Challenges to implementing an interlibrary loan system
1. Vast difference in collection size among libraries
2. Vast difference in available funds between libraries
   a. OCLC membership: too expensive for smaller institutions
   b. union catalog: too expensive for smaller institutions
   c. ILL software: too expensive for smaller institutions

What resources do all of our libraries have?
1. e-mail
2. access to postal mail

Almost-too-easy solution
1. establish e-mail distribution list including the e-addresses of all libraries
2. requests are communicated to distribution list
3. member library/libraries with item offer/s to
   a. send the physical copy (book, score, CD), or
   b. send a digital reproduction (for example, a PDF of a paper item) if
      i. the library owning the item can prepare a PDF easily as part of its work flow, and
      ii. the library can make a legal digital copy according to the laws of its country
4. lending library checks out item to borrowing library

Fears about participation
1. Larger libraries: Will we get too many requests?
2. Smaller libraries: Will we be able to get what we need?

Each library has the right to determine the following:
1. borrowing
   a. who is allowed to borrow items (faculty only? graduate students? all students?)
   b. how many items a borrower or borrower type may borrow in a given year
   c. whether to borrow an item from another library if a free copy exists online (IMSLP, Google Books, etc.)
   d. how to respond to users who do not return items borrowed for them from other libraries
      i. fine?
      ii. replacement of item?
      iii. disabling/freezing/suspension/termination of library privileges?
2. lending
   a. how many items it will provide via interlibrary loan in a given year
   b. how many items it will provide to a specific borrowing library in a given year
   c. the length of time the borrowing library may keep the item
   d. use of borrowed item by end user:
      i. whether items being sent must be used on site (in the borrowing library), or
      ii. whether the end user can take the item out of the borrowing library

Each library is responsible for the following:
1. honoring the terms of loan established by the lending library
2. if end user is allowed to remove item from the borrowing library, establishing
   a. a checkout procedure, either on paper or online
   b. a due date to ensure timely return to the borrowing library
3. covering postage costs
   a. lending library pays to send item to borrowing library
   b. borrowing library pays to return item to lending library
   c. each library needs to determine its own annual budget for anticipated shipping costs

Conflict resolution
1. If borrowing library does not or cannot return an item or replace it, the lending library may choose to honor
   no further interlibrary loan requests from it
2. If multiple libraries are able to provide a requested item, two scenarios are possible:
   a. the library with the smaller collection could provide the item (this shares the responsibility for lending more evenly among libraries), or
   b. the first library that makes the first offer to lend an item is the one that lends it (this is the simpler solution).

How does this work? Step by step:

1. Patron communicates request to borrowing library (Library A) either
   a. in person
   b. on a form made by the library
   c. by e-mail
   d. on an electronic form made by the library
   e. (each library decides how it wishes to receive requests)

2. Each request should contain sufficient information:
   a. books and scores
      i. author or composer (if relevant)
      ii. title
      iii. if a specific edition, then
         1. edition number or date of publication
         2. publisher
      iv. format (book? orchestra score? vocal score? piano score and parts? parts?)
   b. recordings:
      i. composer (if relevant)
      ii. title
      iii. if a specific recording of a musical work, then other information such as
         1. performers
         2. label name and number
         3. recording date
      iv. format (CD? DVD? other?)
   c. journal articles:
      i. author and title of article
      ii. name of journal
      iii. volume/issue number and/or date of journal issue
      iv. page range of article

3. Staff at Library A use local policies to determine whether to honor the request.
4. Staff at Library A contact participating libraries by communicating the request via e-mail to distribution list
5. Distribution list:
   a. each library maintains a list of e-mail addresses for all participating libraries, or
   b. one library with listserv software constructs and maintains a listserv containing all e-mail addresses

6. Upon receiving a borrowing request
   a. participating libraries determine whether they can send the requested item based on
      i. local policies
      ii. availability
   b. if one library (Library B) is willing to send the item, it e-mails Library A and confirms both a shipping date and borrowing conditions.
   c. if more than one library is willing to send the item, the libraries determine which will send the item, and contacts Library A as in step b. above.

7. Library B sends item to Library A, along with a note (e-mail, or a paper note accompanying the item) that states
   a. the date by which the item should be returned to Library A
   b. any other conditions, such as whether the item may be removed from Library B by the borrower
   c. (Items sent by Library A as PDFs do not have to be returned.)

8. Upon receiving the item, Library B
   a. determines a date by which the end user must be finished with the item
i. by what date must the item arrive back at Library A?
ii. how long will it take to send item to Library A?
iii. for example:
   1. item arrives at Library B on March 1
   2. Library A wants item back by April 1
   3. normal transit time between Library B and Library A is 10 days
   4. end user must be finished with item by March 20 or 21
b. creates brief online record for the item (if using online catalog)
c. contacts the person who requested the item
d. allows in-house use of item (if Library A requires this) or checks out item to user either by
   i. paper form that includes
      1. sufficient information to identify the item (author/title/etc.)
      2. date due
      3. user signature
   ii. online checkout
9. If user returns item by the assigned due date
   a. Library B returns item to Library A
      i. Library B determines method of shipment (insurance? no insurance? regular mail? registered?)
         according to
         1. cost
         2. reliability of postal/shipping service
   b. Library B keeps a record of the date of shipment, in case there are problems
10. If user does not return item by due date and item does not return to Library A on time
    a. Library B may take disciplinary action against the user
    b. Library A may choose to send no further items to Library A
    c. (if item arrives late at Library A by only a week or two, Library A should probably choose to take
       no action against Library A.)