



Inter-Library Loan Requests and Suggestions for Purchase Policy

Adoption Date:	11 July 2019
Review Date:	11 June 2021
Version:	4
Division/Department:	Community Services/Woollahra Libraries
Responsible Officer:	Collection Development Librarian
HPE CM Record Number:	18/146601

1 Policy Statement

Woollahra Libraries receives requests from customers for items from time to time that are not in the Woollahra Libraries collection. It is the role of Woollahra Libraries staff to evaluate item requests and determine whether to proceed with an Inter-Library Loan request or submit a Suggestion for Purchase in accordance with Council's Library Collection Development Policy.

2 Application

The purpose of this policy is to enable library customers to access any items not currently available in the Woollahra Libraries collection, through Inter-Library Loans or Suggestions for Purchase.

3 Definitions

Term	Meaning
Active Inter-Library Loan Request	A request is considered 'an active request' from the time it is submitted to the library to when it is returned by the customer.
Charging Library	A library that charges a fee to borrow items, usually \$16.50. For example, some university and special libraries
Debarred Membership	A customer will be debarred if a book is long overdue on their record or if fines exceed \$20. Customers may also be debarred for other problems as defined in our policies.
Expired Membership	Membership who have not used their card in the last three years.
Inter-Library Loan	An item that is borrowed from a library outside of Woollahra Library and Information Service
Non-charging Library	A library that does not charge a fee to borrow items. Most New South Wales, Queensland and Victorian public libraries are non-charging
Suggestions for Purchase	A suggestion from a customer for an item that the library does not currently have in stock

4 Community Strategic Plan, Delivery Program and Operation Plan

This policy relates to Themes, Goals and Strategies outlined in Council's Community Strategic Plan Woollahra 2030 and Priorities outlined in Council's Delivery Program and Operational Plan, specifically:

Theme:	Community well-being
Goals:	3 A creative and vibrant community 3.1 Provide Innovative Library Services
Theme:	Community leadership and participation
Goals:	11 A well-managed Council

5 Inter-Library Loans

Library customers may have up to ten active Inter-library loan requests at a time.

A requested item should arrive in two to six weeks depending on availability from other libraries and the location of the library sending it.

Fees apply – please refer to the library website for a list of current charges.

All charges are non-refundable and apply to uncollected items.

Customers are required to pay for any lost or damaged Inter-Library Loans at a charge that is set by the lending library

Customers with debarred or expired membership are ineligible to request an Inter-Library Loan until their membership status is reinstated.

The loan period is set by the lending library. An item can be renewed only if approved by the lending library. Customers must request a renewal from library staff a few days prior to the due date.

Overdue fines will apply to items that are returned late.

The following items may not be requested via Inter-Library Loans:

- Books that have been published in the last 12 months;
- Documentaries that have been released in the last two years
- TV series and movies that have been released in the last five years
- CDs that have been released in the last five years
- Any title currently held by the Woollahra Libraries unless it is missing or long overdue

6 Suggestions for Purchase

Customers may submit a Suggestion for Purchase, with the option of also reserving the item.

Customers with debarred or expired membership are ineligible to reserve a Suggestion for Purchase until their membership status is reinstated.

Suggestions will be evaluated according to the Library Collection Development Policy, expected customer demand, and available resources.

While the Library strives to make our collection as responsive as possible, we are unable to purchase every title that is suggested. For very specialized or out-of-print titles, customers can request an Inter-library loan.

A decision as to whether the requested item will be purchased will be made by the Collections Team within ten working days.

Customers will be kept informed about the progress of their request and notified when the item becomes available.

7 Implementation

Reference Interview

To establish whether the item requested by customers is a Suggestion for Purchase or an Inter-library Loan staff must conduct a reference interview. A final decision will be made by the collections team. For further guidance on this process, see Inter-Library Loan Requests and Suggestions for Purchase Procedure (19/92087).

8 Related Policies and Procedures

	HPECM Ref
Inter-Library Loan Requests and Suggestions for Purchase Procedure	19/92087
Library Collection Development Policy	18/148952

This Policy will be reviewed every two years or as required in the event of legislative changes. This Policy may also be changed as a result of other amendments that are to the advantage of Council and in the spirit of this Policy.

Any amendment to this Policy must be by way of the approval of the Director of Community Services.

Policy Amendments

Date	Responsible Officer	Description
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11 June 2019	Collection Services Officer	Period of time it takes to inform a customer on the status of their request has been changed from three to four weeks to five to ten days
11 June 2019		Collection Development HPE CM record number updated
8 July 2019		Removed references to specific costs and updated references to Community Strategic Plan, Delivery Program and Operational Plan