

Colorado Interlibrary Loan Best Practices

Developed by the Colorado Library Advisory Board's ILL Task Force, April 2004

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Interlibrary loan service is essential to the vitality of libraries of all types and sizes. Interlibrary loan cooperation provides all libraries with the opportunity to reach beyond their own collections to meet the information needs of their communities. However, interlibrary loan should be an adjunct to, not a substitute for, collection development at the local level. It is an integral element of collection development, not an ancillary option. Providing timely and responsible information access through interlibrary loan requires a dynamic and multi-faceted approach. In conjunction with the Interlibrary Loan Code for the United States, the Best Practices assists Colorado libraries in providing that service within a framework of mutual understanding and good faith.

Become familiar with and adhere to the Interlibrary Loan Code for the United States

<http://www.ala.org/rusa/resources/guidelines/interlibrary>

Be a responsible borrower

Requesting libraries should exhaust their own local resources before initiating an interlibrary loan request.

- If the book is in print, consider buying it for your collection instead of requesting it on ILL. This helps you develop a collection based on your patrons' needs. Your collection development policy should meet the interests of your primary clientele.
- Purchase bestsellers, and avoid requesting popular items. No library can supply bestsellers because their patrons want them, too.
- If you own the item and it's checked out, consider placing a local hold for your own patron.
- Verify format and citations to ensure you are requesting the correct item.
- Check full text databases online for journal articles.
- Confirm holdings, and only send requests to a library that owns the specific item.
- Do not request electronic books.

The borrowing library is responsible for respecting lender due dates.

- Make every effort to request renewals before the original due date, and honor the lenders' renewal policies.

The borrowing library is ALWAYS responsible for items, including materials lost on the courier or by their patron.

- Communicate information about lost and damaged items to the lending library to adhere to their procedures for replacing and/or reimbursing the cost of the item.
- Report lost and damaged items to the CLiC courier.

**For Denver Public Library genealogy requests, visit their site at:
<https://history.denverlibrary.org/genealogy>**

- Lengthy questions may require the patron to make an in-person visit to the library.

For historical newspapers from Colorado, check for the newspapers in digitized form.

- Try visiting the Colorado Historic Newspapers Collection at: www.coloradohistoricnewspapers.org/
- Try visiting History Colorado at: <http://www.historycolorado.org/>

The borrowing library is responsible for copyright adherence.

Be a responsible lender

Attempt to supply materials as freely as your library requests materials.

All efforts should be made to receive and respond to requests in a timely manner.

Supply the format that was requested.

Honor the requesting library's cost and use limits.

Do not charge other Colorado libraries for ILL if at all possible.

Respond to renewal requests in a timely manner.

Verify copyright compliance.

Give the reason why if you answer "no" to a request.