

What's in a Name if the Results are the Same?

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Interlibrary loans - Lending Services - Document Supply - Information Access and Delivery Services - Interlending - ILL Department: It really does not matter what name you give it, all the clients want is for you to obtain items which they cannot locate and obtain for themselves. What you call your requester - customer, patron, student, client - doesn't really matter - it is the item which is wanted.

We will go through some practices of good interlibrary loan service and I hope this will enable the process to be a little easier. This is based on the Australian Interlending Code 1996 which outlines the general principles and defines terms used.

Sending an interlibrary loan request:

- Check request details - bibliographic data, contact number; eligibility etc.
- Ensure that the request complies with the Copyright Act, if not, send it back to the client, with an explanation. Make sure all requests are signed and dated.
- Verification of a request is the requesting library's responsibility, but if you cannot find a detail such as an issue number most libraries are willing to assist. A note should be included "unable to verify". It will probably take longer, if they cannot verify the request using some of their databases. You may find that if the periodical is a weekly publication and you have only the year, the supplying library may not be as obliging. In this instance you should return the request to the client and ask for more information if possible. (If verification is difficult, the National Library of Australia provides help free of charge.)

This table of required data elements is based on the *Australian Interlending Code*, and on information from Australian libraries. It is not intended to be restrictive or prescriptive, but to be a guide to good practice.

Data Required	Monographs Reports, etc.	Journal Articles	AV
Author	yes	yes	yes
Title (of journal or article)	yes	yes	yes
Volume number if part of a set	yes	yes	yes
Date of publication/issue	yes	yes	yes
Place of publication	yes	yes	yes
Publisher	yes		yes
Series title if applicable	yes		yes
Report/Document/Series number (if applicable)	yes	yes	yes
Edition if specific edition required	yes		yes
ISBN / ISSN if known	yes	yes	yes
Page numbers		yes	
Physical and medium formats			yes
Colour standard (video only)			yes
Screening date and alternatives			yes
Transportation details			yes

Australian Guide to Interlending and Document Delivery ACLIS 1993 (p59)

- Location
- own catalogue
- union catalogues
- AULOTS
- ABN
- NUCOS (National Union Catalogue of Serials)/SERIALS in Australian Libraries
- Note at least two locations on the request form. Select the most appropriate location. Locations may be influenced by reciprocal borrowing arrangements, or if the library accepts requests by a particular mode.
- Request number: Assign a request number - usually a running number.
- Send request. Note the date that the request is sent on the request form.
- All requests for photocopies should include the statement "THIS REQUEST COMPLIES WITH SECTION 50 OF THE AUSTRALIAN COPYRIGHT ACT 1968". Some libraries will not accept requests unless a statement like this is included.

Transmittal Method

Deciding on how to send your requests depends on your resources and those of the supplying library. *The Australian guide to interlending and document delivery* sets out the mode by which individual libraries accept requests. There are many different avenues:

- Telephone
Some libraries do not accept requests by phone. If you decide to offer this service you should have a form for this purpose. Always ensure that if you accept a request by phone that it is from another library.
- Mail
All requests by mail should be on an ALIA Interlibrary Loan Request Form. These are available from the Australian Library and Information Association. A voucher and address label should be sent with the request.
- Fax
If sending by fax the request should be clearly written and typed. Find out if the fax machine is in the library or if it is remote, head the request: "ATTENTION LIBRARY".
- ABN Interlibrary Loan Module
You have to be a member of ABN to be able to use this module and you can only send requests to other libraries who have the same facility. You are charged for each transaction. It is run and maintained by the National Library of Australia and inquiries for this facility should be forwarded to the Help Desk at the National Library. As at April 1997 approximately 350 libraries were registered to use the ABN Interlibrary Loan Module and around 250 of these were registered to use the ABN Interlibrary Loan Payment Service. Small as well as large libraries use this facility.
- ILANET
This subscription service is available from a business enterprise of the State Library of NSW. Ilanet's access to document suppliers makes Ilanet an interlibrary loan facilitator. Ilanet offers you pay as you use access to databases both in Australia and overseas. It is used by libraries who do not have the facilities to access these databases. Ilanet pays any monthly minimum fees, yearly charges and upfront costs and members pay only the usage fees charges by the database vendors.

This system is also used for the sending of interlibrary loan requests and these can be sent by Ilanet, fax and the Internet. Ilamail 5.2 is an interlibrary loan management package and can be used for entering of data for interlibrary loans and unloading and sending them in a batch. It proves more cost effective to send in a batch if you have a number of requests. Ilanet has a customer service toll free number that you can ring if you have any problems.

- **Email**
Some libraries have dedicated email addresses for the receipt of interlibrary loan requests. If you choose to use this method the request should be clearly set out. This includes appropriate line spacing. It should be easy to read and include all necessary information.
- **REDD**
This is an electronic document delivery system developed by Griffith University, Queensland University of Technology and University of Queensland libraries. It uses email and WWW technology. Since its inception other libraries have been invited to join e.g.: The Australian Catholic University - McAuley Campus; University of Southern Queensland; Southern Cross University, Lismore; University of New South Wales.

This system allows the client in the university to use his/her computer, either from his/her office or home, to submit an interlibrary loan request electronically. Details are checked at the library and after a location is found, the Call Number and Request Number are added. If the supplying library is a member of REDD or has an email address, the request can then be sent on to the location electronically by the clicking of a button. This saves rekeying the request. The request is received at the supplying library and acted upon. If the request is for an article, the supplying library can then scan the article and send it electronically to the requesting library. It is then printed out on the requesting library's printer. The quality is very good though it does depend on the quality of the scanner and printer.

A Copyright declaration for Electronic Requests must be signed before the client can be registered for this service. This only needs to be done once.

- **ARIEL**
This is an alternative to fax. It has two versions:-
 receive only
 send and receive

It transmits over the Internet and can be used within Australia and overseas.

Payment Charges

In Australia at present most libraries adhere to the charges recommended by ACLIS (The Australian Council of Libraries and Information Services). Vouchers are used between libraries which are available from ALIA.

At present the recommended charges are:

Fast Track PLUS Service - turnaround time of not more than 2 hours

Fax delivery only, of articles up to 10 pages	\$39.00
each additional 10 pages or part thereof	\$3.00

Requests must be received by fax and clearly identified as Fast Track Plus. For same-day processing, requests must reach the Document Supply Service by 4.00pm (Monday-Friday).

Fast Track Service - turnaround time of not more than 24 hours

Photocopy	\$24.00
delivered by ANL courier or Express Post	\$30.00
Fax delivery of photocopies (ACT and interstate)	
one article of up to 10 pages	\$27.00
each additional 10 pages or part thereof	\$3.00
Ariel delivery of copy	\$24.00
Loan (monograph or microfilm)	\$24.00
delivered by ANL courier	\$33.00

Standard Service

Photocopy - one copy of a journal article, or chapter of a book	\$12.00
paper copy of one article or report from microfilm/microfiche	\$12.00
Fax delivery of photocopies (ACT and interstate)	
one article up to 10 pages	\$15.00
each additional 10 pages or part thereof	\$3.00
Ariel delivery - copy of one article	\$12.00
Microfiche copy - duplicate copy of one fiche title	\$12.00
Loan (monographs and microfilms)	
one monograph title	\$12.00
one loan or consignment of microfilm/microfiche	\$12.00
one microfiche title	\$12.00

The cost of a book of 50 vouchers at present is: \$165 (\$3.00 vouchers), \$315 (\$6.00 vouchers), \$465 (\$9.00 vouchers).

With electronic requests the voucher should be sent to the supplying library immediately upon receipt of the photocopy and included when the monograph is returned by the due date. It is always advisable to note on your request form the voucher number/s and date sent.

Receipt of Request Item

- Two main types of items will be received:
 - items not to be returned e.g. photocopies
 - items to be returned eg. monographs

Upon receipt of:

- Photocopies
 - check that all pages have been received
 - note date of receipt on the request form
 - send voucher if required and note voucher number
 - file copyright declaration in date order
- Loans
 - check that it is the correct item
 - note date of receipt and date due on request form
 - inform client

Some libraries are issuing loans for a longer loan period and not giving renewals. The Due date for the client should be about four days before the item is due back to the supplying library to allow for postage time. Return item with voucher to supplying library.

International Document Supply

• Supply 1

This service is operated by the National Library of Australia. It will locate and obtain documents, conference papers and journal articles from overseas. This is especially good for those libraries that do not have the tools for finding and ordering from overseas locations. There is a flat rate for supply by mail and all charges are in Australian dollars. This is inclusive of copyright charges.

Document charge	\$27.00
Delivery charge	
Standard mail	nil
Express Post	\$6.00
Local Fax	\$3.00
STD Fax	\$3.00 for each 10 pages
International Fax	\$6.00 for each 10 pages

Contact for more information:

Supply 1
Document Supply Service
National Library of Australia
CANBERRA ACT 2600
Phone (06) 262 1407
Email supply1@nia.gov.au

- **Uncover Australia**

The National Library of Australia together with Uncover Company (USA) provides this information service. Uncover has a broad multi-disciplinary base that has over 17,000 journals including Australian and New Zealand journals. Over 5,000 new articles are added daily. You can order on-line and the article will be faxed to you within 24 hours.

Uncover Australia members pay a special discount rate of A\$11.00 plus a variable copyright fee. There is no extra charge for fax. Searching the database is free and can be used for other purposes other than ordering articles, such as verification. The quality of articles received is varied. Billing is in Australian dollars and is included in the monthly ABN invoice.

If you use any of the National Library's on-line services, registration is free. Access is via the Internet using Telnet or World Wide Web
www <http://uncweb.carl.org/>
Telnet database.carl.org

- **British Library Document Supply Centre (BLDSC)**

Since last month the British Library has a new service OPAC97. To obtain free access, you will need Internet facility and a Web browser. It includes the OPAC holdings for:-

- **Reference Collections**

- British Library Catalogue c 1450-1975
- Humanities and Social Sciences Catalogue 1976-
- Music Library Catalogue 1980-
- Science Reference and Information Service Catalogue 1976-

- **Document Supply Collections**

- Document Supply Centre Serials c 1700-
- Document Supply Centre Conferences 1964-
- Document Supply Centre Books and Reports 1980-

Requesting of items can also be done from this facility by clicking on "Request a copy" Access to their serials catalogue can also be obtained through Uncover. They also publish a catalogue called "Current Serials Received", ISSN 0959-4914.

Cost: Photocopies: A\$11.02 per unit consisting 10 pages or part thereof.
Loans: A\$11.02 per unit, 3.75 units per item (A\$41.30).

These prices are for articles and loans delivered by mail and not required urgently. Cost varies according to the Australian dollar.

Requests can be sent electronically or by fax. If you mark your request "backup", the library will try to obtain the item from elsewhere in Great Britain if they cannot fill the request.

The agent in Australia is: DA Information Services Pty Ltd, 648 Whitehorse Road, Mitcham, Victoria, 3132; Phone 03 9210 7777; Fax 03 9210 7788; Email service@dadirect.com.au

Supplying Items

When the request has been received from another library some things should be checked:

- Photocopies:
- Is it fast track?
- Is all the information complete e.g. Call number?
- Voucher required?
- Retrieve item
- Photocopy item
- Photocopy request form
- Stamp item with copyright declaration
- Send item e.g. mail, fax. (Inform if payment required.)
- File form

If you send an item by fax do not send the photocopy by mail. It breaches the Copyright Act.

- Loans
- Is it fast track?
- Is all information complete e.g. Call number?
- Voucher required?
- Retrieve item
- Issue loan on your system if possible
- Photocopy request form
- Send item (inform if payment required, include address label.)

The tools and practices we have discussed are very important, but the reality is that the number one avenue of successfully locating difficult-to-find items on interlibrary loan is networking. I suppose you have heard this numerous times, but no matter how many other ways you have for locating items, one of the best, is help from another human being. Someone who will go that extra step to help you, because they know you. They may not have met you, but have spoken to you by phone or on the email. Perhaps they have met you at a seminar or meeting. I think most job descriptions for an interlibrary loan person should include networking abilities.

In a one-person library this is particularly important. Time is of the essence when you have to do everything and the time spent networking will eventually be paid back to you. Time saved by a colleague providing some assistance in finding a location, a copyright issue or maybe clues on policies, practices or procedures will more than compensate.

Sometimes just a short chat to someone who knows your problems of too little money and not enough time, lowers the stress levels. Computers are wonderful but human contact takes a lot of beating - networking is the way.

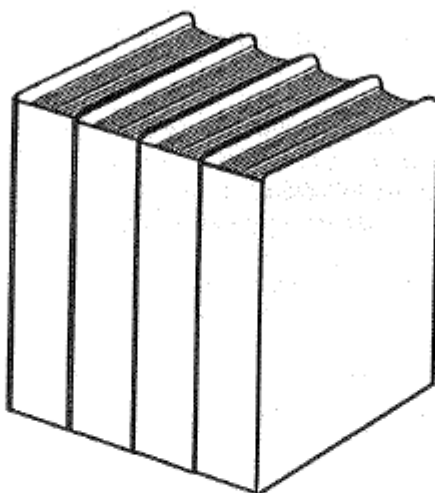
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National Library of Australia (1997) *Australian interlibrary resource sharing directory*. 4th ed. Canberra: National Library of Australia.

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ANZTLA Membership Directory

At the recent ANZTLA AGM I offered to compile an ANZTLA members directory. My idea of what it should include may not be the same as everyone else's, so I will set out what I propose to do and welcome comments/suggestions/enhancements to make it as useful to everyone as possible.

What I have in mind is a simple listing of libraries, with their addresses, phone, fax and email contacts and a listing of all their personnel with indexes as appropriate. This is not meant to be as extensive as Coralie Jenkin's *Collections of religion and theology in Australia and New Zealand*, merely an ANZTLA phone book. In due course, having received input from ANZTLA members, I will send out a questionnaire for people to complete and return to me.

I look forward to hearing from you either personally or through the ANZTLA-forum.

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