

BLC Resource Sharing Best Practice

Document's mission: to get materials into the hands of 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
- Process new requests throughout the business day
- Process incoming mail daily (business hours)
- Communicate about requests through the system when possible
- View the ILLiad training videos to improve knowledge and skills
- Update all holdings at least semi-annually
- When negotiating licensing, consider removing language that restricts interlibrary loan and document delivery as per the *Liblicense* Model License Agreement (<http://liblicense.crl.edu/licensing-information/model-license/>)
- Consider lending items in generally non-circulating collections (e.g. microform, dissertations, etc.)
- Make BLC libraries trusted lenders
- Consider tracking shipments at the item level
- Upgrade to latest version of ILLiad promptly
- Follow up on special messages and system alerts weekly (e.g. flagged requests, connection errors)

Borrowing Best Practice

- Do not limit number of requests from users, but reserve the right to prioritize requests
- Ensure that expired patrons do not place requests
- 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
This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the borrowing library must notify the lending library. The lending library may then assess value based on its replacement policy and bill the borrowing library. It is the responsibility of the borrowing library to assess fees to the patron and/or rescind borrowing privileges from the patron in accordance with its own regulations.
- Respect and abide by the lender's local policies as noted on the lending paperwork
- Utilize ILLiad Custom Holdings
- Utilize RapidR/ILLiad Direct Request
- Set up and customize ILLiad email templates
- Check for and resolve problems in the ILLiad Request Sent queue at least once a week
- Utilize Get It Now add-on or other document supplier (e.g. Reprints)

Lending Best Practice

- Use “Reasons for No” when you can’t fill a request
- Send “Conditional” if you intend to fill the request but need more information or additional time to fill
- Do not substitute a different edition without first sending a “Conditional” to the borrowing library
- Use system settings to go to non-lending status
- Maintain multiple address sites in the ILLiad Lender Address Form when needed
- Generously lend books, media, and other formats
- Respond to and ship requests within 24 business hours
- Provide book loan period to allow for 8 weeks’ use by patron

Non-Returnables Best Practice

- Utilize Odyssey Trusted Senders
- Send Rapid documents via RapidX or ILLiad Electronic Delivery Utility only
- Use document quality of 300 dpi and scan in color when requested
- Include supplemental information when appropriate (e.g. plates, footnotes, references)
- Scan with consistent page size and orientation, and, preferably, single page to each scan
- Respond to resend requests within 12 hours
- Provide native, digital PDF (preferably in color) before paper scans
- When requested, try to supply searchable or text-to-speech format

Returnables Best Practice

- Deliver returnables by UPS 2nd day Air; in MA return in Regional Delivery
- Use UPS supplies for shipping whenever possible
- Recall only when necessary
- Return recalled material via UPS 2nd Day Air
- Utilize WebCirc or NCIP to ensure accurate checkout status and allow for reminder notices to be sent*
*IDS Project libraries
- Utilize special due dates for special use items if needed, including media
- Respect and abide by the lending library’s loan period
- Be mindful that the borrower may request more than one volume per request