 08/03/22