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Interlibrary Loan (ILL) Policy

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I INTRODUCTION

The NRAO Library Interlibrary Loan Policy details the rules and practices the library will use to provide and request materials to the general public and external organizations. The aim is not only to be fair and consistent in the representation of each document, but also to maintain host pages that are as concise as feasible. These rules will override the actual content of documents as appropriate for uniformity.

2 PATRONS

The terms of NRAO borrowing and lending privileges are described below by patron group. The lengths of borrowing and lending terms permit borrowers a standard loan, and also complying with borrowing times set by external organizations. Materials are loaned to the NRAO Library as a courtesy, and their conditions of use, including due dates, must be respected. Privileges may be reduced or suspended if a patron fails to renew any item in a timely manner, loses or damages any item, or otherwise does not comply with the terms of the interlibrary loan policy. This service is restricted to those with Full Library Privileges needing loans for work or business-related research. Requests for non-work or research related materials or multiple loans will be considered by the librarians upon receipt.

2.1 Staff

1. Staff may request two items at a time. Before submitting a loan request, staff must check the online library [Catalog](#) to verify that the item requested is not already available in the NRAO library.
2. The loan period is generally 2 months; however, borrowing time can vary depending on the external lending institutions requirements.
3. Library users who need interlibrary loan materials for a longer period than the time allotted should discuss this matter with the librarian. The librarian may be able to renew the loan (in order to extend the due date) or borrow another copy of the item from a different library.
4. NRAO Staff will be informed that there is a wait time between submitting a request and arrival of the item.

2.2 External Organizations and General Public

1. External organizations and members of the general public may request books or journal articles through OCLC WorldShare via their local library.
2. Available books will be checked out to the borrowing institution for a period of 2 months.
3. Journal articles will be scanned as PDF documents, as per copyright law, and sent via OCLC WorldShare. Articles from journals not included in NRAO Library's

subscriptions and requiring purchase for download will not be provided to requesting organizations.

4. One renewal by the borrowing institution for a period of 1 month will be allowed. Renewal will be declined if an NRAO Staff member has put a hold on said item.

3 REQUESTS

This document outlines the processes and policies for placing Interlibrary Loan requests for both external and internal patrons.

3.1 Placing a Request

For NRAO Staff, the patron must check if a required item is held by the NRAO Library, and if not, the patron can email the library staff with a citation and request that an Interlibrary Loan be placed. For external organizations, it is the responsibility of the external organization's librarian to place the request on behalf of their patron.

3.2 Administration

3.2.1 Staff

Librarians are notified to begin the interlibrary loan request procedure upon receipt of an email from an NRAO Staff member. The librarian first checks the NRAO Library catalog, then OCLC WorldCat for the availability of the requested item. If available, the librarian then submits the request for the item to several external organizations, and checks daily for notification of fulfilment or if the request was declined. If the item is not available from any organization, the patron will be notified by email. This process can take from one to 14 days and is dependent upon the external organizations procedures.

3.2.2 External Organizations and General Public

Librarians are notified to begin the interlibrary loan request procedure upon receipt of a request via the ILL feature of OCLC WorldShare.

3.3 Fulfillment

3.3.1 Staff

After a request is placed, the librarian will notify the patron by email when the item arrives giving the due date for the item to be returned. The item is then placed in the patron's box in the Mail Room on the 3rd floor (ER), or sent with a red return bag via interoffice mail (NTC, SOC).

3.3.2 External Organizations and General Public

The librarian first checks the NRAO Library catalog for the requested item to see if it is available and part of the circulating collection. If the item is available and the external organization has confirmed their

agreement to return the material by a trackable method within WorldShare; the librarian checks out the book to the external organization through the NRAO's ILS system and notifies the requestor via OCLC WorldShare, indicating the due date. Then, the librarian adds an ILL book sleeve, a printout of the ILL request form with the external organizations address clearly indicated, and passes it to the Shipping Department.

3.4 Timeframe

When an interlibrary loan (ILL) request is placed by an external organization via OCLC WorldShare, the request will be filled within 8 days if the item is available. If the item is currently borrowed by another patron or is non-circulating, the librarian will decline the request. When a request for an interlibrary loan is made by an NRAO Staff member, the librarian will make a request via OCLC WorldShare within 1-2 days, and will notify the patron of the items arrival. The librarian will also inform the patron if the request has been unsuccessful. If the request is successful, the librarian will notify the patron that it may take 2 weeks or longer to receive the book.

3.5 Return of Interlibrary Loan (ILL) Item

Failure to return interlibrary loan materials on time jeopardizes the NRAO Library's liaisons with other libraries and could adversely affect other Observatory staff needing interlibrary loan services. Users who return interlibrary loan materials late will receive a single warning. Users who subsequently return interlibrary loan materials late will lose interlibrary loan privileges.

3.5.1 Staff

Books borrowed on interlibrary loan must be returned directly to the librarian. Items must be returned on the date that the NRAO librarian has specified. The due date on the book's slip is the one at the lending institution, and the librarian has allowed days for shipping back the return.

3.5.2 External Organization and General Public

Books borrowed on interlibrary loan must be returned by external organizations by the date specified by the NRAO librarian upon initial request. Physical items must be returned via trackable method (UPS, FedEx, USPS trackable). Future loans will be dependent upon agreement. If an item is lost or damaged, the external organization will be charged; and if an item cannot be replaced any future loans will be declined.