

SCAMeL Interlibrary Loan Guidelines

DOCLINE and EFTS

- SCAMeL libraries will charge the regional maximum, as set by the SCAMeL Directors, for loans to Primary Access Libraries (PALs) and other non-reciprocal regional libraries.
- A charge of \$1 is in effect for all other SCAMeL loans.
- SCAMeL Libraries may charge non-regional libraries and for-profit libraries a Docline fee above the regional maximum but NOT above the NLM maximum. Note: The NLM national cap only applies to NN/LM Resource Libraries.
- SCAMeL Libraries are free to add a surcharge for added services such as rush, fax, billing fee, etc. The NLM fee restrictions do not apply to OCLC requests. Each SCAMeL Library is free to establish own OCLC fees and policies.
- All SCAMeL Libraries should setup their Interlibrary Loan Management Program (EFTS) profile to charge the \$1.00 fee for fills to other SCAMeL Libraries, with exceptions listed below.

Non-DOCLINE Requests and EFTS

- SCAMeL libraries are NOT required to enter or submit OCLC requests into the EFTS (Electronic Funds Transfer System) unless they wish to use the EFTS for billing purposes.
- This is true also for all ILL transactions where there are reciprocal arrangements with state/local consortium or contract items filled from own collection.

DOCLINE/OCLC Double Fills

- A library which doesn't update a request as filled and allows the request to route to another library will NOT receive payment.
- The borrowing library will only pay the second library and should not be billed by the first library.
- If the first library charged the borrowing library through EFTS or IFM, a credit should be issued to the borrowing library's account.

- It is important to remember that DOCLINE will route a request after receipt which is not updated within three workings days to the next library that holds the title, resulting in a double fill.
- OCLC Pending requests will be in your Request Manager for 4 system days. If you do not respond to a request within that time, it leaves your Requests Manager and goes to the next Lender as a Pending request resulting in a possible double fill.

Best Practices for the Lending Library:

- Use the fastest delivery methods
- Be willing to loan items that would circulate to local users, including non book format
- Make your lending policies available on your web site and in policy directory
- When supplying returnables, include a return mailing label.
- The lending library may recall loaned material at any time.
- The lending library should process requests in a timely manner, the lending library should respond promptly and state the reason the request cannot be filled.

Best Practices for Borrowing Libraries

- Search and fill requests locally whenever possible before requesting through ILL. Items that your library owns, but are not available, should generally not be requested on ILL.
- Verify format, citations and holdings. Clearly identify the specific format requested (VHS, DVD, CD, CASSETTE, LARGE PRINT, ETC.)
- Determine the urgency of each request and clearly note on the request form. When an item is needed within a very short length of time, indicate the specific time by which the item is needed.
- Don't ask for types of material that you would be unwilling to loan from your own collection:
 - Rare or valuable materials
 - Bulky or fragile materials which are difficult or expensive to ship.
 - Unique materials that would be difficult or impossible to replace.

MAXCOST FIELD

- All SCAMeL Libraries must enter a minimum of \$1.00 in the MAXCOST field or the request will be rejected for cost.
- If you wish to enter more than the \$1.00 minimum to cover routes outside the region or to NLM that is fine.

Lost Materials

- Payment for lost items will be the responsibility of the requesting library.
- Requesting library will be responsible for billing their client or other responsible parties.
- Lending library will not add additional fees (e.g., billing, processing) whenever possible unless prohibited by campus accounting procedures.
- Lending library is responsible for creating an invoice for the item in a timely manner or upon request of borrowing library.

Network Issues

- A Resource Library should never ask a PAL to remove them from their routing table.
- The tables allow the Resource Libraries to share the burden of document delivery equally and every effort should be made to resolve any problem that exists between a Resource Library and a PAL.

SCAMeL ILL Listserv

- The SCAMeL Board established the SCAMeL ILL Listserv for discussion of problems and concerns regarding Interlibrary Loan and Document Delivery.
- The closed list is located at the University of Oklahoma Health Science Center in Oklahoma City and maintained by Joy Summers-Ables.
- Each SCAMeL library may submit the names of anyone they wish to have access to the listserv to Joy at joy-summers@ouhsc.edu and she will subscribe the individual(s).

Scanning/Delivery Issues

- Scanned documents should be scanned from front to back to provide a clean copy for the client.
- Scanned documents should not be sent in batches to a single library, since batching hinders delivery due to file size. MyDelivery or MyMorph may be utilized for delivery of these types of files.
- A copy of the request should always be included regardless of the method of delivery (e.g., Ariel, Odyssey, fax, web retrieval or mail).

- The ILL request number and the name of the requestor should be provided in the Ariel/Odyssey Header Information prior to transmission.

SCAMeL Color Interlibrary Loan Request Policy

- Color scanning will not be the normal method of delivery.
- SCAMeL Libraries will not charge other SCAMeL members a surcharge fee for color scanning or color reprints.
- It is the responsibility of the requesting library to ascertain that color scanning is needed by the client.
- Each SCAMeL Library will establish its own policies regarding fees for the delivery and ordering of color documents.
- Color requests should be identified in the “Borrowing Notes” field on OCLC requests and in the “Comments” sections on DOCLINE requests.
- SCAMeL Libraries should use the SCAMeL ILL listserv to notify other members when they have color capabilities.