Document Mission: to deliver materials to our user community as quickly and cost-effectively as possible. This document is meant to facilitate this process across all resource sharing systems while not conflicting with other shared agreements. These are meant to supplement, not replace, the Interlibrary Loan Code for the United States.

General Best Practice

- Acknowledge that Borrowing and Lending have equal importance
- Communicate our resource sharing standards to our staff and student workers
- Include appropriate paperwork with all materials
- Use resource sharing systems relevant to our consortial efficiencies and workflows. (e.g., ILLiad, RAPID)
- Process new requests throughout the business day
- Process incoming mail daily (business hours)
- Communicate about requests through the system when possible
- Update Rapid holdings monthly
- When negotiating licensing, advocate for removing language that restricts interlibrary loan and document delivery (such as CONTU) as per the Liblicense Model License Agreement [http://liblicense.crl.edu/licensing-information/model-license/](http://liblicense.crl.edu/licensing-information/model-license/)
- Consider lending items in generally non-circulating collections (e.g. microform, dissertations, reference, bound periodicals, special collections, audio visual etc.)
- Consider tracking shipments at the item level
- Follow up on special messages and system alerts weekly (e.g. flagged requests, connection errors)
- Utilize ILL systems to communicate with patrons and other libraries (e.g. custom email templates in ILLiad)
- Troubleshoot and resolve problems with all outstanding requests at least once a week
- Consider joining IDS Project to optimize and streamline workflows by making use of IDS efficiency tools like Article Gateway, IDS Logic and their customized routing rules
- Strive to supply searchable or text-to-speech format pdfs
- Keep ILL contacts information up to date on the wiki and in the Policies Directory

Borrowing Best Practice

- Do not limit number of requests from users, but reserve the right to prioritize requests
- Strive to prevent requests placed by expired patrons
- Assume responsibility for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library (See Section 4.9 Responsibility of Materials in the Interlibrary Loan Code for the United States)
- Respect and abide by the lender’s local policies as noted on the lending paperwork
- Utilize and update Custom Holdings
- Send requests to RAPID first
- Utilize Direct Request for requests unavailable in Rapid when appropriate
- Utilize Get It Now add-on or other document suppliers (e.g. Reprints Desk)

**Lending Best Practice**
- Use “Reasons for No” when you can’t fill a request
- Send “Conditional” for bad citation, more information or additional time is needed to fill
- Do not substitute a different edition or format without first sending a “Conditional” to the borrowing library
- Use system settings to go to non-lending status
- Generously lend books, media, and other formats
- Respond to and ship requests within 24 business hours
- Make sure requests are shipped to the correct library (Libraries with multiple addresses)
- For multi-volume sets, send all volumes, conditional/communicate with borrowing library, or say no

**Non-Returnables Best Practice**
- Send requests electronically (e.g. RapidX, ILLiad Electronic Delivery Utility, Article Exchange)
- Use document quality of 300 dpi and scan in color as appropriate
- Include supplemental information when appropriate (e.g. plates, footnotes, endnotes, references)
- Scan with consistent page size and orientation, and, preferably, single page to each scan
- Respond to resend requests within 12 business hours
- Provide electronic native, digital PDF (preferably in color) before scanning from print when possible

**Returns Best Practice**
- Ship returnables by UPS 2nd day Air; return to BLC libraries in MA & RI that participate in Regional Delivery route when possible
- Use UPS supplies for shipping whenever possible
- Recall only when necessary for reserve and return recalled material via UPS 2nd Day Air
- Utilize WebCirc or NCIP to ensure accurate checkout status and allow for reminder and overdue notices to be sent to patrons
- Provide book period to allow for a minimum of 8 weeks, preferably 16 weeks. Libraries may set a shorter loan period for some materials (e.g. media, periodicals)
- Respect and abide by lending library restrictions (e.g. in library use only, shipping restrictions)
- Clarify requests when borrowing and lending multi-volume sets