

Protocol for Inter-lending and Document Supply for the LIHNN Network

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	<u>Page</u>
Introduction	
1. Responsibilities of the requesting library Selection of locations Copyright	2
2. Responsibilities of the supplying library Supplying items	3
3. Responsibilities to the network	4
4. Responsibilities to readers	5
5. Document Supply Making requests Information required on request forms Requests that cannot be satisfied	5
6. Interlending	6
Appendix	8

INTRODUCTION

This protocol has been prepared and updated by the LIHNN Inter-lending and Document Supply Group in order to facilitate the efficient and considerate operation of document supply and inter-lending. It is a code of conduct, which specifies standards for document delivery and inter-lending and outlines the responsibilities of both requesting and supplying libraries. Please ensure that all library staff who deal with inter-lending and document supply are familiar with its contents.

The LIHNN Inter-lending and Document Supply Group will review this protocol at least annually.

1. RESPONSIBILITIES OF THE REQUESTING/BORROWING LIBRARY

Selection of locations

- a) Inter-library loan staff are reminded to check electronic resources e.g. Core Content and open access journals before initiating the inter-library loan process. It is recommended that library staff add their local paper and electronic content to Link Resolver to make these resources available to their users.
- b) It is recommended that libraries within LIHNN are used before other schemes. The list of libraries and their journal holdings are available on the [LIHNN website](#). Please note that some libraries may charge for certain services e.g. faxes.
- c) Bear in mind that some libraries are not staffed each day, and will therefore take longer to respond (see 2(a) - Level 2 libraries).
- d) Obtain a signed copyright declaration form where necessary in accordance with the current copyright law.

Please note: Libraries in Higher Education, non-NHS organisations and the Isle of Man have different regulations; please check with the supplier if you are unclear as to their requirements.

- e) Try to distribute requests evenly throughout the list, trying to avoid always using those at the top.
- f) **Urgent requests:** It is the responsibility of the requesting library to exercise discretion as to whether or not a request should be sent as “urgent”. For example, when material is for patient treatment or a legal matter.

Copyright

It is the responsibility of the requesting library to ensure that the requests they make do not infringe copyright. Further information about NHS Copyright is available at:

http://www.libraryservices.nhs.uk/forlibrarystaff/information/nhs_copyright.html

2. RESPONSIBILITIES OF THE SUPPLYING/LENDING LIBRARY

Supplying items

- a) Requests should be processed as soon as possible in accordance with response times below.

Level 1 libraries, which are staffed each day, should under normal circumstances, respond to document supply requests within 24 hours of receipt or the next working day.

Level 2 libraries, which are staffed less frequently, or single staffed are likely to take longer to respond, but should aim to respond within 3 working days.

- b) E-mails should be checked at least twice a day.
- c) Photocopies should be made on A4 or A3 paper, clear, clean and properly collated.
- d) Ensure that either the original or a copy of the request accompanies the book or article supplied so that the receiving library can identify the copy. This should include the reference number.
- e) Provision of inter-library copies of articles from electronic journals is dependent on individual publisher licence agreements.
- f) Photocopies should be supplied by first class post if possible (it is recognised that many libraries do not have the option of sending items first class). Urgent copies may be supplied by fax (if available), by prior agreement.
- g) Under the NHS CLA licence, only articles supplied by publishers that have a UK address can be scanned by NHS libraries for NHS staff. It is therefore important to check the journal or the publisher's website to find out if the publisher has a UK base. Scanned copies of UK publications can be sent from one NHS library to another NHS library.
- h) Supplying libraries reserve the right to decline to fulfil a request but must provide a reason for their decision:
- inadequate reference

- article too long i.e. more than 30 pages
 - not within the bounds of copyright
 - on loan
 - missing
 - a reference copy
 - in high demand by the home service
 - subject to high postage charges
 - high value
- i) If request forms include reader details, supplying libraries must treat them as confidential in accordance with the Data Protection Act.
- j) Under the terms of the Copyright Act, supplying libraries are not required to collect signatures (copyright declarations) for requests supplied to other libraries. It is the responsibility of the requesting library to ensure their requests comply with copyright regulations.

Under copyright legislation, items may be supplied by fax, but the original photocopy must be destroyed. This is the responsibility of the supplying library.

3. RESPONSIBILITIES TO THE NETWORK

LIHNN member libraries must:

- a) Keep local and electronic holdings information up to date on the Link Resolver and the [Union list](#). Union list holdings should be updated at least annually.
- b) On a regular basis and at least annually, libraries should update their NW OPAC holdings.
- c) Maintain statistics of items requested and supplied via the network as outlined by the North West Health Care Libraries Unit (HCLU).
- d) Libraries that are temporarily closed; insufficiently staffed or where stock is temporarily unavailable may claim temporary last resort status. If a library wishes to claim temporary last resort status, a message must be sent to [the LIHNN inter-library loan mailing list](#). Remember to send another message to the list when the library is functioning normally.
- e) Inform HCLU and Union List editors about changes to contact details, staffed opening times and fax/e-mail addresses. In addition, update library details on HLISD and the Union list.
- f) Before disposing of journal back-runs, particularly unique holdings, offer them to other libraries via the LIHNN list or duplicates exchange

schemes such as the *Medical Libraries Duplicates Scheme*, which can be subscribed to via JISC.

<http://www.jiscmail.ac.uk/lists/lis-medjournal-duplicates.html>

- g) Try to resolve any particular difficulties in supply with the library involved. Notify the Chair of the LIHNN Inter-Lending and Document Supply Group about any unsolved or general problems and with any suggested improvements to operation of the scheme.
- h) It is the responsibility of library managers to inform their staff of changes to this protocol.

4. RESPONSIBILITIES TO READERS

It is recommended good practice to ensure that readers are informed if there is likely to be a delay in satisfying their request, or if for any reason their request cannot be satisfied.

5. DOCUMENT SUPPLY

Making requests

- a) An NHS library may request from another NHS library:
 - two articles from a magazine, journal or periodical
 - any number of articles in a periodical dealing with a particular theme

The supplying library may be prepared to lend the whole issue, but this will be at the discretion of the librarian.

Libraries in Higher Education, non-NHS organisations and the Isle of Man have different regulations; please check with the supplier if you are unclear as to what they are able to provide.

- b) Do not request multiple copies of a single item.
- c) Send routine requests by the LIHNN Union List database document requesting system, e-mail, fax or post. If you send requests by any of these means, you should assume that they would be processed routinely. Use the telephone for urgent requests (see 1f).

If sending requests by e-mail, please use a generic e-mail address where possible (example: ashworth.library@merseycare.nhs.uk). Send one request per e-mail. There is no need to reply to the e-mail unless the request cannot be satisfied. In that case, inform the requesting library.

- d) No more than one request should be detailed on the request form. Any format of the request form may be used, provided all the required information is clearly legible.
- e) Requesting libraries should include a return address.
- f) When selecting locations, check holdings as well as titles to make sure that the locations you approach have the journal for the dates that you require.
- g) Some LIHNN libraries will have similar names – please ensure that requests are sent to the correct library.
- h) Do not request articles that you are able to access in full-text electronic format, without good reason, e.g. suppliers' website unavailable or local access issues.
- i) Speculative requests **should only** be made to the LIHNN inter-library loans list with an appropriate subject heading. Requests **should not** be made to the general LIHNN list or the LIHNN Library Manager's list.

Information required on request forms

- a) Whether the form is sent by e-mail, fax or post, the following should be included and must be legible:
 - Requesting library name and full postal address in such a format that it can be cut out and used as a mailing label
 - Journal title (in full – use abbreviations only if widely acceptable) e.g. JAMA
 - Year, volume and part number or date of issue (where available), and pages of article
 - Author and/or title of article (where available)
- b) Requests that fall short of this standard are sent on the clear understanding that the supplying library is under no obligation to check bibliographical details, and may return unclear or inaccurate requests.

Requests that cannot be satisfied

Reply to the requesting library as soon as possible, especially for urgent requests.

6. INTERLENDING

- a) Library staff should check the NW OPAC before emailing the LIHNN inter-library loans list.
- b) Requests should be made by email. If email is used then the subject line should be headed *LIHNN book loan*. Telephone requests may be

made if the item is urgent or the customer is awaiting an immediate reply. This should later be confirmed by email.

- c) Supplying libraries should supply a return address.
- d) The item to be loaned becomes the responsibility of the **borrowing library** as soon as the lending library sends it out.

Loaned items become the responsibility of the **borrowing library** until they are received back by the lending library.

If items are not received back by the lending library then the **borrowing library** should purchase a replacement copy for the lending library.

If no like for like replacement is available, the two libraries should agree on a compensation fee.

- e) Borrowing libraries should ensure loan periods are adhered to.
- f) Borrowing libraries should inform the supplying library as soon as a problem arises.
- g) Renewals will be at the discretion of the lending library but may be subject to immediate recall, particularly by HE libraries.
- h) Please return the item in a suitable and secure envelope e.g. padded envelope.
- i) High value items should be sent and returned by recorded delivery at the agreement of participating libraries.

APPENDIX - Instructions for signing up to local and national inter-library loan lists

LIHNN

- To sign up to the LIHNN inter library loan list go to <http://lists.lihnn.nhs.uk/cgi-bin/mailman/listinfo/inter-library-loans>
- This is the email address to send requests to once you are a member: inter-library-loans@lihnn.nhs.uk

National

- To sign up to the national Health inter library loan request list go to: <http://lists.libraryservices.nhs.uk/cgi-bin/mailman/listinfo/healthill>
- This is the email address to send requests to once you are a member: healthill@libraryservices.nhs.uk

LIHNN Union List

- The current link for the union list is: <http://resources.lihnn.nhs.uk/new/unioncat/default.aspx> but you will need to be logged in to the website with an NHS Athens account to access it.