# G7. INTERLIBRARY LOANS AND DOCUMENT DELIVERY WORKSHEET

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| --- |
| Library / Branch:        |
| Completed by:        | Date:       |

## Objective

To facilitate access by the local community to resources held in other Australian library and information services collections. Libraries use interlibrary loans to supplement, but not supplant, local collection development.

## Guidelines

| **Guidelines***These Guidelines are from* Living Learning Libraries *6th ed. 2015* | **Action indicator***Select from drop down list* | **Commentary***Add comments on the library’s performance in the context of each Guideline* |
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| Provision, whenever possible, of a free or cost recovery interlibrary loan (ILL) service to customers. |  | Comments:       |
| NSW public libraries should follow the *Australian Interlibrary Resource Sharing (ILRS) Code* 2013: <http://www.alia.org.au/resources-and-information/interlibrary-lending/australian-interlibrary-resource-sharing-ilrs-code> |  | Comments:       |
| Technology is used appropriately to expedite ILLs |  | Comments:       |
| Simple workflows and/or automated ILL processes which interface with library system software are used to expedite ILLs |  | Comments:       |
| ILL staff are trained in latest ILL technological developments and kept up-to-date with document delivery/ILL trends through involvement in the NSW Public Library Network |  | Comments:       |
| Library holdings are added to and maintained on union catalogues |  | Comments:       |
| Cooperative agreements are implemented with key requesting and supplying libraries, where possible. |  | Comments:       |

## Suggested performance Indicators

* + Proportion of total ILLs supplied within timeframes specified within the ILRS Code
	+ Proportion of total requested ILLs received within time frames specified within the ILRS Code.

## Things to consider

*Share It*, Australia’s Interlibrary and Resource Sharing (ILRS) Wiki was launched in January 2009: <http://shareit.alianational.wikispaces.net/>

Australia’s national bibliographic database, Libraries Australia, and its Document Delivery module facilitate interlibrary lending: <http://www.nla.gov.au/librariesaustralia/services/docdel/>

<http://www.nla.gov.au/openpublish/index.php/nlasp/article/viewFile/1302/1589>
Also published in *Interlending & Document Supply*, vol. 30, no 2, pp.73–79

*Aspirational practices and standards for digitisation by interlibrary loan and document delivery services (NSLA 2011)*: <http://www.nsla.org.au/publication/aspirational-practices-and-standards-digitisation-interlibrary-loan-and-document>

*Principles of ideal workflow for document delivery and interlibrary lending* (NSLA 2010): <http://www.nsla.org.au/publication/principles-ideal-workflow-document-delivery-and-interlibrary-lending>