



## ILL POLICY

Interlibrary Loan (ILL) is the cooperative exchange of items among institutions for the purpose of fulfilling the informational needs of their patrons. The following definitions and guidelines outline the ILL policy of Library Management Network (LMN). The guidelines are in compliance with Section 2.5 of the *Contract Between LMN and (Member Library)* which states that “The Member Library must participate in the interlibrary loan (ILL) exchange of materials with other LMN Member Libraries.”

### DEFINITIONS

#### ADDRESS LABELS

Each lending member library shall send address labels accompanying the requested materials to the borrowing member library for returning item(s) via United States Postal Service.

#### BOOK BANDS

Items for ILL are to be identified by a paper book band placed by the home lending library (Appendix A).

The item barcode must be easily accessible for scanning. If it is necessary to cover the item barcode with the book band, please do not tape one end of the book band so it can be easily lifted -or- allow the book band to slide back and forth so that the item barcode can be scanned.

#### BORROWING LIBRARY

The borrowing library is the member library requesting to borrow an item from another LMN member library. See opposite, LENDING LIBRARY.

#### CHARGES

The borrowing library is responsible for the safety of the item(s). If a patron of the borrowing library damages or loses the item(s), the borrowing library is responsible for paying the lending library for the damaged/lost item(s). Damaged items are defined by the lending library.

Collecting money from patrons for ILL transactions, such as items not picked up, photocopies/fax, or placing an ILL request, is the decision of each member library.

#### DOCUMENTS

For member libraries to access ILL forms and directories, LMN has stored documents online at <https://lmnconnect.org>. Documents include: ILL Policy, ILL Procedures, and ILL Contacts with names, phone numbers, and e-mail address at each member library,

#### DUE DATES

There are two due dates to be entered on the book band.

- The first due date is three weeks from the date the book is received at the borrowing library. This date is to be entered by the borrowing library into the patron information box and should be highlighted.
- The second due date is four weeks from the date the book is mailed by the lending library. This date should be entered into the “Office Use Only” box by the lending library. The four week check out allows for the patron to have the item/s for 3 weeks with a one week renewal if needed.



### **HOLD/RESERVE**

This term refers to the act of placing a hold on an item at one's own library.

### **LENDING LIBRARY**

The lending library is the home member library fulfilling the ILL request by loaning items from their collection. See opposite, BORROWING LIBRARY.

### **LOAN PERIODS**

Items are due at the lending library in four (4) weeks. Libraries may change loan periods due to seasonal demands. Loan periods for requesting patrons should be three (3) weeks with one week for renewal if needed.

### **NON-ILL ITEMS**

It is at the discretion of each lending library to decide whether or not particular items will be loaned. The following items may not be requested through ILL: new items, reserve/hold, reference, etc. The Auto-Graphics system will not allow the following item statuses to be reserved or interlibrary loaned: Lib Use Only, Discarded, Missing, Damaged, Deleted, etc. Exceptions are at the discretion of the lending library.

### **OVERDUE FINES**

Library members are not to charge each other for fines. The Auto-Graphics system will calculate fines on patrons that keep items past the due date. These fines are kept by the borrowing library that checked the item out to the patron.

### **PACKAGING**

Items are to be shipped in bubble wrap or bubble bags. Bags stuffed with shredded paper are not to be used due to the mess and to possible allergic reactions of library staff.

### **POSTAGE**

The lending library pays for the postage one-way to the borrowing library. The borrowing library pays for the postage one-way to return the item(s). It is at the discretion of each member library whether to seek reimbursement from their patrons for ILL transactions.

### **RENEWALS**

If an extension is needed for renewal, the borrowing library must contact the lending library for a new due date.

### **REPORTS**

Staff is responsible for checking "View All Reserves" each day to process reserve/holds/ILL requests for their library.

### **RESERVE (Hold and ILL)**

This term refers to the act of placing an item at one's own library on hold; as well as, the act of requesting an item from another library.



### **RESPONSIBILITY**

Each member benefits by cooperating. It is for the collective good that each member library of LMN adheres to the stipulations of this ILL policy and agrees to the terms stated therein.

### **STATISTICS**

For period reports to count the requests using reserves, use the Auto-Graphics system: Circ Reports > Run Reports > (Item Reports) Circulation Transactions Audit. (Select Audit Types: Reserves). For all reserves, leave dates blank; for period reports, enter dates.

###



## CONFIGURATION

To configure Auto-Graphics for Reserves, verify the following options are marked in **Staff Dashboard > Circ Admin > Circulation Options: (Checkout, Checkin, and Status)**

Circ Admin > Circulation Options ▾			
Time period Reserve will auto-expire if not filled:	4W	<input type="text" value="4"/>	Weeks ▾
Number of days to cancel Reserve if not picked up:	7	<input type="text" value="7"/>	
Number of days to display expired Reserves:	0	<input type="text" value="0"/>	
Extend reserve pickups days (print notices only)	0	<input type="text" value="0"/>	
Assign Expired Reserve Status?	Yes	<input type="text" value="Yes"/>	▾
Automatically assign reserve to next patron in line:	Yes	<input type="text" value="Yes"/>	▾
Automatically notify next patron in line for Reserve:	Yes	<input type="text" value="Yes"/>	▾
Run Reserves with Available Items report at midnight?	No	<input type="text" value="No"/>	▾
Include Item Barcodes on Reserves with Available Copies Display?	No	<input type="text" value="No"/>	▾
Enhanced Reserves With Available Copies Filtering (multi-branch libraries)?	No	<input type="text" value="No"/>	▾
Allow Staff to Reserve CILL Items?	No	<input type="text" value="No"/>	▾
Allow Staff Reserve Notes?	Yes	<input type="text" value="Yes"/>	▾
Free for All In Transit Reserve Fulfillment?	No	<input type="text" value="No"/>	▾
Show Reserve Loc in OPAC?	Yes	<input type="text" value="Yes"/>	▾
Activate Fixed Due Dates?	Yes	<input type="text" value="Yes"/>	▾



Circ Admin > Circulation Options		
Patron Self-Renewals and Self-Reserves		
Allow library to specify which reserve shelf to use?	Yes	Yes ▾
Allow patron self-renewal in OPAC?	Yes	Yes ▾
Block patron self-renewal for items on Reserve?	Yes	Yes ▾
Allow Patron Self Reserve?	M	Mediated ▾
Allow Patrons to Delete Reserves?	Yes	Yes ▾
Reserve Notification from Address:	no-reply-lmn@librarycard.com	no-reply-lmn@librarycard.
Account Status Email Subject:	Reserve Request Status	Reserve Request Status
Allow Patron Reserve Notes:	No	No ▾
Prevent holds if Checkout Limit is 0 or blank?	No	No ▾
Block reserves if this library does not own:	No	No ▾
Reserve Any Item (title level hold) checkbox default "ON"	Yes	Yes ▾
Allow Reserve at Item Level	Yes	Yes ▾
Allow Blocked Patrons to Login?	No	No ▾
Allow patrons to place holds on Lost/Missing items?	No	No ▾



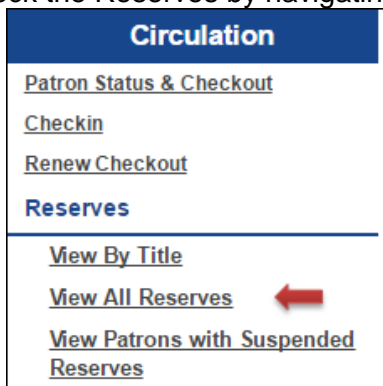
## PROCEDURES

### Reserves (Holds and Interlibrary Loans)

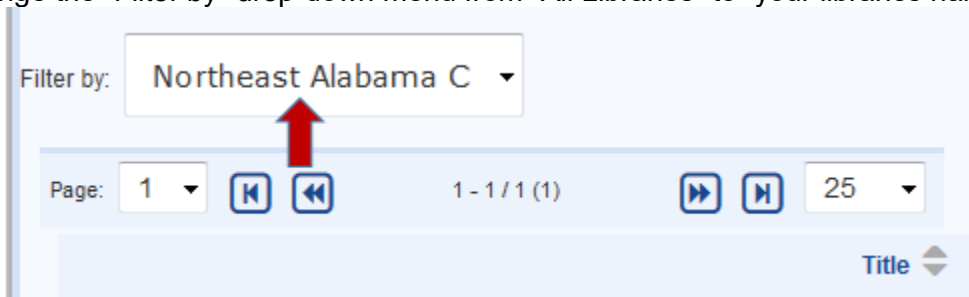
Auto-Graphics VERSO® uses the term “Reserves” to refer to the act of placing an item at one’s own library on hold or the act of requesting an item from another library.

#### Filling Reserves Made by Patrons and Interlibrary Loan Requests Made by LMN Library Patrons

- The reserve list is checked daily for requests made by:
  - library patrons who reserve/hold their libraries item(s)
  - patrons of other LMN libraries who request your libraries item(s) via interlibrary loan
- Check the Reserves by navigating to the Staff Dashboard > Circulation > View All Reserves.



- Reserves made by your libraries patrons, as well as the patrons of other LMN libraries, will be displayed.  
Change the “Filter by” drop-down menu from “All Libraries” to “your libraries name.”



- Only the reserves that your library has holdings for (whether made by your patron or a patron of another LMN Library) should be displayed now.  
Click on each “View Reserves” under “Action” (Your libraries holdings will be on this list even though the requesting library has requested the item from another library). For example: GSC–Ayers Campus may order an item from GSC-Wallace Campus. Your library may have this same title, but the patron/library isn’t requesting it from your library, so your library ignores the request.

Title	Call Number	Author	Action
Portrait of a killer : Jack the Ripper--case closed	HV 6535 .G6 L6335 2002	Cornwell, Patricia Daniels.	<a href="#">View Reserves</a>



- All the information needed to process the reserve should be displayed. However, the steps for filling the reserve differ depending on if the patron is a member of your library or if the patron is from another LMN library.

- If a patron from your library has placed a reserve for an item from your library, the barcode of the book and home location of the item will be in red. The item should be pulled and placed on the hold/pick-up shelf at the circulation desk for your patron to pick up.

Current Reserves											
Reserve #	Patron Name	Patron Barcode	Phone	Category	Home Location	Pickup Location	Volume	Item Barcode	Lib2Home	Next Delivery Date	Action
1	[Redacted]	[Redacted]	[Redacted]	NAC	Northeast AL Comm College - Northeast AL Comm College	Northeast Alabama Desk		31566000673213	No	7/20/2017	Remove

Library Owns				
Location	Call Number	Item Barcode	Patron Name	Status
Gadsden - Wallace Drive Campus - Book - Collection	PS3537.T3234 Z7154 1999	32300001031234		Available
Gadsden - Ayers Campus - Book - Collection	PS3537.T3234 Z7154 1999	32300001329176		Available
Northeast AL Comm College - Books - Circulating	PS 3537 .T3234 Z7154 1999	31566000673213		Available
Northeast AL Comm College - Books - Circulating	PS 3537 .T3234 Z7154 1999	31566000605837		Available
NWSCC - Phil Campbell Campus - Book - Collection	PS 3537 .T3234 Z7154 1999	32130000091257		Available
Gadsden - Ayers Campus - Book - Collection	PS3537.T3234 Z7154 1999	323000011207301		Available

- If a patron from your library places a reserve on an item from another LMN library, only the item will display if the "Filter by" is on "All Libraries." The patron's home location will be in red and the owning library will send the book to your library.

Current Reserves											
Reserve #	Patron Name	Patron Barcode	Phone	Category	Home Location	Pickup Location	Volume	Item Barcode	Lib2Home	Next Delivery Date	Action
1	[Redacted]	[Redacted]	[Redacted]	NAC	Northeast AL Comm College - Northeast AL Comm College	Northeast Alabama Desk			No	7/20/2017	Remove

Library Owns			
Location	Call Number	Item Barcode	Status
NWSCC - Shoals Campus - Book - Collection	PS 3537 .T3234 E335 1990	3231000144805	Available

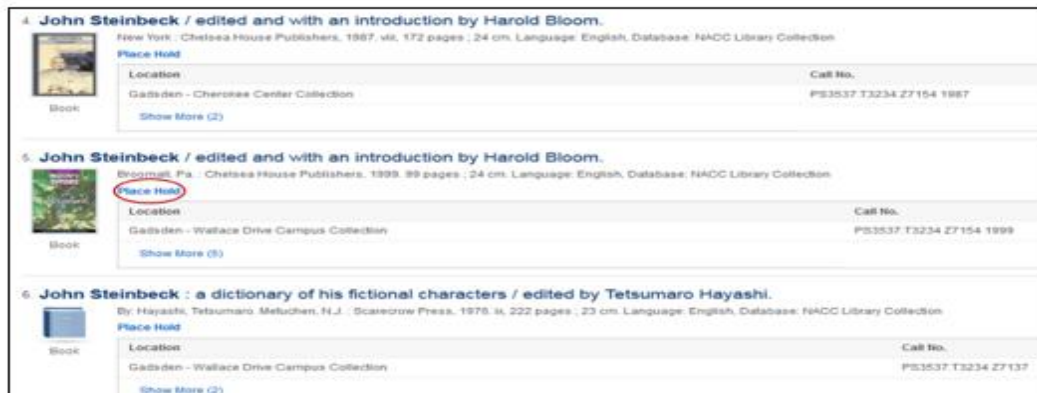
- If a patron from another LMN library has reserved an item from your library, the patron's name and barcode will be displayed, the item barcode will be in red, and the pickup location will be his/her library, not yours.



- Pull the item and complete the following steps:
  1. Check the item in. This changes the status on “View All Reserves” to “Currently Reserve in Transit.” When the requesting library checks in the item, the item will be removed from the “View All Reserves” list.
  2. Place an ILL book band around the front cover of the book. Include the name of the requesting library on the front (GSC, SCP, etc.). Also, write the due date in the box “For Office Use Only.” The due date will be 4 weeks from the day your library sends the book.
  3. Insert a mailing label from your library inside the book for the requesting library to send the book back home.
  4. Use a padded envelope or box for shipping the book with an address label with the requesting library’s name and address.

### Reserving/Requesting to Borrow/ILL an Item from an LMN Library

- Follow the steps below to reserve/request an item from another LMN library.
- Locate the item in LMN’s online catalog or EBSCO Discovery Service®. Select the “Place Hold” button.



- Place cursor on the picture of the book and select the “Place Hold” button.







- Enter the patron’s barcode or last name, then Select your library for the User’s Group. Click the “Submit” button.

Note: The patron must have a library card application in AG to proceed.

**Select A Patron**

User Barcode or List Name:  and

User's Group:

in

- A list of libraries where the book is available will appear. Uncheck the option to reserve “Any Item” and check the specific library from where the book is being requested. Click the “Place Reserve” button.

**Reserve a Title for patron(s)**

Title & Author: John Steinbeck / Reserve Expires on: 9/18/2017

Patron Name: Erin BROOKE Shrop... Pickup Location: Northeast Alabama Dist... Not Needed Before Date: Not Needed Before Date... Cancel If Not Filled by: Cancel If Not Filled by...

**Library Owns**

Reserve Any Item

Specific Item	Location	Call Number	Barcode	Status
<input type="checkbox"/>	Gadsden - Ayers Campus	PS3537 .T3234 Z71545 2000	32305001274575	Available
<input type="checkbox"/>	Northeast AL Comm College	PS 3537 .T3234 Z71545 2000	31566000679970	Available
		2		
<input type="checkbox"/>	Northeast AL Comm College	PS 3537 .T3234 Z71545 2000	31566000673361	Available
<input type="checkbox"/>	Northeast AL Comm College	PS 3537 .T3234 Z71545 2000	31566000679921	Available
		3		
<input checked="" type="checkbox"/>	NWSCC - Shoals Campus	PS 3537 .T3234 Z71545 2000	32130000089703	Available

- To view the reserve, navigate to the circulation menu on the Staff Dashboard and click on “View All Reserves.”

**Circulation**

[Patron Status & Checkout](#)

[Checkin](#)

[Renew Checkout](#)

**Reserves**

[View By Title](#)

[View All Reserves](#)

[View Patrons with Suspended Reserves](#)

[View Patrons with Expired](#)



- Verify that the item placed on reserve is on this list. If so, the requested library should see the reserve and send the item to your library.

Title	Call Number	Author	
Chosen prey	PS 3589 .A516 C5 2001	Sandford, John	<a href="#">View Reserves</a>
John Steinbeck	PS3537.T3234 Z71945 2000	Woon, Harold.	<a href="#">View Reserves</a>
Mollère	PQ 1860 .M553 2001	Woon, Harold.	<a href="#">View Reserves</a>
Mollère: the comic mask	PQ 1852 .L4 1959	Lewis, O. B. Wyndham	<a href="#">View Reserves</a>

- If the item has not arrived in 3-5 business days, call the library to check on its status.

### Processing a Borrowed/Requested Item from an LMN Library Once It Arrives at Your Library

- Once an item arrives from the loaning library, go to Staff Dashboard > Circulation and Check the item in.
- Navigate to the “Patron Status and Checkout” button and check the item out to the patron.
- Click on the due date and change the due date to 3 weeks from the day the item was received (the ILL policy has 4 weeks for a checkout. So the 3-week checkout gives a 1-week timespan for renewal if necessary).

Barcode	Call Number	Due Date	Update
32269000627409	F Con	9/12/2014	<input type="checkbox"/>

- Put a checkmark in the box under “Update” and click on “Modify Due Dates.”

Title	Author	Barcode	Call Number	Due Date	Update
Angels flight : a novel	Connelly, Michael	32269000627409	F Con	9/12/2014	<input checked="" type="checkbox"/>

- Write the patron’s name, barcode, and the 3-week due date on the paper band around the front cover.



### **Sending a Borrowed Item Back to the Owning LMN Library**

- When a patron returns a reserved item, check it in on the circulation menu.
- Check the item for damage. Prepare the item for mailing and send it back to the owning library.

### **Requesting to Borrow/ILL an Item from a Non-LMN Library**

- Check to see if the library that owns the book accepts American Library Association (ALA) forms and if the library charges for ILL services.
- Complete the ALA form and fax it to the loaning library.

### **Processing a Borrowed/Requested Item from an Non-LMN Library Once It Arrives at NACC**

- Check the borrowed item out and change the due date to reflect the ILL policy. Call the patron to pick up the item.

### **Sending a Borrowed Item Back to the Owning Non-LMN Library**

- Pull paperwork and complete. Then mail the book back to the owning library.



## APPENDIX A

### Book Band Example

Gadsden State Community College  
Meadows Library  
1001 George Wallace Drive  
Gadsden, AL 35999  
256-549-8333

INTERLIBRARY LOAN

**Do NOT Remove This Band  
Please Return Book with Band**

Patron Name _____
Phone _____
Patron ID _____
Borrowing Library _____
Due Date _____

<p><i>Office Use Only</i> Due Back to Gadsden State</p> <p>_____</p> <p><i>Date</i></p>
---