

Frequently Asked Questions about LORI Standards & Regulations

Requirements for ILL and Service Policies

What should be included in an interlibrary loan service policy?

An interlibrary loan policy includes information about:

- Who can submit interlibrary loan requests (patrons or library staff)
- Which collections are available for interlibrary loan
- Which collections are restricted (if any) [see LORI Standard 3.4(B)(1)-(3)]
- If there are charges or fees connected to interlibrary loans (e.g., postage)
- The loan period for material borrowed through interlibrary loan
- The total number of items that can be requested
- The interlibrary loan policy must comply with the LORI Interlibrary Loan Code (§ 3.4 of the LORI Standards). For a public library, its interlibrary loan policy must also comply with the Standards for Public Libraries.

LORI Standard § 3.3(C)(1) *An interlibrary loan policy that complies with the LORI Interlibrary Loan Code and adheres to that code consistently and without discrimination and which provides justification for what materials will not be loaned to those outside of the library's clientele. This policy cannot conflict with the LORI Interlibrary Loan Code.*

What should be included in a service policy?

A service policy includes information about:

- Who is eligible to receive materials from the library through interlibrary loan
- Whether or not the library facility is open to the public and, if so, the hours that the library is open
- If the library facility is open to the public, include information about access to the collections

LORI Standard § 3.3(C)(2) *A service policy which defines the library clientele and their access to the library collections and services.*

What is the difference between a policy and a procedure?

The Standards require libraries to make policies, not procedures, available. Use the following descriptions to distinguish between policies and procedures.

A policy makes clear how the library will conduct itself in relation to providing a service or responding to requests from patrons. Policies are the managing principles that guide decisions.

A procedure makes clear the steps that library performs to provide a service and what it requires the recipient of a service to perform. In many ways, the procedure is the policy in action. Procedures are similar to instructions and include: who does what; what steps need to be taken and in what order; and which forms or processes are used in the procedure.

Supplying or receiving special collections, equipment, and other objects

Is a LORI library required to make materials in special collections available through interlibrary loan?

If materials in special collections do not circulate outside of the library, then a LORI library is not required to make them available through interlibrary loan.

Is a LORI library required to make Kindles, iPads or other tablets available through interlibrary loan?

Kindles, iPads and tablets are equipment and do not have to be loaned through interlibrary loan. However, some libraries do loan Kindles, iPads and tablets.

Is a LORI library required to make realia (objects and materials from everyday life), toys, machinery and tools, cooking pans and aids, and other objects available through interlibrary loan?

Libraries are not required to make materials like realia and tools eligible for interlibrary loan, because such items are not standard library materials and resources (i.e., books, CDs, DVDs, audio books, serials). However, LORI libraries are encouraged to loan such materials if they meet other criteria for Delivery services.

Fees

Can a requesting library charge fees or fines to patrons who borrowed materials?

A requesting library can charge overdue fines to a patron when materials are not returned in a timely fashion or fees to cover for lost items. Libraries may charge fees to cover the cost of shipping items.

Can a supplying library charge fees or fines to a requesting library?

A library can invoice or stipulate a replacement plan to a requesting library for damaged or lost items. Libraries may not impose any fees or overdue fines on other LORI libraries.

LORI Standards § 3.4(C) Responsibilities of Requesting Library

§ 3.4(C)(4) If damage or loss occurs, the requesting library will provide compensation or replacement, in accordance with the preference of the supplying library.

LORI Standards § 3.4(F) Fees

§ 3.4(F)(1) No library will charge another library an interlibrary loan transaction fee.

§ 3.4(F)(2) A supplying library will not charge a requesting library overdue fines.

Restricting Collections of Library Materials

Can a library refuse to loan certain types or formats of materials?

Numerous questions related to LORI Standards, ILL Code Sections § 3.4(B)(1) – § 3.4(B)(2) are asked. The intent of these sections of the Standards is to make clear the fact that no LORI library may refuse to loan its DVDs, CDs, books or serials if those materials are loaned to its own patrons. Such items should be placed in delivery as requested. The intent of § 3.4(B)(2) is to make clear that libraries cannot withhold entire formats, such as DVDs, from the ILL system.

LORI Standards, § 3.4(B) Scope

§ 3.4(B)(1) Any type of library material, including digital content, may be requested on loan or in copy form from another library in accordance with existing interlibrary loan procedures. The supplying library has the discretion of deciding in individual instances whether a specific item can be provided, and whether the original or a copy can be sent.

§ 3.4(B)(2) If a category of material (e.g., books, CDs, magazines, DVDs, journals) is generally available to library clientele, it must be made generally available by Interlibrary Loan. In other words, an entire category of generally available material cannot be excluded from Interlibrary Loan availability specifically because of its format type.

How are concerns about loss or damage addressed?

Concerns about loss, damage or use of the Delivery are not reasons to withhold the loan of materials. Libraries concerned about damage in Delivery should refer to OLIS-LORI Delivery FAQ for information on how to report problems. Library responsibilities for lost or damaged items is covered by LORI Standard § 3.4(C)(4) "If damage or loss occurs, the requesting library will provide compensation or replacement, in accordance with the preference of the supplying library."

Can a library decline hold or ILL requests for recently acquired or select items set aside for walk-in patrons?

LORI Libraries can set aside items as non-holdable that are available for walk-in patrons on a first come, first serve basis. These items must be clearly identified in the public catalog as non-holdable. All holdable items must be available, and holds filled, for all LORI patrons.

The same criterion applies to ILL requests.

Does a college or university have to loan materials reserved for a course?

Course reserves should not permanently remove materials from availability. Library materials on course reserve may be temporarily removed from the ILL system and be made available once the reserve period ends.

LORI Standards and ALA Standards: Which set of standards takes precedent?

LORI libraries certify that they are abiding by LORI Standards, not ALA codes or guidelines. For all LORI member libraries, LORI Standards § 3.4 LORI Interlibrary Loan Code takes precedence over the Interlibrary Loan Code for the United States prepared by the ALA Reference and User Services Association.