

INTERLIBRARY LOAN POLICIES IN TAR HEEL LIBRARIES

by

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Because of its deep concern about the limited resources available in North Carolina libraries, the North Carolina Library Association Library Resources Committee, in a burst of bravery, dared in May, 1967 to compile and mail still another questionnaire in an effort to discover current interlibrary loan policies and practices as one prerequisite in planning for more advantageous use of existing library materials.

Out of 314 questionnaires sent to university, College, public, special, and a few school libraries, 155 were answered, at least in part, and tabulated. University and college libraries had 38 returns; community college libraries, 7; public libraries, 60; special libraries, including technical institutes, 49 (counting 17 letters instead of filled-in questionnaires); and the State Library, 1. From these returns the Library Resources Committee gained valuable information, and it is hoped that the librarians responding were rewarded for their efforts, in some measure, by thinking through their own borrowing and lending situations and possibly revising or even developing their interlibrary loan policies since only 17 libraries answering had a written statement of their interlibrary loan policies.

Before requesting to borrow materials from another library for their patrons, most libraries require them to be registered borrowers or qualified patrons. All public libraries will request loans for community citizens; most request for civic groups, business and industry, extension and correspondence students, and high school faculty; half will request for the traditionally untouchables, the high school students, if the request comes from another public library; and over half will request for college faculty, graduate students, and undergraduates.

All university and college libraries responding request for faculty; those which have graduate students request for them; three-fifths, or 26 of the 41, request for the lowest caste undergraduates, 9 only under special conditions. Few request for those eternal prodigals, extension and correspondence students (for whom few libraries will lend the fattened calf or paper-bound interlibrary loan, anyway, but 9 request for community citizens. Three even request for high school students, one specifying "in our local area". Special libraries request chiefly for college faculty, graduate and undergraduate students and business and industry. The State Library borrows for state officials and employees.

Eight libraries ask the patron seeking the loan to furnish complete bibliographic information, but most only request as much data as the patron can give. Underscoring their conviction of the need for speed, most libraries dispatch interlibrary loan requests on the day requested. With rare exceptions, all types of libraries try to obtain loans within the state, if possible. All public libraries which answered the question first seek to obtain requests from the State Library or another Public Library within the state.

Union Catalog Use

Local or area union catalogs and lists used by more than only one or two libraries were: NORTH CAROLINA UNION LIST OF SCIENTIFIC SERIALS (15), UNION

LIST OF PERIODICALS HELD BY MEMBER LIBRARIES OF THE PIEDMONT UNIVERSITY CENTER OF NORTH CAROLINA (7), UNION LIST OF PERIODICALS IN LIBRARIES OF WESTERN NORTH CAROLINA (6), and UNION LIST OF PERIODICAL HOLDINGS IN MECKLENBURG COUNTY (6).

Only three of the 60 public libraries have any part of the LIBRARY OF CONGRESS—NATIONAL UNION CATALOG (through 7 use it, and it is accessible to the patrons of 4), 43 have BOOKS IN PRINT, 22 have UNITED STATES CATALOG AND CBI, only 5 have UNION LIST OF SERIALS (old and/or new edition), 3 have NEW SERIAL TITLES, 1 has SOUTHEASTERN SUPPLEMENT, UNION LIST OF SERIALS, and none has a foreign national catalog. In reply to the question on the latter, one incredulous public librarian, who shall remain nameless, replied, "You jest!"

While only one of the 7 community college libraries answering has L.C.-N.U.C., 23 of the 37 university and college libraries have at least a part of this important set. Six community and 36 university and college libraries have BOOKS IN PRINT. Four community college and 30 university college libraries have the UNITED STATES CATALOG AND CBI. Two community college and 20 university and college libraries have the UNION LIST OF SERIALS (old and/or new edition). No community college library lists it, but 11 university and college libraries had no foreign national catalog. Six university and college libraries have the BRITISH MUSEUM CATALOG, 3 have the BIBLIOTHEQUE NATIONALE CATALOG and BIBLIO, 2 have DEUTSCHES BUCHERVERZEICHNIS, BIBLIOGRAPHIE DE LA FRANCE, and DEUTSCHE BIBLIOGRAPHIE.

So few libraries (28) stated that they request locations from the Library of Congress Union Catalog Division that it led committee members to wonder whether many libraries are simply unaware of this valuable source of information concerning locations of titles. However, in view of the scarcity of bibliographic information to make requests, libraries may not be able to find enough bibliographic information to make such requests and do not ask the State Library to help in this request.

While most libraries rely on the slow but reasonably sure postal couriers for obtaining and sending interlibrary loans, a few make a bold bid for speed with teletype, Telpak, and long distance telephone.

Upon comparing the bare figures of libraries lending with those borrowing, one is first led to the conclusion that North Carolina libraries believe that it is more blessed to receive than to give, as they appear to be more generous in requesting material for their own patrons than in lending to other libraries. However, it must be remembered that while most libraries borrow, many with meager collections are never asked to lend and therefore have no policy on lending. Of the 137 questionnaires completed, it was found that only 26 of the 60 public libraries actually lent, and 8 of the 26 lent fewer than ten books in the year for which statistics were reported, usually 1965-66. Of the 26 university and college libraries which lent, 16 lent fewer than ten books, with the bulk of lending falling upon three libraries, two of which borrow approximately the number they lend, but one, the University of North Carolina at Chapel Hill, in 1966 lent more than twice the number it borrowed. Seventeen of the 32 special libraries lent, with five of the 17 lending fewer than ten books a year, and the State Library in 1965-66 lent only 685 fewer books than UNC-CH.

Statistics of Items Borrowed and Lent
(1965-66 or latest year available)

	<u>Public</u>	<u>Univ., College</u>	<u>Community College</u>	<u>Special</u>	<u>State Library</u>
Borrowed	2,544	5,924	83	3,265 +215 photo- copies	256
Lent	1,803	7,696	2	3,035 + 9 photo- copies	4,993

Since rare books, genealogical, and special materials are in short supply in most libraries, it is notable that 29 of the libraries answering the questionnaire will lend these items on occasion. On the other hand it is a little difficult to understand why only 40 of the public libraries and 27 of the university and college libraries will bend the ALA General Interlibrary Loan Code, at least within the state, and lend fiction, new or old. The reluctance to lend recent books is more easily justified, but university, college, and special libraries, and the State Library are decidedly more generous in this area than are public libraries.

Sixty-two of the 72 libraries with photocopying facilities answered that they substitute, at times, photocopies in lieu of sending actual materials; 102 take the time to correct information and send the right material if the request is incomplete or incorrect; and 61 suggest another library if they cannot fill the request themselves. Two or four weeks constitute the normal loan period in the majority of lending libraries, most of whom will renew those loans not in demand for a 2 weeks' period. Approximately four-fifths of the libraries answering the question do not limit the number of books requested for one person and do not indicate on each loan whether or not the book must remain in the library.

Who Pays Postage?

While 75 of the libraries absorb the mailing costs of borrowing materials, 50 still require the patron to pay for this privilege. Though only 66 libraries stated that they expect reimbursement by the borrowing library for postage and insurance for books lent (and only 1 makes an additional service charge), 104 scrupulously refund the lending library for books borrowed. The State Library replied that it does not expect reimbursement within North Carolina, a fact that has not been previously clear, as charges are noted, evidently for internal purposes.

In most of the university and college libraries, professional staff members check requests for material to be borrowed and that to be lent in case of problems, while many of the public and special libraries leave this to clerical assistants — and Lady Luck! The majority of all types of libraries fortuitously use patrons' requests for interlibrary loans as an aid in book selection.

Only 24 libraries indicated present participation in the Union Catalog at UNC-CH. With only 14 libraries indicating participation in the Union Catalog at the State Library.

it seems likely that the question regarding this participation was misunderstood, as some libraries known to have special interlibrary loan collections answered in the negative.

A number of interesting special collections were noted in those libraries asked to reply if they are not represented in Ash's SUBJECT COLLECTIONS, including the special interlibrary loan collections of public libraries noted above, North Caroliniana in 11 public and three university and college libraries, juvenile and curriculum libraries in a then college library, denominational history collections in college and special libraries, and medicine in special libraries.

On the whole North Carolinians can be thankful that their prospects of being able to borrow material not available in their own library are much greater when that material is held within the state, for the most part, than when their requests must be made out-of-state, and the more stringent ALA General Interlibrary Loan Code applies. One of the important dividends of more liberal in-state interlibrary lending is that of being able to obtain in-print books, largely excluded by the code.

It is hoped that the findings of the Interlibrary Loan Policy Questionnaire will serve as one of the bases in planning for increased interlibrary cooperation throughout the state to the end that we shall greatly enlarge our bibliographical holdings, provide a network of interlibrary facilities, adopt and maintain liberal policies regarding in-state lending, while instituting standard, fast, efficient procedures, and develop a single bibliographic center available to all types of libraries within the state.

1. The tabulation of findings of the Interlibrary Loan Policy Questionnaire is available upon request from Mae S. Tucker, Public Library, Charlotte.

CAULPS — A UNION LIST

by

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A few years ago several members of the Mecklenburg Library Association who felt that the library patron of Mecklenburg County could be served better if he, as well as librarians in the county, had access to a list of the periodicals held within this geographical area, met to discuss the possibility of such a list. This group went on to compile and publish such a list, known as the *Union List of Periodical Holdings in Mecklenburg County*. This list, using punched cards and free computer time given by the North Carolina National Bank in Charlotte, was published in February, 1966. Mrs. Ellen Moreland, former serials librarian of the Public Library of Charlotte and Mecklenburg County, was the editor and driving force behind its completion.

About a year after the publication of this *Union List*, another group of librarians met to consider the possibility of updating this list. These librarians agreed that the list needed to be expanded both in type of material covered and the geographical spread of libraries represented. After due deliberation it was decided that an approximate fifty-mile radius of Charlotte should be used as the area of coverage. This area was chosen because it was felt that the materials listed could be used most effectively within this perimeter. Since Charlotte, with its several libraries, would be the hub of the area, the distance