

PL-LIBRARY-05: Interlibrary Loan Policies & Procedures

Contents : <ul style="list-style-type: none">▪ Who Should Know This Policy▪ Policy sections	Version Number : 1.0
	Effective Date : April 1 , 2011
	Reviewed by EMC on: March 29, 2011
	Approved by President on: March 29, 2011

Who Should Know This Policy

- Qatar University Administration
- Academic and Administrative Units
- Director of Library
- Head of Public Services
- Head of Reference Services & Information Literacy
- System Administrator
- Circulation Librarians
- Library Users

Ownership

The Head of Public Services Section within Qatar University Library is responsible for ensuring that this document is necessary and that it reflects actual practice.

Purpose

The purpose of this policy is to clearly identify and specify the research needs to QU Faculty, Staff, Graduate and Undergraduate students.

Mission Statement

The Inter Library Loan service supports the instructional and research needs of QU Faculty, Staff, Graduate and Undergraduate Students, by providing books not available at QU Library, and by lending books to other University Libraries within Qatar.

Policies

1. Only books available in the Library premises can be used for the ILL transactions.
2. Requests made by users should be checked and dispatched by the borrowing library as quickly as possible i.e one working day of receipt and be delivered within a maximum of one week.
3. 10 books at a time and per University are loaned for a period of 3 weeks. Requests for renewals should be made by the due date and can only be done once.
4. Books can be recalled by the lending library any time.
5. Priority is given to Users belonging to the borrowing library.
6. Where the details given by the user are inadequate the requesting library should make a reasonable effort to verify the information whatever bibliographic tools it possesses. If unsuccessful, it should state the sources checked.
7. Details of the requested item should be adequate for its identification by the lending library.
8. Official request should go through the online form or through e-mail.

9. Libraries receiving requests should deal with them as quickly as possible. When a request cannot be satisfied, then the borrowing library should be notified immediately.
10. The lending library should ensure that items supplied on loan are clearly marked with the name and address of the owning library, the date by which the loan is to be returned and any special conditions that may apply to it. Loan periods should be adequate to allow for transmission in both directions as well as use by the borrower.
11. Each borrowing library provides its own means to pick up and return materials from and to the lending library.
12. The borrowing library should ensure item on loan is returned on time and respect any special conditions imposed. Overdue email notices may be sent as a courtesy reminder to the borrowing library.
13. The borrowing library is responsible for any loss or damage of material loaned to it from the time it is received by the lending library to the time it is returned to the lending library. The cost of the item + 100 QR for processing fees are paid in case of loss.
14. All libraries should keep records of the number of requests sent and received and the number satisfied in each case.

Procedures

Requesting

1. Any Faculty or student or staff belonging to the parties of agreement wishing to obtain a book not available at their respective Libraries submits an online request form available at the University Library website to which he/she belongs.
2. The ILL department receives the request by e-mail. ILL staff checks the validity of the bibliographic information, and then looks through the "Online Catalog" to make sure the book does not exist at the requesting Library.
3. If book is not found at the Library, ILL staff checks the online catalog of the Libraries in agreement and tries to locate the book.
4. When item is found at one of the Libraries, ILL staff sends an e-mail request to the supplying library.
5. The Lending Library receives the request through E-mail.

Supplying

1. The ILL staff from the Lending Library retrieves the item and holds it for the Borrowing Library, and informs the later that item is ready for pick up.
2. The Borrowing Library sends a messenger (holding an ILL agreement ID) to the Lending library.
3. The item is then checked out under the Borrowing Library account number for three weeks.
4. The Lending Library updates the ILL form with the necessary information concerning the due date and all other details appearing on the ILL form.

Receiving/Returning/Renewing

1. The item is then received by the Borrowing Library and checked out under the user's account for three weeks.
2. On the due date, item is returned to the Lending Library by the messenger allocated by the Borrowing Library.
3. Item can be renewed upon request from the Borrowing Library. Renewals are done in accordance with the Lending Library policy.

Overdue/Loss/Recovery costs

1. Overdue reminder letters are sent to Borrowing Library when item is not returned on the due date.
2. The Borrowing Library assumes responsibility for loss & damage of item as determined by the Lending Library.
3. The Borrowing Library contacts the Lending Library by e-mail or telephone to inform them about the loss of the item.
4. The Lending Library charges the Borrowing Library the recovery cost of the item, or accepts a replacement copy.

Statistics

1. Statistics of the number of requests sent and received and the number satisfied are accumulated by every Borrowing and Lending Library according to their own methods and software.