

# **Central Florida Library Cooperative Interlibrary Loan Manual 2007**

## INTRODUCTION

Welcome to the Central Florida Library Cooperative Interlibrary Loan Manual. It is a bedrock principle of library resource sharing between libraries in Florida that if you wish to borrow, you must also agree to loan. The Florida Library Information Network [FLIN] is the mechanism that sets forth the underlying principles of the resource sharing agreements. The FLIN agreement is a document signed by the member library and the State Librarian of Florida, kept on file at the State Library of Florida and CFLC. It is required of all CFLC members, and in fact all Library Cooperatives in Florida and states that participating libraries must all agree to both lend and borrow.

This Manual was designed to provide basic information about interlibrary loan. Inside you will find policies and tips for helping your interlibrary loan operation fit neatly into the Cooperative.

The 2007 edition of this manual was created by the Interlibrary Loan Committee of CLFC, under the guidance of the Board of Directors. The revision was then presented to the membership for a period of review and comment. The newly revised version was presented to the membership for adoption at the 2006 Annual Meeting of the Cooperative. Members of the committee included Kristine Shrauger, Chair, Betty Grove, and Diana Long. Staff support provided by Daniel Wright and Marta Westall.

Please send any corrections, suggestions, ideas or hints for the next edition to the CFLC office at 431 E. Horatio Avenue, Suite #230, Maitland, FL 32751-4560 or email CFLC at <contactus@cflc.net>.

## VARIOUS AFFILIATIONS WITHIN AND OUTSIDE OF FLORIDA

“Participation in resource sharing groups allows libraries to lend and borrow materials in the most cost-effective, efficient way. Members of resource sharing groups agree to lend materials to other members of the same group at no charge.”<sup>1</sup>

The following is a list of resource sharing groups that libraries may participate in:

**CFLC:** “CFLC is an eight-county cooperative network for interlibrary loan and resource sharing. CFLC serves the counties of Brevard, Orange, Lake, Osceola, St. Lucie, Indian River, Seminole and Volusia. CFLC was established in 1987 so that our region's population could have access to information and materials held primarily in Florida libraries.” CFLC membership is composed of six types of libraries, County Public, Municipal Public, Community College, Public Academic, Private Academic and Special libraries.

Florida has six regional multitype library cooperatives:

CFLC—Central Florida Library Cooperative <[www.cflc.net](http://www.cflc.net)>

PLAN—Panhandle Library Access Network <[www.plan.lib.fl.us](http://www.plan.lib.fl.us)>

NEFLIN—Northeast Florida Library Cooperative <[www.neflin.org](http://www.neflin.org)>

SEFLIN—Southeast Florida Library Cooperative <[www.seflin.org](http://www.seflin.org)>

SWFLN—Southwest Florida Library Cooperative <[www.swfln.org](http://www.swfln.org)>

TBLC—Tampa Bay Library Cooperative <[www.tbtc.org](http://www.tbtc.org)>

**FLIN:** “The Florida Library Information Network (FLIN) is a statewide cooperative network for interlibrary loan and resource sharing. FLIN was established in 1968 so that all Florida residents could have access to information and materials held in Florida's libraries.” The FLIN agreement is a signed document kept on file at the State Library of Florida and CFLC. It is required of all CFLC members, and in fact all library Cooperatives in Florida states that participating libraries must all agree to both lend and borrow. It is a bedrock principle of library resource sharing in Florida that if you wish to borrow, you must also agree to loan.

**SOLINE:** SOLINE members agree to lend to other SOLINE members at no charge. SOLINE members include all types of libraries throughout the Southeast. For membership information, visit the SOLINET website at [www.solinet.net](http://www.solinet.net).

**SO6:** Participants agree to provide photocopies to other SO6 participants at no charge. SOLINE members are not required to join SO6, but libraries must be members of SOLINE in order to join SO6. For more information, visit the Solinet website at [www.solinet.net](http://www.solinet.net).

**LVIS** (Libraries Very Interested in Sharing): is a nationwide resource sharing group. Members of LVIS agree to lend monographs to other LVIS members at no charge. LVIS

<sup>1</sup> [http://www.solinet.net/oclc\\_services/oclc\\_tmpl.cfm?doc\\_id=264](http://www.solinet.net/oclc_services/oclc_tmpl.cfm?doc_id=264)

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members are also expected to photocopy up to 30 pages for free. For more information, visit their website: [http://www.cyberdriveillinois.com/departments/library/who\\_we\\_are/OCLC/programs\\_and\\_services/lvis\\_description.html](http://www.cyberdriveillinois.com/departments/library/who_we_are/OCLC/programs_and_services/lvis_description.html)

## INTERLIBRARY LOAN GLOSSARY AND GUIDELINES

### **Additional literature:**

Boucher, Virginia. 1997. *Interlibrary Loan Practices Handbook*. Chicago: American Library Association.

Hilyer, Lee Andrew. 2006. *Interlibrary loan and document delivery: best practices for operating and managing interlibrary loan services in all libraries*. Haworth Information Press.

Russell, Carrie. 2004. *Complete Copyright: an Everyday Guide for Librarians*. Chicago: American Library Association.

The FLIN Manual: <http://dlis.dos.state.fl.us/flin/flinman.cfm>

National Interlibrary Loan Code: <http://ala1.ala.org:70/0/alapophix/40511001.document>

### **ALA forms:**

- This is an ALA (American Library Association)-approved form that may be used to request interlibrary loans from libraries by mail or fax (for those libraries that don't receive or transmit requests electronically). You can download the form at <http://www.ala.org/ala/rusa/rusaprotools/referenceguide/illformprint.pdf>
- or purchase the forms in bulk (and also find an editable form in Microsoft Word) at <http://www.ala.org/Template.cfm?Section=interlibraryloan&template=/ContentManagement/ContentDisplay.cfm&ContentID=104201>
- Don't use abbreviations. Spell out journal titles when you type or input an article request.
- When you send requests by FAX or ARIEL, be sure you indicate how you wish materials to be sent. Specify clearly "Please send by FAX or Ariel" or "Please Mail."
- Identify the journal or book you are requesting by including the ISSN, ISBN, or OCLC number on your request form.

**Aleph:** Aleph software serves as the foundation software for libraries of the State University System (SUS) and LINCC (Library Information Network for Community Colleges).

**Ariel:** Ariel is a document transmission system from Infotrieve which provides document delivery over the Internet. You can send "Ariel-to-Ariel" (station-to-station), from Ariel to an e-mail account used by another Ariel machine, or direct to any patron who has MIME-compliant software and a multipage TIFF viewer.

**CCG - CONTU Copyright Guidelines:** "Libraries are allowed to participate in interlibrary loan arrangements as long as 'aggregate quantities' of articles or items received do not substitute for a periodical subscription. Because of the law's lack of specificity, the National

Commission on New Technological Uses of Copyright Works (CONTU) developed a set of guidelines to provide specific quantitative guidelines for interlibrary loan periodical photocopying. During a calendar year, a borrowing library may receive five articles from any one periodical title. Those articles must be less than five years old at the time of request. Requests for articles meeting these criteria must indicate CCG compliance on request forms. Requesting libraries must keep records to ensure no more than five articles are ordered from the previous five years of any one title during a calendar year. Requesting libraries must keep records for the current calendar year plus three full previous years. Libraries may request articles from periodical titles which are on order, are missing, or at the bindery at the time of request. Libraries should indicate CCG compliance on request forms, but do not need to count these as one of the five requests for the title. Lending libraries should stamp the photocopy: "Notice: This material may be protected by Copyright Law (Title 17, U.S. Code)" or make a photocopy of copyright notice with the article."

"Options available when limit of 5 is exceeded:

1. Borrow individual issues of volumes from a willing lender
2. Purchase a copy of the requested article from a document supplier that pays royalties on each journal article supplied.
3. Join the Copyright Clearance Center (CCC). CCC does not supply copies of articles but collects fees from users and distributes them to copyright owners. Order the article via interlibrary loan.
4. Write to the copyright holder for permission.
5. Purchase the issue from the publisher or from a source of back issues.
6. Place a subscription for the journal. The CONTU guidelines allow libraries to request articles if a subscription has been placed for the title at the time of the request.
7. Identify libraries in the area who have the title and refer the patron to that library."

**CCL - CONTU Copyright Law:** Requests for articles over five years old are not covered by the above guidelines and may be considered "fair use." For articles over five years old, mark CCL on the ILL request form. You are not required to keep records on CCL requests, although you may wish to note the title's use for collection development purposes."

**CFLC and submitting requests:** Put "CFLC" in the affiliation field when borrowing from another CFLC member so that the other CFLC libraries will fill them for free. This note can be part of your Constant Data Record.

**CLIO:** "The **Clio** package encompasses tools that your staff will use to manage your ILL operations. Complete Borrowing and Lending operations can be managed, including billing, statistics and reports, automatic handling of patron-initiated requests, patron notices, and communications with OCLC, Docline, other libraries, and your own OPAC system. For more information on the exact details of Clio's capabilities, see <http://cliosoftware.com/public/>."

**Contradiction in circulating policies:** While libraries are encouraged to loan materials to other libraries using the Interlibrary Loan Code for the United States, it must be recognized that each library's circulation policy is unique to that institution. One library may lend material that another library would not. Look at the Policies Directory for what can be borrowed or not borrowed, how much they charge, etc.

**Copyright:** See [www.copyright.com](http://www.copyright.com) for up-to-date information about copyright and interlibrary loan's role and responsibilities.

**Custom holdings:** Custom holdings enable you to speed up the process of selecting Lender strings for requests. Custom holdings groups are groups of libraries that are preferred Lenders. To create custom holdings, you should gather the OCLC symbols of libraries that meet the criteria of the custom holdings group you are creating, e.g., public libraries within your state. For books, custom holdings will randomly pick the locations and maintains an even load leveling process. See [www.oclc.org](http://www.oclc.org) for more info.

**Deflection:** A process that can happen multiple times within the life cycle of a request using lending rules set up in the Policies Directory (PD). Note that the deflection is performed on the lender string. For example, a video request is submitted by a library, but one of the libraries in the lender string has excluded videos from their lending policy in the Policies Directory. Instead of this request going into the Pending file for the lender, it is deflected to the next lender in the string.

[www.oclc.org/support/questions/resourcesharing/ipd/Define\\_deflection\\_and\\_filtering.htm](http://www.oclc.org/support/questions/resourcesharing/ipd/Define_deflection_and_filtering.htm)

**DLLI:** The Distance Learning Library Initiative provides pickup and delivery of ILL materials between Florida libraries. Your library must be a member of FLIN to participate. See [www.tbhc.org/dlli](http://www.tbhc.org/dlli) for more information and a list of participating institutions.

**DMCA:** The Digital Millennium Copyright Act was legislation passed to update U.S. copyright law to include digital materials and conform to the World Intellectual Property Organization (WIPO) requirements and international treaties that the U.S. has signed. The act doesn't make changes to the "fair use" doctrine, but does permit the copyright holder to restrict access to its content. ILL staff should check their licensing agreements before providing copies from online journals and databases to other institutions. For more information on DMCA:

<http://www.ala.org/ala/washoff/WOissues/copyrightb/dmca/dmcaigitalmillenium.htm>

**Document Delivery Providers:** Are institutions that provide full-text articles at a fee, which may or may not include the copyright fees. Examples of some document delivery providers are:

<http://www.oclc.org/support/documentation/resourcesharing/docsuppliers/default.htm>

- CAI = Canada Institute of for Scientific and Technical Information, (CISTI)

- AGL = National Agricultural Library
- BRI = British Library Document Supply Centre

***EMST = Enter My Symbol Twice:*** “Some libraries, including some of the nation's largest research libraries and largest lenders, require that you enter their OCLC symbol twice in the ILL lending string. Their purpose is to ensure that you will be able to borrow an item they own by allowing them sufficient time to fill your request should the item be in a remote branch or storage facility.” [www.ill.vt.edu/emstinfo/](http://www.ill.vt.edu/emstinfo/)

***Fee-based services / document delivery services:*** There are numerous document delivery providers that provide full-text copies of articles including the copyright clearance fees. See [www.oclc.org/](http://www.oclc.org/) for a listing of document delivery providers.

***FirstSearch terminology*** can be found at <http://www.oclc.org/support/documentation/glossary/firstsearch/>

***Going Lowercase / Non-lending status:*** If you know your library will be unable to supply interlibrary loans for a period of time, you may have your OCLC symbol temporarily set to lower case (non-supplier status). To implement a temporary status, log on the OCLC Policies Directory and change the status by following the instructions on the website.

***IFLA:***

- International Federation of Library Associations and Institutions. For information on submitting international loan requests and to download an IFLA loan/photocopy form: <http://www.ifla.org/VI/2/intro.htm>
- For information on the IFLA voucher scheme to pay for international loans, see <http://www.ifla.org/VI/2/p1/vouchers.htm>
- You do not need to be an IFLA member to use the forms or purchase vouchers.

***IFM:*** “Use the ILL Internal Fee Management feature of WorldCat Resource Sharing and you reconcile resource sharing charges and receipts directly through your monthly OCLC invoice. You'll eliminate invoices and check writing to individual lending partners.” For more information, see [www.oclc.org/](http://www.oclc.org/)

***ILLiad:*** “OCLC ILLiad is a model, implemented in software, of the interlibrary loan process. Developed in the ILL Department at Virginia Tech, it is the only ILL product created as a result of ILL staff review of the entire ILL operation. The result is a superior product which encompasses every action in the ILL process, producing a highly efficient and effective work environment. This environment enhances customer service while significantly reducing costs and staff workload.” For more information, see [www.atlas-sys.com/](http://www.atlas-sys.com/)

**In-library use only:** A lender may restrict the materials they send to “library use only.” It is the borrowing library’s responsibility to monitor this material to be sure that it does not leave the building. The user may be asked to use the material in the ILL office or another location; or an ID may be held while the user views the material elsewhere in the library during normal business hours.

**ISBN:** The ISBN (International Standard Book Number) is a commercial identifier for books. The ISBN is 10 or 13 digits long and it uniquely identifies internationally published books and book-like products.

**ISSN:** The ISSN (International Standard Serial Number) is an eight-digit number which identifies all periodical publications as such, including electronic serials.

**Library rate:** A Standard Mail subclass for items on loan from or exchanged between academic institutions, public libraries, museums, and other authorized organizations. Most items, if not routed via DLLI can be sent via library rate unless instructed by the lending institution. Items sent via library rate are hard to track if the item is lost in transit.

**LINCC:** "LINCC: Florida's Library Information Network for Community Colleges. LINCCWeb offers access to the library holdings of Florida's community colleges and public universities. LINCCWeb users can also search the collections of public libraries representing Florida's major metropolitan areas, request library materials online, and manage their personal library accounts. The College Center for Library Automation has implemented a statewide LINCC Interlibrary Loan module of Florida's 28 community colleges to facilitate statewide borrowing and lending of materials among LINCC libraries."

**Looking up ISSN, 's, etc.** Knowing ISSNs and ISBNs can help you find records more quickly in OCLC.

- Check with your periodical vendor (EBSCO, etc.) to see if they can give you a “Librarian’s Handbook” or similar tool that lists ISSNs for journals.
- *Ulrich’s International Periodical Directory* is another good source of ISSNs.

**Non-returnables:** Are articles or copies that can be sent without the need to return the items.

**OCLC:** “Founded in 1967, OCLC Online Computer Library Center is a nonprofit, membership, computer library service and research organization dedicated to the public purposes of furthering access to the world's information and reducing information costs. More than 41,555 libraries in 112 countries and territories around the world use OCLC services to locate, acquire, catalog, lend and preserve library materials.

Researchers, students, faculty, scholars, professional librarians and other information seekers use OCLC services to obtain bibliographic, abstract and full-text information when and where they need it. OCLC and its member libraries cooperatively produce and maintain WorldCat—the OCLC Online Union Catalog.” [www.oclc.org/](http://www.oclc.org/)

**Odyssey:** The Odyssey software allows sites to send and receive electronic documents to other Odyssey sites, OCLC ILLiad sites, and other vendor's software that supports the Odyssey protocol. [www.atlas-sys.com/](http://www.atlas-sys.com/)

**Reciprocal Agreements:** Reciprocal agreements are contracts between two institutions or a consortium to follow certain guidelines or criteria. Most reciprocal agreements are to lend materials back and forth without charges. When setting up reciprocal agreements, look for institutions similar in size and nature. Create a written contract between the institutions stipulating what will be lent for free.

**Referral day:** “...days that exclude Saturdays, Sundays, OCLC-observed holidays, or other days when OCLC ILL is unavailable;” [www.oclc.org/](http://www.oclc.org/)

**Request Aging:** Every time your symbol appears in the lending string, you have up to four working days from the time a request appears in your Pending file (not the time you first look at it) to update as Yes, No, Conditional or Future Date. If you don't act on a request in that time, the system will automatically send it on to the next library in the string or, if there aren't other libraries, it will become an Unfilled request. Sending a Conditional response resets the clock and gives the requesting library four days to respond to your Conditional or Conditional/Pending message. [www.oclc.org/](http://www.oclc.org/)

**Returnables:** Are items lent to other institutions that must be returned.

**Returning damaged books:** Each institution has created unique policies and procedures pertaining to their institution. Contact the institution to inquire about the proper procedures or invoices for returning the damaged book.

**Rule of 5:** In complying with copyright, the Rule of 5 is: In a single year, requests can only be made for five single articles from any given periodical published within the past five years.

**Special Collection materials:** Normally Special Collections items do not circulate to other libraries, but some libraries may photocopy or loan these materials with restrictions. See the ALA Guidelines for the Interlibrary Loan of Rare and Unique Materials. <http://www.ala.org/ala/acrl/acrlstandards/rareguidelines.htm>

**Statistics:**

- Numbers count and library staff, administrators, and board members need these numbers to make planning decisions.
- As a member of CFLC, you are required to keep and report certain statistics on a quarterly basis. Report only non-OCLC requests. Requests placed via WorldCat

Resource Sharing (WRS) are automatically counted and reported to CFLC and FLIN. The form for Non-OCLC requests can be found on the CFLC web page

- The delegate must gather and submit data on all requests from ALL branches and campuses of the institution.
- Requests which are unfilled also need to be counted. They are an activity and require time and labor of your department and therefore need to be reported.

**Symbols in WorldCat Resource Sharing (WRS) that are lowercase:**

- Can submit requests via WRS.
- Cannot receive requests via WRS.
- If you need to submit a request to an institution that is lowercase, contact them directly first to see if they accept interlibrary loan requests and the cost. If acceptable, find out how they would like the request submitted. They may ask you to submit an ALA form.

**Tips on mailing items:**

- Include the ILL form, book band or removable book label to provide the ILL information.
- Before lending, inform borrower of any restrictions on use or special handling or shipping requirements for fragile materials by submitting a conditional if possible.
- Notify borrowers on the book band, ILL form or removable book label of any damages or physical problems with the materials being lent.
- Package very small and very large volumes carefully. Protect the corners of large, heavy, and valuable volumes. Do not use Jiffy bags for those types of materials.
- Microfilm reels or microfiche should be placed in microfilm boxes or in some type of cardboard wrap.
- When using mailing bags, volumes should be placed in bags that are not too large or too small. Wrap valuable volumes in bubble wrap.

**Tips on receiving the mail:**

- Open material carefully, being careful not to damage material with a knife or razor blade.
- Do not repair another library's loaned material. Return the material noting the damage.
- Instruct patrons to exercise caution in using fragile materials and advise them of "NO PHOTOCOPYING" restrictions.
- Return materials in the same or comparable packaging.

**Turnaround time.** The time from which a request is submitted to the time in which the item arrives for the borrowing institution.

**Worldcat Resource Sharing:** Worldcat Resource Sharing is OCLC's web-based program for interlibrary loan. Often referred to as WRS.

INTERLIBRARY LOAN CODE  
FOR  
CENTRAL FLORIDA LIBRARY COOPERATIVE  
2007

This code is a voluntary agreement adopted by the Central Florida Library Cooperative (CFLC) to govern interlibrary lending among libraries in the Central Florida area.

## INTRODUCTION

Interlibrary loan service is essential to the vitality of libraries of all types and sizes as a means of greatly expanding the range of materials available to users. Lending between libraries is in the public interest and should be encouraged. This code is intended to make interlibrary loan policies among those libraries adopting it as liberal and as easy to apply as possible. Interlibrary Loan should serve as an adjunct to, not a substitute for, collection development. When resources within the region have been exhausted, loan requests to more distant libraries should then conform to the policies of the Florida Library Information Network (FLIN), or the provisions of the National Interlibrary Loan Code, 1993.

- I. Definition  
An interlibrary loan is a transaction in which library material, or a copy of the material, is made available by one library to another upon request.
- II. Purpose  
The purpose of interlibrary loan as defined in this code is to obtain library material not available in the local library.
- III. Scope
  - a. Any type of library material may be requested on loan or in photocopy form from another library. However, the lending library has the privilege of deciding in each case whether a particular item should or should not be provided, and whether the original or a copy should be sent.
  - b. Each participating library should maintain an up-to-date policy record reflecting its policies and make it available on the OCLC Policies Directory. ([www.oclc.org/](http://www.oclc.org/)).
  - c. Under the terms of this agreement, borrowing libraries will not ordinarily request, or will seek to minimize requests:
    - Books in current and/or recurring demand;
    - Duplicates of titles already owned;
    - Materials for classes;
    - Materials that the requesting library owns in electronic format (exceptions are made when electronic format is not comprehensive, e.g. lacking charts or illustrations).

IV. Protocols

- a. Each CFLC library may request from another CFLC library provided an effort is made to evenly distribute the workload by using a variety of lenders. To prevent any one library from being overburdened by requests, borrowing libraries should avoid requesting from the same library all the time or from putting the same library first in the lender string for OCLC requests.
- b. Since all the community colleges are now using LINCC/Aleph to borrow and lend materials, they should not use OCLC until those sources are exhausted. The protocol being: community colleges should only use Aleph first, then use OCLC if the material cannot be obtained through Aleph.

V. Responsibilities of Borrowing Libraries

- a. Each library should strive to provide the resources to meet the ordinary needs and interests of its primary clientele. Material requested from another library under this code should tend to be limited to those items that do not conform to the library's collection development policy or for which there is no recurring demand.
- b. Borrowing libraries should make every effort to exhaust their own resources before resorting to interlibrary loans.
- c. The borrowing library is responsible for compliance with the copyright law (Title 17, U.S. Code) and its accompanying guidelines, and should inform its users of the applicable portions of the law. An indication of compliance must be provided with copy requests.
- d. Requested material must be described as completely and accurately as possible following accepted bibliographic practice.
- e. Requests should be transmitted by the standard methods: WorldCat Resource Sharing, ALA ([www.ala.org](http://www.ala.org)), webpage request forms.
- f. Interlibrary loan requests needed in a faster turnaround time than OCLC can provide may be requested via FAX, electronic mail (e-mail), or telephone or other electronic means. Libraries are encouraged to use new technology to facilitate timely service. The use of new technology to enhance service is governed by the local policy of the borrowing and lending libraries as well as their technological capability. Libraries should check the policies of the lending library before sending a request using e-mail or FAX email, fax or telephone. When using FAX, the World Wide Web or e-mail to expedite ILL requests, the same information should be included in the electronic request as in the ALA Interlibrary Loan Request Form.
- g. No library will lend directly to an individual on an interlibrary loan basis, except by mutual agreement between the libraries involved (i.e. hand-carried requests, refer to the CFLC Directory of Library Services).
- h. Materials borrowed through ILL are the responsibility of the borrowing library from the time the material leaves the lending library until it is received back from the lending library. The borrowing library is responsible for packaging the materials so as to insure its return in good condition. Fees or costs associated with damages or loss are the responsibility of the borrowing library regardless of

whether or not the cost/fee can be recovered from the user. All communication concerning lost materials should be between the borrowing and lending libraries.

- i. The borrowing library must comply with the conditions of loan established by the lending library.

VI. Responsibilities of Lending Libraries

- a. All FLIN and CFLC member libraries are lenders as well as borrowers. The decision to loan specific materials is of course at the discretion of the lending library. Each library is encouraged, however, to interpret as generously as possible its own lending policy with due consideration to the interests of its primary clientele.
- b. Lending libraries should check interlibrary loan systems, online networks, fax machines and other methods of transmission at least once per working day for incoming requests.
- c. The lending library should process requests promptly, making every effort to take action on a request within two working days of receipt of the requests. All reasonable attempts should be made to speed "rush" requests.
- d. When material is lent, conditions of loan should be clearly stated.
- e. The lending library should notify the borrowing library when unable to fill a request. In cases where the citation is incorrect, the lending library should so notify the requesting library.

VII. Expenses

- a. No charges will be levied for returnables or non-returnables of 50 (or according to the lender's policy) pages or less to other CFLC institutions.
- b. To promote resource sharing and avoid the costs and inconvenience of invoicing, libraries are encouraged to be flexible about copying beyond the 50 (or according to the lender's policy) page minimum when situations seem to warrant it. If the lending library chooses to charge for excessive copies, it will do so only if authorized by the borrowing library. To expedite processing, borrowing libraries should indicate any price limits on their initial requests.

VIII. Duration of Loan

- a. The duration of the loan shall be set by the lending library.
- b. Interlibrary loan material should be returned promptly.
- c. Renewal requests should be kept to a minimum. A renewal request should be sent to the lending library before the original due date. If the lending library does not respond within three days of receipt of the renewal request, it will be assumed that a two-week renewal is granted.
- d. All material on loan is subject to immediate recall, and the borrowing library should comply promptly.

IX. Violation of Code

Each library is responsible for maintaining the provisions of this code in good faith.