

The Guidelines for Making Interlibrary Loan Work in This State

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In standing up for libraries, North Carolina librarians should promote library cooperation and resource sharing through interlibrary loan. Each year, interlibrary lending enables thousands of patrons in all types of libraries to access information they might not obtain otherwise. However, participating libraries must follow accepted guidelines if interlibrary lending is to succeed.

Prior to the adoption of a new code in July 1983, interlibrary lending in this state was governed by the 1972 *Interlibrary Loan Code for North Carolina Libraries*,¹ approved by the Executive Board of the North Carolina Library Association (NCLA) on August 18 of that year. The 1972 code was drafted in response to the publication by the American Library Association (ALA) of the 1968 *Model Interlibrary Loan Code for Regional, State, Local, or Other Special Groups of Libraries*.²

In 1980, ALA published a new *Model Interlibrary Loan Code for Regional, State, Local, or Other Special Groups of Libraries*.³ At the March 1981 NCLA Spring Workshop, Library Resources Committee Chairman Patrick Valentine presented a request from H. William O'Shea, NCLA President from 1979 to 1981, that the committee examine the 1972 North Carolina code in light of the 1980 ALA model code. Committee member Michelle MacCaughelty Neal agreed to report on the new model code at the committee's meeting during the October 1981 NCLA/SCLA Joint Conference. In her report, she stated that the 1980 model code could affect interlibrary lending in North Carolina if adopted and suggested that a "representative group of librarians" examine the 1972 code to determine desirable and needed revisions.⁴

After Mertys Bell assumed the presidency of NCLA in October 1981, she directed the Library Resources Committee to revise the 1972 code. Committee members included Patrick Valentine, of the North Carolina Foreign Language Center,

chairman; Duane Bogenschneider, of the Microfilm Corporation of America; Sue Farr, of the Division of State Library, project coordinator for revising the code; Emerson Ford, of Duke University; Mary Hamil, of Davidson County Community College; Karen Measell, of the Wake County Public School System; Barbara Miller, of Pembroke State University; Michelle MacCaughelty Neal, of the University of North Carolina at Chapel Hill; Miriam Ricks, of North Carolina Central University; Karen Seawell, of the Moore County Library; Edward Shearin, of Central Piedmont Community College; and Evelyn Thomas, of Davidson College.

To obtain input from other librarians concerning the new code, the committee published notices in North Carolina library journals.⁵ In addition, codes adopted by other southeastern states since 1980 were requested.

On July 22, 1983, the Executive Board of NCLA approved the new *North Carolina Interlibrary Loan Code*. The code was published in the Fall 1983 issue of *North Carolina Libraries*⁶ and was distributed at the 1983 NCLA Biennial Conference. Copies of the code are available from the Interlibrary Services Branch of the Division of State Library.

The 1983 code differs from the previous one in both organization and content. The number of sections in the new code was reduced, and content changes were made to enhance clarity and emphasize important principles. A brief description of major content differences between the two codes follows.

Differences Between the 1983 and 1972 North Carolina Codes

1. The 1983 code promotes access for all patrons to interlibrary loan by stating in the introduction, "Interlibrary loan service should be provided to all library clientele, including children and young adults." The committee included the latter phrase for clarification because of the concern expressed by several librarians about access to information for children and young adults through interlibrary loan.

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2. The need for libraries to exhaust local and state resources before borrowing out-of-state is emphasized in the new code's introduction and sections IV, A and B. The code states that "borrowing libraries should make a serious effort to exhaust local resources. These local resources include libraries of all types: public, community college or technical institute, academic, school, and special" (IV, B). The intent is that a borrowing library will first exhaust its own collection and then turn to other libraries in its community before contacting other North Carolina resources. This process includes consulting other collections through local union catalogs, phone calls, or visits to those libraries.

After exhausting community resources, libraries should then exhaust other resources in the state by following established channels (see item six below). A library may request materials from another state only after exhausting North Carolina resources and only if the requested materials are for "research and serious study," as specified in the purpose statement of the *National Interlibrary Loan Code, 1980*.⁷ The national code must be followed for out-of-state requests along with the procedures described in the *ALA Interlibrary Loan Procedure Manual*.⁸

3. Adhering to codes and proper procedures is possible only if interlibrary loan staff are informed of correct practice. Consequently, the new code highlights the need (in section IV, C) for staff to study the 1983 North Carolina code, the 1980 national code, the *ALA Interlibrary Loan Procedure Manual*, and the 1983 *Interlibrary Services Manual* of the Division of State Library.⁹ This latter publication is a complete revision and expansion of a 1971 manual.¹⁰ It discusses most aspects of interlibrary lending and explains in detail the use of the Interlibrary Services Branch of the State Library as a clearinghouse and switching center for North Carolina libraries.

4. The 1983 code stresses that libraries should inform patrons of the purpose of interlibrary lending (IV, D). They should be told of the vast information resources available through the state's network of libraries; however, they should also be advised that interlibrary loan services are not unlimited, not unrestricted, and not always free.

5. The new code includes references to the revised copyright law and guidelines, stating that requesting libraries are responsible for copyright compliance. To obtain a copy through interlibrary loan, the requesting library must indicate that the request complies with the law or the guidelines

(IV, E). Publications are available from ALA and other sources to help librarians understand copyright compliance.¹¹

6. The 1983 code emphasizes the routing of requests through established channels. In section IV, G, the Interlibrary Services Branch of the State Library is designated as the starting point for routing most requests after local resources are exhausted (unless libraries have established other agreements). The Interlibrary Services Branch accepts requests by telephone (the service commonly referred to as INWATS) and by mail from public, academic, and special libraries. School libraries must submit requests through their local public libraries. Requests not filled from the State Library's collection are referred to other North Carolina libraries when locations are reported in various union sources. Requests for loans and photocopies of specific titles are accepted as well as reference questions. The service is described in detail in the 1983 *Interlibrary Services Manual*.

7. The new code also stresses (in section IV, G) that "requests for materials owned by major university libraries should always be routed through the Interlibrary Services Branch of the Division of State Library unless prior agreements have been made." Although this practice was not stated in the 1972 code, the State Library for some time has been encouraging libraries (especially public libraries) to follow it to relieve the major academic libraries of some of the burden of interlibrary lending. Frequently, a request can be referred to a small library owning the publication, even though a patron saw it at a large library.

8. Section IV, I, of the 1983 code makes it clear that the borrowing library is responsible for requested materials from the time they "leave the lending library until they are received by the lending library." If an interlibrary loan item is damaged or lost, whether in the mail or by the borrowing library's patron, the borrowing library must pay for repair or replacement. Charges may be passed on to the patron, but if the patron refuses to pay, the borrowing library is still responsible. Libraries are encouraged to budget funds to cover such expenses.

9. The new code (in section IV, K) urges patrons to visit other libraries if they must use a collection extensively or if the material must be handled in a special manner.

10. Unlike the 1972 code, the 1983 code states that each library should have a written interlibrary loan policy available on request and that a copy should be on file in the State Library's Interlibrary Services Branch (V, B). An interli-

brary lending policy form, which libraries can modify as needed to describe their interlibrary loan services to other libraries, appears in an appendix of the *Interlibrary Services Manual*.

In summary, the 1983 *North Carolina Interlibrary Loan Code* reaffirms accepted interlibrary loan practices, placing greater emphasis on some than in the previous code and providing clarification as needed. It promotes efficient handling of interlibrary loan requests and reminds all libraries that interlibrary loan is a privilege, not a right.

References

1. Leland M. Park, "Interlibrary Loan Code for North Carolina Libraries' Approved," *North Carolina Libraries* 30 (Summer-Fall 1972):35-39. The text of the code appears in the article.
2. "Model Interlibrary Loan Code for Regional, State, Local, or Other Special Groups of Libraries," *ALA Bulletin* 63 (April 1969):513-516.

3. "Model Interlibrary Loan Code for Regional, State, Local, or Other Special Groups of Libraries," *RQ* 20 (Fall 1980):26-28.
4. Michelle MacCaugherty, "A Report to the NCLA Library Resources Committee, Thursday, October 8, 1981, on the Possible Revision of the Interlibrary Loan Code for North Carolina Libraries, 1972." Typescript.
5. Notices announcing the revision of the 1972 code were published in the Division of State Library's *News Flash!* 120 (April 15, 1982):4; *Tar Heel Libraries* 5 (May/June 1982):2; and *North Carolina Libraries* 40 (Summer 1982):180.
6. "North Carolina Interlibrary Loan Code," *North Carolina Libraries* 41 (Fall 1983):174-176.
7. "National Interlibrary Loan Code, 1980," *RQ* 20 (Fall 1980):29-31.
8. Sarah Katharine Thomson, *Interlibrary Loan Procedure Manual* (Chicago: American Library Association, 1970). This manual is currently under revision.
9. Joel Sigmon, *Interlibrary Services Manual*. Edited by Carolyn Sue B. Farr (Raleigh: North Carolina Department of Cultural Resources, Division of State Library, Fall 1983).
10. *North Carolina State Library IN-WATS Procedure Manual* (Raleigh: North Carolina State Library, October 1971).
11. One suggested source is the *Librarian's Copyright Kit 1982* (Chicago: American Library Association, 1982).



Over seventy vendors exhibited at the conference. (Photo by Frank Sparger.)