

# Protocol for Interlending and Document Supply

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## INTRODUCTION

This regional protocol should be read in conjunction with the national ILDS good practice guidelines (<https://library.hee.nhs.uk/resources/inter-lending-and-document-supply/ilds-good-practice-guidelines>). The guidelines should be referred to in the first instance of any queries.

This protocol has been prepared and updated by the Pan Northern Document Delivery Agreement (PANDDA) Group to facilitate the efficient and considerate operation of document supply and interlending.

It is a code of conduct, which specifies standards and copyright considerations for document delivery and interlending supply in the LKS North region. Managers should ensure that all library staff who deal with interlending and document supply are familiar with its contents.

If you identify any errors or inconsistencies with data on the Union List, please contact the current Union List editors.

The PANDDA Group will review this protocol at least annually.

## COPYRIGHT

Information on copyright for interlending and document supply in the NHS is available at <https://library.hee.nhs.uk/resources/copyright/ilds-copyright-guidance>

There are a team of 'Copyright First Responders' who are available to answer queries by emailing [nhscopyrightqueries@knowledgeforhealthcare.nhs.uk](mailto:nhscopyrightqueries@knowledgeforhealthcare.nhs.uk)

## REPRINTS DESK

Copyright Fee Paid articles can also be ordered from the Reprints Desk. The easiest way to request these articles is to go to <https://cla-nhscontent.com/> and log in with your library service's user details. Select 'Need an account? You can register here' if your library service is not yet signed up.

Copyright fee paid articles can also be requested from the British Library, but the advantage of using <https://cla-nhscontent.com/> is that you can immediately check whether the article you want is definitely reusable under the CLA NHS Licence, and whether it has previously been ordered or is Open Access (in these cases, the article will still be supplied, but it won't be deducted from our annual allocation).

You may request an article from Reprints Desk (or from the British Library via your library service's CLA-linked CFP unit account) **only if**:

- Your requester needs to share the article with others **AND**
- You have checked that it is not available via INCDocs or any of [the networks in the INC scheme](#)

If the cost of the article is over £50 check if it is required with the requestor beforehand.

You **may not** request articles from Reprints Desk (or from British Library via your library service's CLA-linked CFP unit account) if:

- Your requester needs the article for their own use only. If you have not been able to obtain a library privilege copy from the British Library or any other source, then we suggest you advise your requester about the cost of you obtaining a copyright fee paid version via your library service's own BL account, to help them decide how valuable to them the article will be (for more information

see <https://www.bl.uk/help/what-are-copyright-fees>; depending on your local policy, your library may bear the cost or expect the individual/their department to pay).

These can only be stored locally and not detailed in a database but can be freely shared among NHS colleagues and so can be used to fill any speculative document supply requests.

## 1. RESPONSIBILITIES OF THE REQUESTING LIBRARY

For print journal requests the order in which to approach other networks is: PANDDA, EDEN, SWIMS, KSS (SENDS), MIDS, LENDS.

The list of libraries and their journal holdings is available on the Library Knowledge Services (North) website <https://www.lksnorth.nhs.uk/resources/union-list-of-journals/>

## 2. RESPONSIBILITIES TO THE NETWORK

### Member libraries must:

- a) Keep local print holdings up to date on the EBSCO Holdings Management link resolver and the PANDDA Union list (<https://www.lksnorth.nhs.uk/resources/union-list-of-journals>). Holdings should be updated at least annually, or when there are any changes.

- b) Libraries that hold print journals and 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 inter-library loan mailing list ([inter-library-loans@knowledgeforhealthcare.nhs.uk](mailto:inter-library-loans@knowledgeforhealthcare.nhs.uk)) and Union List editors. Remember to send another message when the library is functioning normally.

- c) Inform PANDDA Union List editors of any Trust name changes, mergers, or closures. If you need editing rights to HLISD contact [danielle.casson@hee.nhs.uk](mailto:danielle.casson@hee.nhs.uk)
- d) Before disposing of journal back-runs check the regional union lists. If you are the only holder of a unique title offer them to other libraries via regional or national mailing lists (e.g., LIS MEDICAL) 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>
- e) Try to resolve any difficulties in supply with the library involved. Notify the Chair of the PANDDA Group about any unsolved or general problems and with any suggested improvements to operation of the scheme.

## 3. INTERLENDING

- a) Library staff should check local and regional OPACs before emailing the inter-library loans list with a specific request. A list is available on <https://www.lksnorth.nhs.uk/resources/union-list-of-journals/opac-links-for-the-north/>
- b) Supplying libraries should include a return date and supply a return address label.
- c) Borrowing libraries should ensure loan periods are adhered to.
- d) Borrowing libraries should inform the supplying library as soon as a problem arises.

- e) Please supply and return the item in a suitable and secure envelope e.g., padded envelope.
- f) High value items should be sent and returned by recorded delivery at the agreement of participating libraries. Borrowing libraries are responsible for the item if it needs to be replaced.

## APPENDIX

### Email Lists

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

- **Northern Inter-library-loans**

To sign up go to <https://lists.knowledgeforhealthcare.nhs.uk/cgi-bin/mailman/listinfo/inter-library-loans>

The email address to send requests to once you are a member is [inter-library-loans@lksnorth.nhs.uk](mailto:inter-library-loans@lksnorth.nhs.uk)

- **National – Health Inter-Library loans (Health ILL)**

To sign up go to <http://lists.knowledgeforhealthcare.nhs.uk/cgi-bin/mailman/listinfo/healthill>

The email address to send requests to once you are a member is [healthill@knowledgeforhealthcare.nhs.uk](mailto:healthill@knowledgeforhealthcare.nhs.uk)

- **National – LIS MEDICAL**

To sign up go to <https://www.jiscmail.ac.uk/cgi-bin/wa.exe?A0=lis-medical>

The email address to send requests to once you are a member is [lis-medical@jiscmail.ac.uk](mailto:lis-medical@jiscmail.ac.uk)

- **National – LIS MEDICAL DUPLICATES**

To sign up go to <https://www.jiscmail.ac.uk/cgi-bin/webadmin?A0=lis-medjournal-duplicates>

The email address to send requests to once you are a member is [lis-medjournal-duplicates@jiscmail.ac.uk](mailto:lis-medjournal-duplicates@jiscmail.ac.uk)

### Websites

- **Union List of Journals**

Search journal holdings across the North at <https://www.lksnorth.nhs.uk/resources/union-list-of-journals/holdings/>

- **Northern OPACS**

A list of these is available on <https://www.lksnorth.nhs.uk/resources/union-list-of-journals/opac-links-for-the-north/>

- **INC Scheme and regional catalogue links**

<https://library.hee.nhs.uk/resources/inter-lending-and-document-supply>

- **HLISD**

<https://www.hlisd.org/>

- **Reprints Desk**

<https://cla-nhscontent.com/>