Vermont
Interlibrary Loan Handbook

Vermont Department of Libraries
Montpelier, Vermont

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OVERVIEW

Purpose

- The purpose of interlibrary loan (ILL) is to obtain, upon request from a library patron, material not available in the patron's local library.

General principles

1. ILL is considered a basic service, not an extra. Libraries should
    a. Devote regular staff time to ILL.
    b. Budget for supplies needed and for postage costs.
    c. Suggest ILL to their patrons rather than waiting for them to ask for it.
    d. Publicize ILL along with their other services.
    e. Train back-up staff to fill in for regular ILL staff so that there are minimal gaps in the service.
    f. Provide ILL service without charging for it or for ILL postage. Libraries may ask patrons to pay ILL fees charged by out of state libraries. Libraries may request donations for ILL.

2. Maintain a spirit of cooperation, going the extra mile, treating colleagues as friends, being patient, generous and courteous with other ILL librarians.

3. Observe the **Interlibrary Loan Code for the United States**.

4. Observe the **Vermont Interlibrary Loan Code**.
    a. Content is very similar to the ILL Code of the US.
    b. Sections are numbered as they are in the ILL Code of the US.

5. Make your library's holdings available for interlibrary loan. See the **Vermont Dept. of Libraries' Technical Services** web page for details. Libraries that do not participate in the VALS interlibrary loan program may only borrow from the Vermont Dept. of Libraries.

6. If your library decides **not** to lend a particular type of material (dvds, genealogy, rare, new books, etc.), **you may not request** that type of material through ILL.

Working with patrons

1. As stated above, offer ILL service rather than waiting for patrons to ask for it.

2. Allow all patrons to use ILL, including children.

3. Allow ILL for recreational as well as scholarly needs.

4. Welcome requests for materials in any format, including photocopies and audio-visual materials. Remember that you must lend audio-visual materials to be allowed to borrow them.

5. Keep written ILL policies for your library to help you when patrons have questions. See **ILL policies and procedures at your library**, p. 42.

6. Treat as confidential all information from patrons using ILL.
   a. When talking in your library with patrons about their ILL requests, protect their privacy as much as possible.
   b. Do not include ILL titles when you leave messages for patrons.
   c. Discard your ILL record when a transaction is complete and statistics recorded. If you need to retain your records, block out patron names.

7. Use a simple request form for patrons to complete.
   a. Provide space for patron's name, phone and email if available, for a description of the item needed (book author and title or periodical citation) plus source of patron's information and date of request.
   b. Provide space for staff notes such as
      i. Requested item in your collection? in Web2 databases?
      ii. Symbol of library requested from, date requested.
      iii. Library that sent item, date received and date returned.
      iv. See also **ILL records and statistics**, p. 39.
   c. Keep form small enough to be easy to handle and file.
   d. See sample **Patron request form** for 8 1/2 x 11 paper, on p. 8.

8. Keep a more detailed list of questions to ask your patron when you don't find what patron needs in the Web2 databases and may need to go out of state.
   a. More details of cite known?
   b. Level needed (basic, scholarly, homework, grade in school, etc.)
   c. Format needed (microform ok? audiocassette? CD? video? dvd?)
   d. English only acceptable?
   e. Patron's source of information? (always helpful to know)
   f. OK to substitute?
   g. Not needed after _____ (date)
   h. Out of state ok?
   i. If ok to go out of state, what is the maximum patron would pay if there is no free supplier? See **Out of state borrowing**, p. 27.
   j. Any patron contact information missing?

9. Record any additional information you gain from the detailed questions on the original patron request form.

General procedures for sending requests

1. Check the information your patron gives you to be sure it is correct.
   a. Always check your own collection.
   b. Use the **Web2 library catalogs**, **Worldcat.org** or online bookstores (**e.g. Amazon, Barnes and Noble**) to correct spellings and complete citations.
   c. Try both author and title searches.
   d. Record each source you check, including those that do not list the item you need so that you will not duplicate searches.

e. When you discover corrections to the original citation, recheck your library's catalog and the Web2 databases.

2. Search the Web2 databases and record the libraries that own the item you need. If you do not find the item you need, see **no. 12 below** and **Requesting help with ILL**, p. 34.

3. Do not use phone calls or email messages to all VALS libraries, i.e. **publics@vals.state.vt.us** or **schools@vals.state.vt.us** for ILL.
    a. Phone calls are interruptions.
    b. Phone messages are inefficient for all the information (author, title, publisher, date, etc.) needed for an ILL request.
    c. Email messages to all VALS libraries interrupt everyone, instead of just the library that owns the needed item.

4. When you have the Web2 database record you need (only one record on the screen), use the link in the upper left, "Request title via ILL." You will need your VALS account number and pin to access the form.

5. Assign a request number to each of your requests.

    a. Use a short, unique number, e.g. 10-1 (2010 being the year of the request)
    b. Use numbers in a continuing sequence, e.g. 10-001, 10-002, 10-003
    c. Record each number you use to avoid using duplicate numbers.
    d. Use your request number each time you communicate about a request.

6. When needed, use the "comments" space in the Web2 request form to specify the format, e.g. cd, cassette, dvd, vhs, microfilm, or the number of a particular volume or part.

7. Use the **following order for borrowing** when several Web2 databases contain the item you need:

    - **Vermont Dept. of Libraries (VTLIB)**   DOLcat
    - **Vermont State Colleges** VSCcat
    - **Public and school libraries** PUBcat, Web2 public library database, VOKAL, or K12cat, i.e. your peer libraries
    - **Web2 college library databases: Burlington College, Marlboro College, St. Michael's College**
    - **Middlebury College, UVM** (Request through VTLIB ILL CENTRAL)
    - **Non-Web2 college libraries: Bennington College, Champlain College, College of St. Joseph, Goddard College, Green Mountain College, Landmark College, Norwich University, School for International Training, Vermont College of Fine Arts, Vermont Law School**
    - **Dartmouth** (Request through VTLIB ILL CENTRAL)
    - **Out of State**

8. Borrow from a variety of libraries, not constantly from the same libraries, to "spread the load" of ILL work and expense.

9. Send your request to only one library and wait for a response before trying a second library.

10. For "reference" materials, genealogy sources, or items that are difficult to mail
    a. Expect that they may not be available to borrow.
    b. If you cannot borrow an item, you may request photocopies of its table of contents and index. Your patron can use this information to select pages for an additional photocopy request.
    c. Suggest that patron might travel to the owning library to use the material.

11. For materials that are very recent or in high demand, use libraries from the **New book lender list**, p. 9.

12. Email questions about ILL to **lib.ill@state.vt.us**. See also **Requesting help with ILL**, p. 34.

13. Because ILL is an expensive, labor-intensive service, keep multiple copy borrowing to a minimum. When you need multiple copies, see **PUBcat, Web2 public library databases, K12cat,** Special Features, 2nd bullet, on p. 18.

Responsibilities of borrowing libraries

1. As a borrowing library, you are responsible for any damages or losses from the time the borrowed material leaves the lender until it is returned and received by the lender.

2. As a borrowing library, you must notify the lending library of any lost or damaged ILL materials.

3. As a borrowing library, you must send payments promptly for any damages or losses using a check from your library's account, not your patron's check.

4. When you borrow frequently from another library, offer to send that library several of your mailing labels to have on hand.

5. As a borrowing library, you are responsible for requesting a renewal whenever you need to keep material longer than the due date. All renewal requests should be sent **before the due date** whenever possible.

6. As a borrowing library, you are responsible for carefully following any special instructions from the lending library, e.g. ship in a box, ship via UPS, use borrowed material in library only, i.e. patron may not take material out of the library, etc. As a reminder, keep any mailing instructions filed with the corresponding return mailing label.

7. Lending libraries have the privilege of "**recalling**" material they have loaned if the material is needed for one of their own patrons. If you receive a "recall" message from a lender, you are responsible for contacting your borrowing patron immediately. Ask your patron to return the loaned material as quickly as possible.

8. If you have a patron that has a bad record of returns, but needs an ILL, offer this patron only in-library use of ILL materials.

Patron Book Request Form

Author:

Title:

Publisher, Date:

Where did you find this information?

Patron name:

Phone:

Email:

Patron Article Request Form

Periodical Title:

Author(s):

Article Title:

Vol.   No.   Date   Pages

Where did you find this information?

Patron name:

Phone:

Email:

New Book Lender List

***These libraries will lend new books with occasional exception and/or limited loan periods:**

Martha Canfield Memorial Free Library, Arlington	VSNA	A5
Weathersfield Proctor Library, Ascutney	VSRK	W37
H.F. Brigham Library, Bakersfield	VTKC	B17
Barnet Public Library, Barnet	VTKU	B261
Aldrich Public Library, Barre	VSNC	B27
Barton Public Library, Barton	VSNE	B28B
Brandon Free Public Library, Brandon	VSNM	B732
Brooks Memorial Library, Brattleboro	VSNO/BSYA	B733
Cabot Public Library, Cabot	VSNW	C11
Alice M. Ward Memorial Library, Canaan	VTK#	C16
Castleton Free Library, Castleton	VSNY	C27
Chelsea Public Library, Chelsea	VSN1	C42
Craftsbury Public Library, Craftsbury Common	VTKO	C84C
Pope Memorial Library, Danville	VSN7	D23
Dailey Memorial Library, Derby	VSN9	D43
Haskell Free Library, Derby Line	VSN&	D44
Lydia Taft Pratt Library, Dummerston	V6ST	D89
Blake Memorial Library, East Corinth	V6SN	C81E
Essex Free Library, Essex	VSQ7	E7
Brownell Library, Essex Junction	VSOE/B2LA	E7J
Fair Haven Free Library, Fair Haven	VSOI	F162
Fairlee Public Library, Fairlee	VSR9	F163
Georgia Public Library, Fairfax	VSOK	G29
Grafton Public Library, Grafton	VTK$	G75
Greensboro Free Library, Greensboro	VSOO	G85
Groton Free Public Library, Groton	VTK+	G91
Jeudevine Memorial Library, Hardwick	VSOQ	H22
Hartland Public Library, Hartland	VSOS	H251
Highgate Public Library, Highgate Center	V6SI	H53
Carpenter Carse Library, Hinesburg	VSQ&	H58
Huntington Public Library, Huntington	V6SO	H92
Lanpher Memorial Library, Hyde Park	VSRC	H99
Jericho Town Library, Jericho Center	V6SJ	J47C
Johnson Public Library, Johnson	None	J62
Sherburne Memorial Library, Killington	VSQ#/KMVA	S5
Lincoln Library, Lincoln	VTKW	L63
Cobleigh Public Library, Lyndonville	VSOU	L99L
Jaquith Public Library, Marshfield	VSOW	M35
Middletown Springs Public Library, Middleton Springs	VSO1	M581
Kellogg Hubbard Library, Montpelier	VTK9	M761
Morristown Centennial Library, Morristown	VSO5	M83
New Haven Community Library, New Haven	VTKQ	N451
Tenney Memorial Library, Newbury	VSO7	N42
Moore Free Library, Newfane	V6SD	N45

North Country UHS Library, Newport	None	N47S
McCullough Free Library, North Bennington	VSO&	B43N
North Hero Public Library, North Hero	VSO*	N82
Brown Public Library, Northfield	VSO#	N82B
Norwich Public Library, Norwich	VSQ*	N83
Jones Memorial Library, Orleans	VTK5	B28
Peacham Library, Peacham	VSRE	P31
Maclure Library, Pittsford	VSPC	P687
Cutler Memorial Library, Plainfield	VTK&	P69
Poultney High School Library, Poultney	None	P86HS
Solomon Wright Public Library, Pownal	V6SZ	P87
Proctor Free Library, Proctor	VSPG	P94
Cavendish Fletcher Comm. Library, Proctorsville	VSRY	C31P
Quechee Public Library, Quechee	VSPI	H25Q
Kimball Public Library, Randolph	VSPK	R16
Reading Public Library, Reading	VSPM	R22
Readsboro Community Library, Readsboro	VSRI	R221
Richmond Free Library, Richmond	VSPQ	R391
Roxbury Free Library, Roxbury	V6SV	R81
Rutland Free Library. Rutland	VSPU/RUTA	R93
Vermont Academy, Saxton River	None	R59A
Baxter Memorial Library, Sharon	None	S35
Pierson Library, Shelburne	VSP1, PIEA	SH4
Platt Memorial Library, Shoreham	V6TA	S54
Shrewsbury Public Library, Shrewsbury	VSP5	S57
South Hero Community Library, South Hero	VSP9	S8
So Londonderry Free Library, South Londonderry	VSP&	L84S
Abbott Memorial Library, South Pomfret	V6SF	P77
Royalton Memorial Library, South Royalton	VSR@	R811S
St. Albans Free Library, St. Albans	VSPW	S2
St. Johnsbury Athenaeum, St. Johnsbury	VSPY	S22
Stamford Community Library, Stamford	VSR1	ST2
Starksboro Public Library, Starksboro	V6SW	ST3
Morrill Memorial & Harris Library, Strafford	VSP#	ST8
Swanton Public Library, Swanton	VSQA	SW1
Townshend Public Library, Townshend	VSQE	T66
Rand Memorial Library, North Troy	VSRQ	T75N
Tunbridge Public Library, Tunbridge	VSR3	T83
Deborah Rawson Memorial Library, Jericho/Underhill	VSQG	U2
Bixby Memorial Free Library, Vergennes	VSQI	V58
Joslin Memorial Library, Waitsfield	VSQK	W13
Gilbert Hart Library, Wallingford	VSQM	W15
Warren Public Library, Warren	VSQO	W25
Calef Memorial Library, Washington	V6SG	W27
Waterbury Public Library, Waterbury	VSQQ	W29
Davies Memorial Library, Waterford	V6TB	W291
Baldwin Memorial Library, Wells River	VSQU	N42W

Westford Public Library, Westford	VSR5	W521
Butterfield Library, Westminster	None	W524
Westminster West Public Library, Westminster West	None	W524W
Whitingham Free Public Library, Jacksonville	VTKM	W581
Ainsworth Public Library, Williamstown	VSQW	W67
Windsor Public Library, Windsor	VSQ1	W721
Winooski Memorial Library, Winooski	VSRA	W73
Norman Williams Public Library, Woodstock	VSQ5	W86

*New non-fiction only:

Baldwin Memorial Library, Wells River	VSQU	N42W
West Hartford Public Library, West Hartford	VTKI	H25W

Audiovisual Lender List

*These libraries will lend audiovisual items with occasional exception and/or limited loan periods:

M. Canfield Mem. Library, Arlington	VSNA	A5
H.F. Brigham Free Pub. Library, Bakersfield	VTKC	B17
Aldrich Public Library, Barre	VSNC/VSN#	B27/B27E
Rockingham Free Public Library, Bellows Falls	VSNG	R59B
Brooks Memorial Library, Brattleboro	VSNO/BSYA	B733
Brookfield Free Public Library, Brookfield	V6SS	B79
Fletcher Free Library, Burlington	VSNU/F3LA	B92F
Cabot Public Library, Cabot	VSNW	C11
Castleton Free Library, Castleton	VSNY	C27
Charlotte Library, Charlotte	V6SA	C39
Chelsea Public Library, Chelsea	VSN1	C42
Whiting Library, Chester	VSN3	C421
Burnham Memorial Library, Colchester	VSN5	C67
Craftsbury Public Library, Craftsbury Common	VTKO	C84C
Dailey Memorial Library, Derby	VSN9	D43
Haskell Free Library, Derby Line	VSN&	D44
Blake Memorial Library, East Corinth	V6SN	C81E
Essex Free Library, Essex	VSQ7	E7
Brownell Library, Essex Jct.	VSOE/B2LA	E7J
Fairfax Community Library, Fairfax	VSOG	F16
Fairlee Public Library, Fairlee	VSR9	F163
Haston Library, Franklin	VSQ9	F85
Georgia Public Library, Georgia	VSOK	G29
Grand Isle Free Library, Grand Isle	VSOM	G761
Greensboro Free Library, Greensboro	VSOO	G85
Groton Free Public Library, Groton	VTK+	G91
Guilford Free Library, Guilford	V6SM	G94
Jeudevine Memorial Library, Hardwick	VSOQ	H22
Hartland Public Library, Hartland	VSOS	H251
Carpenter-Carse Library, Hinesburg	VSQ&	H58
Lanpher Memorial Library, Hyde Park	VSRC	H99
Deborah Rawson Mem. Library, Jericho/Underhill	VSQG	U2
Sherburne Memorial Library, Killington	VSQ#/KMVA	S5
Lincoln Library, Lincoln	VTKW	L63
Cobleigh Public Library, Lyndonville	VSOU	L99L
Middletown Springs Library, Middletown Springs	VSO1	M581
Milton Public Library, Milton	VSO3	M64
Kellogg Hubbard Library, Montpelier	VTK9	M761
Montgomery Town Library, Montgomery Center	None	M76C
Moretown Memorial Library, Moretown	V6TF	M81
Morristown Centennial Library, Morrisville	VSO5	M83
New Haven Community Library, New Haven	VTKQ	N451
North Hero Public Library, North Hero	VSO*	N82

Brown Public Library, Northfield	VSO#	N82B
Norwich Public Library, Norwich	VSQ*	N83
Pawlet Public Library	VSPA	P28
Peacham Library, Peacham	VSRE	P31
Cutler Memorial Library, Plainfield	VTK&	P69
Poultney Public Library, Poultney	VSPE/VTPA	P86
Putney Public Library, Putney	VSRG	P98
Quechee Public Library, Quechee	VSPI	H25Q
Kimball Public Library, Randolph	VSPK	R16
Richmond Free Library, Richmond	VSPQ	R391
Roxbury Free Library, Roxbury	V6SV	R81
Baxter Memorial Library, Sharon	V6TE	S35
Pierson Library, Shelburne	VSP1, PIEA	SH4
Platt Memorial Library, Shoreham	V6TA	S54
South Hero Community Library, South Hero	VSP9	S8
Royalton Memorial Library, South Royalton	VSR@	R811S
Springfield Town Library, Springfield	VSP*	SP8
St. Albans Free Library, St. Albans	VSPW	S2
St. Johnsbury Athenaeum, St. Johnsbury	VSPY	S22
Stamford Community Library, Stamford	VSR1	ST2
Morrill Mem. & Harris Library, Strafford	VSP#	ST8
Tunbridge Public Library, Tunbridge	VSR3	T83
Deborah Rawson Mem. Library, Jericho/Underhill	VSQG	U2
Bixby Memorial Free Library, Vergennes	VSQI	V58
Gilbert Hart Library, Wallingford	VSQM	W15
Warren Public Library, Warren	VSQO	W25
Waterbury Public Library, Waterbury	VSQQ	W29
Proctor Library, Weathersfield /Ascutney	VSRK	W37
Baldwin Memorial Library, Wells River	VSQU	N42W
Westford Library, Westford	VSR5	W521
Westminster West Public Library, Westminster West	None	W524W
Wilder Memorial Library, Weston	None	W526
Whitingham Free Public Library, Jacksonville	VTKM	W581
Ainsworth Public Library, Williamstown	VSQW	W67
Dorothy Alling Mem. Library, Williston	VSQY	W671
Windsor Public Library, Windsor	VSQ1	W721
Winooski Memorial Library, Winooski	VSRA	W73
Norman Williams Public Library, Woodstock	VSQ5	W86

*Sound recordings only:

Ilsley Library, Middlebury	VSOY	M58
South Burlington Community Library, S Burlington	VSP7	S78
Joslin Memorial Library, Waitsfield	VSQK	W13

*Sound recordings & documentary videos (not popular videos):

Rochester Public Library, Rochester	VSPS	R58

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Vermont Dept. of Libraries (VTLib)
DOLcat

Availability (Is what I need available to borrow?): indicated in Web2.

Midstate Library Service Center (MLSC)

Adult and juvenile materials available to borrow
Send Web2 request to **lib.mrl@state.vt.us**
30 day loans with one renewal

Special Services Unit (SSU)
Large print books (more listings for large print in PUBcat)
Audio book collection – for patrons who qualify.

Located at Midstate Library Service Center in Berlin

Search by author or title with library: "Special Services"

Charged out materials do not display in the DOLcat. Search SSU catalog directly.

Send a Web2 request to **lib.ssu@state.vt.us**
30 day loans with one renewal

VTLIB (DOL) CENTRAL - Vermont State Library

Children's Book Exhibit Center (CBEC)
Collection for youth plus reference materials for youth librarians
Send a Web2 request to **lib.ill@state.vt.us**
30 day loans with one renewal

Discussion books for young adults in MULTIPLE COPIES at CBEC
Find titles in Web2 with a "numeric" search, typing "discussion book," with library:
"central" **or** print book discussion set lists at
http://libraries.vermont.gov/services/children_and_teens/resources

Send **one** Web2 request to **lib.ill@state.vt.us** for multiple copies
Indicate number of copies needed in comments box
60 day loans, no renewals

Dorothy Canfield Fisher Award Sets (45 day loans) and Green Mountain Book Award
books in MULTIPLE COPIES (60 day loans)
Find titles in DOLcat with a title search
Request the current year by contacting Linda Willis Pendo at
linda.willis-pendo@state.vt.us, or 802-828-3267.
Titles from previous years send Web2 request to **lib.ill@state.vt.us**
No renewals

Library Science Collection

> Collection on librarianship with books and periodicals
> Send a Web2 request to **lib.ill@state.vt.us**
> 30 day loans with one renewal

Reference, Law and Documents, and Grants/Fundraising

> Circulates unless too bulky to mail
> Send a Web2 request to **lib.ill@state.vt.us**
> 30 day loans with one renewal

Vermont Collection

> Circulates when two copies are available.
> Send a Web2 request to **lib.ill@state.vt.us**
> 30 day loans, in library use only

Vermont Newspapers

> The Dept. of Libraries has the largest collection of Vermont newspaper microfilm, covering all parts of Vermont and beginning pre-1800. Most microfilm circulates.
>
> Search DOLcat for newspaper titles in this collection. For years/issues held, search the Vermont Newspaper Project Catalog, **http://vtnp.uvm.edu/**, which also lists the holdings of other Vermont libraries.
>
> Send a Web2 request to **lib.ill@state.vt.us** with the months and years you need in the comments box.
>
> 30 day loans with a maximum of 4 reels at one time per borrowing library.
>
> If your library does not own a microfilm reader, borrow the microfilm and arrange for your patron to use the film at a nearby library that does own a reader printer, often a high school or college.
>
> The Web2 Vermont Newspaper Index database is a citation index for the *Burlington Free Press* and *Rutland Herald*, 1984 to April 2009. The Vermont Newspaper Index database is also available to search online here: **http://bfprhdindex.uvm.edu/**. The Vermont Dept. of Libraries can lend microfilm or send photocopies of articles   See also **Requesting periodical articles**, p. 31.

Renewals

> Use "my account" in Web2 to renew VTLIB materials. You cannot use "my account" to renew items that have been renewed once or are already past due. If your library card expires prior to the new due date, you will be barred from renewing. When you are unable to renew an item online that you feel should be eligible for renewal, contact the VTLIB location from which you borrowed the item and request they check on the status of your account and renew the item manually if necessary.

Reserves: Available

Vermont State Colleges
VSCcat

Availability (Is what I need available to borrow?): indicated in Web2.

Web2 request

Give call number for item wanted with email address for owning college.

See link to email addresses from Web2 request form.

Castleton State College   C27N

Will not lend rare books, electronic books, whole issues of periodicals.

Hartness Library, Vermont Technical College   R16V

Will not lend reference, electronic books, new items (only remain new for 30 days), items from the nursing collections at Thompson, Putnam or Chittenden, whole issues of periodicals.

Johnson State College   J62N

Will not lend reference, electronic books, new items, Vermont collection, whole issues of periodicals.

Lyndon State College   L99N

Will not lend reference, electronic books, "casuals" collection, videos costing more than $100, more than three volumes from a set of CDs, videos or dvds, Instructional Media Center kits with multiple parts, whole issues of periodicals.

Vermont Historical Society   M761H

VSCcat includes Vermont Historical Society Library holdings, but the Library does not lend any library materials. The public is welcome to use all library materials on-site at the Vermont Historical Society Library, Barre.

Renewals: request with an email message to the

Reserves: not available

Public and School Libraries

PUBcat, Web2 public library databases, Catamount, VOKAL, K12cat

Use PUBcat, the Web2 public library databases, Catamount, VOKAL, and K12cat **after** exhausting DOLcat and VSCcat, but **before** trying the other college libraries.

PUBcat, the Web2 public library databases, Catamount , VOKAL, and K12cat have a wealth of materials. These databases allow public and school libraries of all sizes to contribute to the interlibrary loan network. It is, however, necessary for libraries to actively vary the libraries they borrow from in order to spread the interlibrary loan workload.

There is some overlap between PUBcat and the individual Web2 public library, Catamount and VOKAL databases. Consider the Web2 public library, Catamount and VOKAL databases as the most up-to-date listing for these libraries.

Availability (Is what I need available to borrow?): PUBcat does not indicate if items are available to borrow. For those Web2 public libraries that do not indicate availability, a link is provided to their online catalog. The Catamount and VOKAL databases show availability.

Special features

- PUBcat, the Web2 public library databases, Catamount, VOKAL, and K12cat include:

    Videorecordings
    Sound recordings
    Juvenile and young adult materials
    Large print

- PUBcat lists titles with **multiple copies** for book discussion groups

    1. Locate with a subject search for "multiple copies" or search by title.

    2. Borrow from libraries owning multiple copies before requesting the same book from several libraries.

    3. You may borrow the same book for several different people, perhaps from a book group, when each person requests individually. Please do not use an email message to all VALS libraries to locate multiple copies of books.

        Other sources of multiple copies:

        Essex Free Library
        Fletcher Free Library
        Milton Public Library
        South Burlington Community Library ($10 postage fee per set)

        Vermont Humanities Council's Reading and Discussion program

Sending Web2 requests from PUBcat, Catamount, VOKAL, and K12cat

PUBcat holdings lists may be long. Use the whole list of holdings for each record to vary the libraries you borrow from.

When using PUBcat, Catamount, VOKAL, or K12cat, go to the request screen and fill in the email address for the owning library using the link to the Web2 "list of email addresses."

If you work from a printed copy of the Web2 "Public Libraries' Email Addresses" or "School Libraries' Email Addresses," please update your copy of these lists frequently to be sure you have accurate information.

Sending Web2 requests from the Web2 public library databases

When using the Web2 public library databases, use the link to the library's own catalog to see if the item you need is available.

The Web2 request form supplies the email address for items from the Web2 public library databases.

Renewals: send an email message to the lending library requesting a renewal.

Reserves

When you are requesting from a PUBcat or K12cat library and cannot know if the item is available, ask the borrowing patron if they are willing to wait for the item wanted if necessary. If patron can wait, include the message "please reserve" in the comments box with your initial request so that the lending library can respond to your request for a loan and for a reserve in the same response.

Burlington, Marlboro and St. Michael's Colleges

Availability (Is what I want available to borrow?): Use Web2 link to the college library's own catalog to see if an item is available to borrow.

Web2 requests

Request an item from DOLcat, VSCcat, PUBcat, or K12cat **before** using Burlington, Marlboro and St. Michael's Colleges.

VTLIB ILL CENTRAL will direct you to try these smaller college libraries when they own what you need, **before** trying Middlebury, UVM or Dartmouth for you.

Use the link to the owning college's own catalog to check availability before placing your request.

The Web2 request form supplies email addresses for these smaller Web2 colleges. To request photocopies, see **Requesting periodical articles**, p. 31.

Burlington College   B92BC

Will not lend electronic books, Manchel Collection, whole issues of periodicals.

Marlboro College   M34C

Will not lend reference, electronic books, special collections, newspapers or whole issues of periodicals.

St. Michael's College   B92STM

Will not lend archives, special collections, electronic books, newspapers or whole issues of periodicals.

Renewals: request with an email message to the college.

Reserves: not available.

Middlebury College and UVM

Availability (Is what I need available to borrow?): Use Web2 links to the college library's own catalog.

Libraries of last resort: Middlebury College and UVM are used for ILL only when no other Vermont library owns what is needed.

All requests to Middlebury College and UVM must be submitted through VTLIB (DOL) ILL CENTRAL.

Web2 requests for Middlebury College and UVM

1. Check DOLcat, VSCcat, PUBcat and K12cat, and other Web2 college catalogs to be sure the item you need is not listed in these catalogs. Try any possible locations you find. Wait to hear if your request has been filled. If the locations you try cannot fill your request, keep a note of where you tried.

2. Find the item you need in the Web2 catalog for Middlebury College or UVM and go to a Web2 request form.

3. In the comments box, list any libraries you have tried that would not lend to you, e.g. "B92F and B733 copies lost." The email address for your request is **lib.ill@state.vt.us**.

4. VTLIB ILL CENTRAL staff rechecks to be sure no other Vermont library owns what you need.

5. If you could borrow from a Vermont library, VTLIB ILL CENTRAL staff sends you a message, e.g. "VT locs: B92STM, B92C," listing other possible lenders you must try before VTLIB ILL CENTRAL will submit your request to Middlebury College or UVM.

6. If VTLIB ILL CENTRAL suggests libraries that cannot fill your request, resubmit your request to lib.ill@state.vt.us. In the comments box, include a note, e.g. "non-circ. at B92C," "missing at B92STM," etc.

7. VTLIB ILL CENTRAL sends your request to Middlebury College or UVM and sends you an email, e.g. "UVM sent" when the item you requested is being sent to you.

8. To request photocopies, see **Requesting periodical articles**, p. 31.

Middlebury College will not lend:
Reference
Electronic books
Flanders Collection materials
Music Library or Armstrong Library (science) print materials
Foreign language materials in any format during the summer.

Middlebury College will lend: Videos and sound recordings on a case-by-case basis.

Middlebury College renewals: must be requested through VTLIB ILL CENTRAL by emailing **lib.ill@state.vt.us**.

Middlebury College reserves: not available.

Middlebury College billing: will accept an exact edition of lost or damaged material in lieu of payment.

UVM will not lend: Special Collections, electronic books, sound recordings.

UVM will lend:

Reference materials, new books, microfilm, and whole issues of periodicals on a case-by-case basis.

UVM Dana books (medical), government documents, Research Annex materials.

Videos (DVD or VHS) on a case by case basis that are listed as "full circulation" in the UVM catalog

- Locate in UVM catalog and use a Web2 request form
- Loaned for two weeks only.
- Must be received by UVM on or before the due date, therefore patrons must be given a shorter loan period to accommodate mailing.
- May not be renewed.
- Must be returned trackable and insured in original UVM packaging.

UVM renewals: On a case by case basis. Must be requested through VTLIB ILL CENTRAL by emailing **lib.ill@state.vt.us**.

UVM reserves: not available

UVM billing: will accept an exact edition of lost or damaged material in lieu of payment.

Dartmouth College

Availability (Is what I want available to borrow?): Use the Web2 link to the Dartmouth College catalog to see if an item is available to borrow. Dartmouth charges other libraries $16.00 per loan, but lends to Vermont libraries for free. Dartmouth requires that Vermont libraries request through VTLIB (DOL) ILL CENTRAL.

Library of last resort: Dartmouth College is only used when there are no Vermont locations.

Web2 requests for Dartmouth College

1. Check DOLcat, VSCcat, PUBcat, and K12cat and other Web2 college catalogs to be sure the item you need is not listed in these catalogs. Try any possible locations you find. Wait to hear if your request has been filled. If the locations you try cannot fill your request, keep a note of where you tried.

2. Find the item you need in the Web2 catalog for Dartmouth College and go to a Web2 request form.

3. Add the call number for the item you need to the form. In the comments box, list any libraries you have tried that would not lend to you, e.g. "B92F and B733 copies lost." The email address for **lib.ill@state.vt.us** is supplied for you.

4. VTLIB ILL CENTRAL staff rechecks to be sure no Vermont library owns what you need.

5. If you could borrow from a Vermont library, VTLIB ILL CENTRAL staff sends you a message, e.g. "VT locs: B92STM, B92C," listing other possible lenders you must try before borrowing from Dartmouth College.

6. If the libraries VTLIB ILL CENTRAL suggests cannot fill your request, resubmit your request to VTLIB ILL CENTRAL. In the comments box, include a note, e.g. "non-circ. at B92C," "missing at B92STM," etc.

7. VTLIB ILL CENTRAL sends your request to Dartmouth College and sends you an email, e.g. "Dartmouth sent" when the item you requested is being sent to you.

8. To request photocopies, see **Requesting periodical articles**, p. 31.

Dartmouth College will not lend: Reference, electronic books, special collections, sound recordings, videos, software

Dartmouth College will lend: Microfilm, with up to 6 reels per loan

Dartmouth renewals: Must be requested through VTLIB ILL CENTRAL by emailing **lib.ill@state.vt.us**.

Dartmouth reserves: not available

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Vermont college libraries not listed in Web2

Although it is possible to search several Vermont college libraries with Web2, there are still many, such as Bennington College (B43C), Green Mountain College (P86G), Norwich University (N82N) which are not part of Web2. When you do not find what you need in Web2 and send a request to VTLIB ILL CENTRAL, you may receive an email with the VUC symbols for college libraries that are not in Web2. For the complete list of these email addresses, see **Email addresses for Vermont colleges,** p. 26.

Unlike the smaller college library databases in Web2, VTLIB does not ask you to try the Vermont college libraries not listed in Web2 before VTLIB ILL CENTRAL will request from Middlebury College and UVM for you. However, VTLIB ILL CENTRAL does ask you to try these libraries before they will request from Dartmouth College for you.

You are not expected to search the online catalogs of Vermont college libraries not listed in Web2. VTLIB ILL CENTRAL staff does this automatically before sending any requests to Middlebury College, UVM or Dartmouth College.

Availability (Is what I want available to borrow?): although not listed in Web2, these college libraries have their own online catalogs listing items as available or not.

Web2 requests

1. Check DOLcat, VSCcat, PUBcat and the public library databases and K12cat. Check additional Web2 databases if you wish.

2. If you do not find what you need, go to the "Blank ILL forms" at the bottom of the Web2 "Other Libraries" search screen.

3. Choose "ILL form to request a book." To request photocopies, see **Requesting periodical articles**, p. 31.

4. Complete the form with as much information as you can obtain. The email address **lib.ill@state.vt.us** is included in the form.

5. VTLIB ILL CENTRAL staff will email you the libraries (i.e. locations or "locs") that have what you need.

6. If the library that has what you need is in DOLcat, PUBcat, one of the Web2 public library databases, K12cat or one of the smaller college libraries in Web2, you can go to Web2, find what you need and send a Web2 request.

7. If the library that has what you need is a Vermont college library that is not in Web2, use the Blank ILL form at the bottom of the "Other Libraries" search screen again and list of **Email addresses for Vermont colleges**, p. 26, to send your request. To request photocopies, see **Requesting periodical articles**, p. 31.

Renewals: contact lending library by email
Reserves: not available.

Email addresses for Vermont colleges

B43C	Bennington College	**illbnt@bennington.edu**
B733E	School for International Training	**ill@sit.edu**
B92BC	Burlington College	**burl_college@vals.state.vt.us**
B92C	Champlain College	**Racht@champlain.edu**
B92STM	Saint Michael's College	**smcill@smcvt.edu**
C27N	Castleton State College	**cscill@castleton.edu**
C84ST	Sterling College	**sterlingcoll@vals.state.vt.us**
J62N	Johnson State College	**jscill@jsc.vsc.edu**
L99N	Lyndon State College	**ill@lyndonstate.edu**
M34C	Marlboro College	**marlboro@vals.state.vt.us**
M761F	Vermont College of Fine Arts Library	**vcfa.loan@vcfa.edu**
N82N	Norwich University	**nuill@norwich.edu**
P69G	Goddard College	**library@goddard.edu** **paula.tamburello@goddard.edu**
P86G	Green Mountain College	**pusaterir@greenmtn.edu**
P98L	Landmark College	**library@landmark.edu**
R16V	Vermont Technical College	**vtcill@vtc.edu**
R811L	Vermont Law School	**ill@vermontlaw.edu**
R93C	College of Saint Joseph	**coll_stjoseph@vals.state.vt.us**

Out of state borrowing

Out of state borrowing takes more time than borrowing from Vermont libraries. Be sure your patron can still use material that might take several weeks to receive. You are always welcome to send Web2 requests to VTLIB ILL CENTRAL with a note asking for Vermont locations only, e.g "VT locs. only." If a Vermont library has what your patron needs, but the material is non-circulating, your patron might be willing to travel to the owning library or to request photocopies. If that is not possible, try out of state.

You must always exhaust Vermont libraries and Dartmouth College before trying other out of state locations. To be sure your citation is correct and that there are no hidden Vermont locations, always send your request to VTLIB ILL CENTRAL first before trying out of state. VTLIB ILL CENTRAL can often find free out of state locations using OCLC.

Traditionally, libraries fill out an **ALA Interlibrary Loan Request Form**, p. 30 and mail it to out of state libraries. More recently, libraries have begun to accept email requests. The ALA request form can be found online at:
www.**ala**.org/rusa/files/resources/guidelines/ill**form**print.doc

Below are procedures that include both.

Web2 request to VTLIB (DOL) ILL CENTRAL to for correct citation and free locations

1. Check to be sure the item you need is not listed in the Web2 catalogs that you can request from directly (DOLcat, VSCcat, PUBcat, etc.)

2. Send your request to VTLIB ILL CENTRAL with a Web2 Blank ILL form from the bottom of the Web2 "Other Libraries" search screen. Do not use Web2 Blank ILL forms to send requests out of state.

3. Complete the Web2 Blank ILL form with as much information as you can obtain to speed your request. Use WorldCat.org or online vendors, e.g. Amazon.com, for complete cites.

4. VTLIB ILL CENTRAL sends only Vermont locations unless "o.s. locs." appears in your request. In the box "list sources," type "free o.s. locs," i.e. out of state locations that do not charge. Also, list any copies from Web2 libraries that you know are not available, e.g. "B92STM charged out, B733 copy lost."

5. VTLIB ILL CENTRAL always gives free locations if they are available. However, many large out of state libraries charge fees for loans. Currently, these fees start at $15.00. To receive locations that charge fees, add a note to your request such as "o.s. locs, max. $15.00."

6. VTLIB ILL CENTRAL will reply with corrections to your citation, if needed, give the source of this citation information, i.e. the verification, plus several out of state locations. The usual source for verification and out of state locations is OCLC, the national database for libraries. OCLC locations have three character symbols.
    a. Ex. VTLIB ILL CENTRAL message: Corr. author: Robinson, Rowland
       i. OCLC #1234567 free locs: PPN, SNN, AUM, NAB, NHL

7. To translate OCLC symbols for out of state locations, go to the **OCLC WorldCat Registry**, advanced search page.

8. You may also find the item you need in Worldcat with names of owning libraries and links to owning library catalogs. These libraries may charge fees.

Out of state requests for books, audiovisuals, etc. (**Periodical articles**, p. 32)

1. Using the link from the owning library in Worldcat or a Google search, find the owning library's online catalog and check to be sure that the item you need is available.

2. On the owning library's web site, locate the email address for the ILL office.

3. Send an email to the owning library's ILL office with the complete citation for the item you wish to borrow and the OCLC number. Ask if the library would charge a fee for this loan. Ask if the library is willing to accept an email request from your library. Give your own name and your library's mailing address and phone number.

4. If you are asked to send an **ALA Interlibrary Loan Request Form**, p. 30. Fill it out according to the following steps.

5. **Request date** is the date you mail the form. **Request number** is your library's request number. **Client information** is the name of your patron. This information is for your records as you will be keeping a copy of the form. You may assume that all librarians protect patron confidentiality.

6. Next give the name and mailing address of your library. In the space below, give the same for the library you are requesting from.

7. Under "citation information," fill in the book or audiovisual citation as given by your source, e.g. VTLIB ILL CENTRAL, Worldcat, OCLC, Amazon, etc. Series line may be blank as not all titles are part of a series.

8. At **verified in**, give the OCLC number, i.e. "verified OCLC #1234567" or "verified in Amazon." In case there is wrong information in your citation, the lending library can quickly go back to your source.

9. Use your own name in the blank for authorization.

10. In the next column, use the **charge information** section for the maximum fee your patron will pay. Currently, most fees start at $15.00. Your maximum may be $0 if VTLIB ILL CENTRAL gave you "free locs."

11. Email the completed ALA request form as a Word attachment.

12. Another option is to snail mail two copies of the ALA request form, printing a third for your own records. It is a courtesy to include your library's mailing label with the form

ALA Interlibrary Loan Request Form 2002

Request date   _____
Need before   _____
Request number   _____
Client information   _____

Borrowing library name and address

Citation Information

Book author   _____
Book title   _____
Publisher _____ Place _____ Date   _____
Series   _____
This edition only _____   ISBN _   _____

Serial title   _____
Volume / issue _____ Date _____ Pages   _____
Author of article   _____
Title of article   _____
ISSN _____

Audiovisual title   _____
Date of publication   _____

Verified in and / or cited in   _____
Other bibliographic number   _____

Lending library name and address

Lending library phone   _____
Lending library fax   _____
Lending library email   _____
Lending library electronic delivery address   _____

Notes   _____
          _____
Request complies with
[   ] 108(g) (2) Guidelines (CCG)
[   ] other provision of copyright law (CCL)

Authorization   _____
Phone   _____
Fax   _____
Email   _____
Electronic delivery address   _____

Type of request:
[   ] Loan
[   ] Photocopy
[   ] Estimate
[   ] Locations

Charge information

Account number   _____
Maximum willing to pay   _____
Have reciprocal agreement   _____
Payment provided   _____

Lending library report

Date of response   _____
Date shipped   _____
Shipped via   _____
Insured for   _____
Return Insured [   ]
Packing Requirements   _____
Charge   _____
Date due   _____

Use restrictions

[   ] Library Use Only
[   ] Copying not permitted
[   ] No Renewals
[   ]   _____

Not sent because
[   ] At bindery
[   ] Charge exceeds limit
[   ] Hold placed
[   ] In process
[   ] In use
[   ] Lacking
[   ] Lacks copyright compliance
[   ] Locations not found
[   ] Lost
[   ] Non-circulating
[   ] Not found as cited
[   ] Not on shelf
[   ] Not owned
[   ] On order
[   ] On reserve
[   ] Poor condition
[   ] Prepayment required
[   ] Request on   _____
[   ] Volume / issue not yet available
[   ]   _____

Estimate for

Loan   _____
Copy   _____
Microfilm   _____
Microfiche   _____

Borrowing library report

Date Received   _____
Date Returned   _____
Returned via   _____
Insured for   _____
Payment Enclosed [   ]
Renewals

Date Requested   _____
New Due Date   _____
Renewal Denied [   ]

Requesting periodical articles

It can be more complicated to request periodical articles than to request books. Citations for periodical articles are complex. Also, libraries have a legal obligation to comply with copyright law in all requests for periodical articles. Still, articles are the best source of information on many topics. Libraries that subscribe to the Vermont Online Library (VOL) should check it before requesting in case VOL contains full-text of the article needed.

Copyright

1. All libraries must follow the U.S. copyright law.

2. Libraries with subscriptions may use any number of full-text articles from the Vermont Online Library without violating any copyright law.

3. However, libraries may receive only five articles published in the last five years per periodical per year through ILL. This is the limit for each library, not for each patron.

4. For example, if you receive five *Consumer Reports* articles in 2015 and all five articles were published after January 2011, you must wait until 2016 before requesting any *Consumer Reports* articles published after January 2011.

5. Add the copyright symbol "CCG" (Copyright Compliance Guidelines) to all requests for articles published within the last five years. This indicates that you are aware of and complying with the copyright laws.

6. Keep a record for three years of the CCG articles that you receive.

7. Add the copyright symbol "CCL" (Copyright Compliance Law) to all requests for articles published more than five years ago. You may request an unlimited number of CCL articles.

Maximum cost

1. Many large, out of state libraries charge fees for photocopies. For these libraries, fees start at $15.00.

2. To try for articles from libraries that charge fees, a patron must be willing to pay up to $15.00 per article. To receive locations that charge fees, add a note to your request such as "o.s. locs, max. $15.00."

3. VTLIB ILL CENTRAL always gives you free locations first if available.

List source and/or verification

1. Give the source of your citation, e.g. Vermont Online Library, ERIC journal article (EJ) number, author and title of book that listed the cite or a web address.

2. If your patron provides a citation, but cannot give a source, list source as "patron info."

Articles from Vermont libraries and Dartmouth

1. Use a Web2 Blank ILL form to request an article in a periodical. For these forms, go to the bottom of the Web2 "Other Libraries" search screen.

2. Even if you find the periodical you need in Web2, use a Web2 Blank ILL form to send your request.

3. Give as complete a citation as possible with the author and title of the article, the periodical, volume, date and paging.

4. Always include the proper copyright symbol.

5. If the periodical is at the Dept. of Libraries, Middlebury College, UVM or Dartmouth, use a Web2 Blank ILL form to send your request to **lib.ill@state.vt.us**.

6. If the periodical is at any other Vermont library, send your request to the owning library. Email addresses are in **Email addresses for Vermont colleges**, p. 26, or the **Vermont Library Directory** at the VTLIB website.

7. If you need help completing a citation or locating a periodical, use a Blank ILL form to send your request to **lib.ill@state.vt.us**.

Articles from out of state libraries

1. Begin by sending a Web2 request to **lib.ill@state.vt.us** for a correct citation and/or locations. For these forms, go to the bottom of the Web2 "Other Libraries" search screen. See **Web2 request to VTLIB ILL CENTRAL for correct citation and free locations**, p. 27 for details.

2. Do not use a Web2 Blank ILL form to send requests out of state.

3. When you know which library has the periodical you need, use a Google search to find the library's online catalog and check to be sure that the periodical issue you need is available.

4. On the owning library's web site, locate the email address for the ILL library.

5. Send an email to the owning library with the complete citation for the periodical article and the OCLC number for the periodical. Ask if the library charges a fee for this photocopy. Ask if the library is willing to accept an email request from your library. Give your own name and your library's name, mailing address and phone number.

6. If you are asked to send an **ALA Interlibrary Loan Request Form**, p. 30, www.**ala**.org/rusa/files/resources/guidelines/ill**form**print.doc (2002 version is current), fill it out according to the following steps.

7. **Request date** is the date you mail the form. **Request number** is your library's request number. **Client information** is your patron's name. This information is for your records as you will be keeping a copy of the form. You may assume that all libraries protect patron confidentiality.

8. Give the name and mailing address of your library. In the space below, give the same for the library you are requesting from.

9. Under **Citation information**, fill in the section beginning "serial title" with the name of the periodical and the citation, accurately transcribing all the information from your source.

10. At **Verified in**, give the source of your citation, e.g. Vermont Online Library, PubMed, ERIC journal article (EJ) number, the author and title of the book that listed the cite, or a web address.

11. At **Request complies with**, check off the proper copyright symbol (see **Copyright**, p. 31.

12. Use your name in the blank for **authorization**.

13. In the next column, use the **charge information** section for the maximum fee your patron will pay. Currently, fees start at $15.00. Your maximum may be $0 if VTLIB ILL CENTRAL gave you "free locs."

14. Email the competed ALA request form as a Word attachment.

15. Another option is to snail mail two copies of the ALA request form, printing a third for your own records. It is a courtesy to include your library's mailing label with the form.

Requesting information

ILL is not just for books, audio-visual material and articles. You may also request information of any kind. VTLIB ILL CENTRAL staff in Montpelier will try to fill your request using all VTLIB resources. If that is not possible, the VTLIB UVM Access librarian will search the UVM collections as well.

1. To request information, go to the Web2 Blank ILL forms at the bottom of the Web2 "Other Libraries" search screen.

2. Choose "ILL form to request materials on a particular subject."

3. Complete the form giving all the details you have. Include the patron's source of information with any dates or possible Vermont connection. Knowing how the patron will use the needed information can be helpful.

4. Add "o.s. locs" and maximum cost if patron would like to try out of state.

5. The email address with this form is **lib.ill@state.vt.us**.

Requesting help with ILL

When you cannot locate what you need in the Web2 databases, request help from VTLIB ILL CENTRAL using a Web2 Blank ILL form from the bottom of the Web2 "Other Libraries" search screen. All Web2 Blank ILL forms are set to be forwarded to **lib.ill@state.vt.us**.

For help completing the citation for a book or finding locations to request from, use the Web2 Blank ILL form for books, giving the information you have. VTLIB ILL CENTRAL will send only Vermont locations unless you indicate that out of state locations are wanted. See also **Vermont college libraries not listed in Web2,** p. 25 and **Out of state borrowing**, p. 27.

For help locating a periodical article, use the Web2 Blank ILL form to request a periodical article and the instructions in **Requesting periodical articles**, p. 31. Libraries that subscribe to the Vermont Online Library (VOL) should check it before requesting in case VOL contains full-text of the article needed.

For help answering a reference question or with locating information on any topic, use the Web2 Blank ILL form to request materials on a particular subject. See also **Requesting information**, p. 34. To obtain as much information as possible from your patron, try the list of questions in the **Working with patrons** section of the **Overview**, p. 4, no. 8.

For help with ILL policies or procedures, send email to **lib.ill@state.vt.us**.

Replies from VTLIB (DOL) ILL CENTRAL

Sometimes VTLIB cannot fill your request.   Occasionally we cannot even find anything similar or a reasonable substitute. You need to know the reasons for this so that you can explain it to your patron.

Here are several email messages that you could receive from VTLIB with an explanation for each:

1. "No owning library," i.e., item exists, for example in Amazon.com, but VTLIB ILL CENTRAL staff cannot not find a library that owns it.

2. "Too new," i.e., item was published within the last six months and is too new to borrow through out of state interlibrary loan.

3. "Too new," i.e., item was published within the last six months and is too new to borrow through ILL.

4. **"Can't verify," i.e., cannot find item as requested or anything else that might be similar in any lending or non-lending source.**

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LENDING

Receiving ILL messages

1. Check your email at least twice per week for requests.

2. Print request messages to use as you check your catalog and shelves.

3. Reply promptly to requests, stating whether or not a request will be filled.

4. When you cannot fill a request, always give the reason.
   a. Charged out: requesting library could ask for a reserve or try requesting elsewhere.
   b. Non-circulating: requesting library could suggest to patron that s/he visit your library to use item on-site or try requesting elsewhere.
   c. Missing or lost: requesting library will know not to re-request that item from your library.

5. If you receive a request that was sent using a Web2 Blank ILL form, the request will have the return address requestform@dol.state.vt.us.   Be careful not to send a reply message to requestform@dol.state.vt.us, but to address your reply message to the library that sent the request.

Lending procedures

1. Lend as generously as possible.

2. You may not request any type of material that your library will not lend, e.g. if your library does not lend videos, you may not request any.

3. Give longer loan periods to allow for mailing, contacting patrons, etc. Four weeks is recommended.

4. Add ILL libraries to other library patrons in your circulation system.

5. Charge out ILL items as you would charge to your own patrons so that you have easy access to your records should you have another request for a loaned item.

6. With each item that you lend:
   - Make sure it is marked with your library's name and address.
   - Include the due date.
   - Include your library's return mailing label.
   - Whenever possible, include a printout of the requesting email message.

Lending and costs

1. You are **not** responsible for ILL materials damaged or lost
    a. In transit from your library to the borrowing library.
    b. In transit back to your library from the borrowing library.

2. You are responsible for notifying the borrowing library
    a. If you do not receive an item that has been sent.
    b. If an item is overdue.

3. You are responsible for sending bills to borrowing libraries when ILL materials are lost or damaged, either by patron or in transit.

Renewals

1. Respond promptly to requests for renewal.

2. When you do not respond, a library requesting a renewal can assume you have granted the renewal.

ILL records and statistics

Records when you request

1. Use a printed request form that patrons can fill out or that you can complete for patrons who request by phone. See **Patron request form**, p. 8.

2. On the patron request form, include
   a. All information about request that patron provides
   b. All information you collect. Note your source(s) for this information
   c. Library catalogs you check
   d. Libraries that own the item needed
   e. Library you send the request to and the date you send it
   f. Request number you assign to the request

3. Keep patron request forms for record keeping and statistics.

4. File patron request forms consistently by title.

5. You may also need a copy of your patron request forms filed by patron name.

Records and statistics when you receive a loan

1. Use your patron request form to record the lending library and due date

2. To be sure that all library ILL staff follow any special instructions from the lender, write these instructions on a "book band" you place on the borrowed material before charging it out.
   - Special mailing instructions include "ship in a box" or "use UPS."
   - Special use instructions include "in-library use only."

3. If there are no lender restrictions, charge out ILL materials as you charge out materials from your own library.

4. Assign a due date for your patron, allowing for time to mail the item so it is received by the lender's due date.

5. Contact the patron for pick up and record the date of contact and form of contact (phone, email, etc.), especially when you leave a message with someone other than the patron. Protect confidentiality by not leaving titles of ILL items in a message.

6. Record the date you return an item to a lender on the patron request form.

7. At the end of each month, record the total number of ILL requests for your statistics.
   - Record the number of requests you send as well as the number of your requests that are filled.
   - You may wish to record subtotals by type of material (books, videos, etc.) borrowed and loaned.

8. After ILL materials are safely returned, discard your records to protect patron confidentiality.

9. If you need to keep ILL records longer, "black out" patron names.

Records and statistics when you receive photocopies

1. On your patron request form, record the library that sent the article and the date you received it.

2. No need to charge out photocopies.

3. Contact the patron and record the date of contact and the form of the contact on the patron request form, especially when you leave a message with someone other than the patron.

4. At the end of each month, record the total number of ILL requests for your statistics.
   - Record the number of requests you send as well as the number of your requests that are filled.
   - Keep a record of each CCG article received, filing it by periodical title and holding it for three years to comply with copyright law. See also **Requesting Periodical Articles**, section on **Copyright**, p. 31.

5. If you receive a total of five CCG articles from the same periodical during a calendar year, you may not request any more CCG articles from that periodical until the next year.

6. Discard your records for CCL articles after your patron has picked up the articles and you have recorded your statistics. See also section on **Copyright** in **Requesting Periodical Articles**, p. 31.

Records and statistics when you lend materials

1. When you lend to a library, add that library to your circulation system.

2. Charge out ILLs as you charge out materials to your own patrons.

3. Discharge ILLs when they are returned.

4. Add each loan to your ILL statistics.
   - Record the number of requests you receive as well as the number of requests that you fill. Include any requests for photocopies.
   - You may wish to keep subtotals by type of material (books, videos, photocopies, etc.)

5. To protect patron confidentiality, do not keep any record of the names of the patrons of libraries you loan to.

6. Send overdue notices and bills to libraries borrowing from you as you would to your own patrons.

Using ILL statistics

1. Required for Vermont Department of Libraries' annual Public Library Report
   - ILL statistics are used for federal reporting.
   - ILL statistics are used to support VALS and other Department services.

2. Use to justify your postage budget
   - Compute the average cost of mailing a book.
   - Multiply by the number of items borrowed and loaned.

3. Use to justify your ILL costs
   - Compute the "fill" ratio by dividing the number of items you receive by the number of items you request to show how frequently the requests you send are worth the effort.
   - Using an average book price, compute what you have saved by using ILL instead of purchasing materials.

4. Use to justify an increased book budget
   - May indicate you must request items your patrons repeatedly want.
   - May indicate you request more than other libraries of similar size, suggesting that you need a larger collection and/or more space.

ILL policies and procedures at your library
written guidelines for your own library's service

Purpose

1. Helps your staff offer ILL service consistently to all patrons.

2. Answers questions from patrons or other librarians about your service.

3. Makes training new ILL staff easier.

4. Makes filling in for absent ILL staff easier.

Policies for your patrons may include

1. Responsibilities of ILL borrowers
   a. Pick up all material promptly or let library know if material is no longer wanted.
   b. Return ILL material on or before due date.
   c. Return any **recalled** ILL material as soon as possible. See also **Overview**, p. 7, no. 6.
   d. Request renewals before material is due.
   e. Pay for any damaged or lost materials.

2. Consequences if patron does not fulfill above responsibilities. For example:
   a. Patron is denied ILL service for balance of calendar year.
   b. Patron is restricted to in-library use of ILL material.

3. Maximum number of items each patron may borrow at one time through ILL.

Borrowing procedures for your library may include

1. How to record incoming requests from your library's patrons.

2. How to correct and complete patron information.

3. How to search for requested material.

4. How to place requests.

5. How to charge ILL materials out to your patrons.

6. How to set due dates for your patrons for ILL materials, e.g. set patron's due date two days before lending library due date to allow for return mail.

7. How to borrow from out of state libraries.

8. Any other procedures related to interlibrary loan.

Lending policies for your library may include

1. Loan periods
    a. Usually 30 days for ILL requests, but each library may choose.
    b. May differ according to type of material.

2. Types of material your library will not loan through ILL. Remember that your library may not request a type of material that it does not loan.

3. Types of material that are loaned for in-library use only, e.g. reference.

4. Loaning status of new/high demand books.

5. Mailing instructions, e.g. videos must be returned in a box.

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GLOSSARY

1. **Borrower or borrowing library**: Library that sends a request to another library. Also refers to a library that receives loaned items from another library.

2. **Catamount Library Network:** The Catamount Library Network is a consortium of Vermont libraries that share a catalog and integrated library system, using the Koha platform. Catamount Library Network website: http://www.catamountlibraries.org/

3. **CBEC**: Abbreviation for Children's Book Exhibit Center at the Vermont Dept. of Libraries. The CBEC collection of books and other materials for children and librarians is listed in Web2 DOLcat. All CBEC materials are available for loan. Send Web2 requests for CBEC materials to lib.ill@state.vt.us.

4. **CCG**: Copyright Compliance Guidelines, from the U.S. copyright laws. CCG refers to articles published in the past five years. Libraries may receive copies of only five CCG articles from a single periodical title during a single year through ILL. Libraries must retain for three years all records for CCG articles received.

5. **CCL**: Copyright Compliance Law, from the U.S. copyright laws. CCL refers to articles published more than five years ago. Libraries may receive any number of CCL articles through ILL and are not required to retain any record of these transactions.

6. **DOLcat**: Web2 catalog of the Vermont Dept. of Libraries (VTLIB). Almost all materials in these collections are available for loan.

7. **Holdings**: Materials owned by a library, usually listed in a library catalog.

8. **Holding code**s: Codes used to represent the library whose holdings are listed in PUBcat, K12cat, VOKAL or Catamount.

9. **ILL**: Abbreviation for interlibrary loan.

10. **K12cat**: Web2 catalog for Vermont school libraries on the "Other Libraries" search screen. Send Web2 requests to the owning school library.

11. **Lender or lending library**: Library that receives a request for an ILL and/or lends material from its collection to another library.

12. **LIB SCI**: Abbreviation for the Library Science collection at the Vermont Dept. of Libraries. The Library Science collection contains materials on best practices for librarians and is listed in Web2 DOLcat. Almost all LIB SCI materials are available for loan. Send Web2 requests for LIB SCI materials to lib.ill@state.vt.us.

13. **Location**: Abbreviated as "loc." Library or other institution that will supply an ILL. Locations are represented as Vermont Union Catalog symbols and listed in the VTLIB **Vermont Library Directory**, e.g. B733 is the symbol for the Brooks Memorial Library, Brattleboro, in email messages from the VTLIB ILL Central Office. See also 17. **OCLC symbol** below.

14. **Non-circulating**: Abbreviated as "non-circ." Term to describe items a library will not lend, but will allow patrons to use in the owning library. Usually refers to reference materials and older or more fragile materials.

15. **OCLC** (Online Computer Library Center) An international library consortium. Originally a consortium of Ohio college libraries. No longer an abbreviation, it is now the acronym for the organization that maintains WorldCat, the largest database of library holdings in the world, trusted by librarians for its accuracy.

16. **OCLC number**: Unique number assigned to each bibliographic record in the OCLC database, sometimes referred to as the OCLC accession number. Libraries use OCLC numbers to indicate that the citation they are using matches an OCLC record, considered an accurate source.

17. **OCLC symbol**: Symbols representing libraries in the OCLC database, e.g. MTH is the OCLC symbol for Mount Holyoke College. OCLC symbols are used to represent the names of out of state libraries in email messages from VTLIB ILL Central staff. There is a directory of symbols at the OCLC WorldCat Registry, advanced search page: http://www.worldcat.org/webservices/registry/xsl/search-advanced.

18. **PUBcat**: Web2 catalog for Vermont public libraries on the "Other Libraries" search screen. Send Web2 requests to the owning public library.

19. **Recall**: Request from lender for return of loaned material before due date. Lenders are always permitted to recall loaned materials and borrowers are always obligated to attempt to comply.

20. **REF&LAW**: Abbreviation for the Reference and Law collection at the Vermont Dept. of Libraries, Central Collection in Montpelier; also called the Vermont State Library. The Reference and Law collection contains reference and law books on all subjects and is listed in Web2 DOLcat. REF&LAW books are available for loan unless too fragile or awkward to mail. Send Web2 requests to lib.ill@state.vt.us.

21. **Replies**: Messages sent by libraries in response to ILL requests.

22. **Request**: Message sent from one library to another, asking to borrow materials, asking for photocopies or asking for information on a particular topic.

23. **Request number**: Unique, sequential number assigned to each request sent by a library.

24. **RLS**: Abbreviation for the Reference and Law Services Unit at the Vermont Dept. of Libraries, Central Collection in Montpelier; also called the Vermont State Library. Unit is responsible for the Department's reference collection, law library, library science collection, Vermontiana, Vermont newspapers on microfilm and grant resources, plus the VTLIB ILL Central Office.

25. **SSI SSH**: Abbreviation for the Special Services Unit at the Vermont Dept. of Libraries. The Unit provides library services to Vermonters who are physically and/or visually handicapped. It lends an extensive collection of large print books that is listed in DOLcat. In messages from VTLIB ILL Central Office staff, the Unit is referred to as "SSU." Send Web2 requests for SSU large print to lib.ssu@state.vt.us.

26. **Supplier**: Library that lends materials and/or provides another library with materials that do not need to be returned, usually photocopies.

27. **VALS**: Vermont Automated Library System, the Vermont Dept. of Libraries' Web2 library catalogs.

28. **Verify**: To confirm the accuracy of information given in an ILL request. Used in a statement giving the source that confirms the accuracy of a citation. See example below at "Vfd.," the abbreviation.

29. **Vermont Online Library (VOL)**: Databases and other resources offered to Vermont libraries by the Vermont Dept. of Libraries.

30. **Vfd**.: Abbreviation for "verified," e.g. "vfd. OCLC #123678," used following an ILL citation to indicate that the matching citation with the same OCLC number is in the OCLC database.

31. **VOKAL**: The Vermont Organization of Koha Automated Libraries, is a project of the Green Mountain Library Consortium dedicated to creating a shared catalog and Integrated Library System. The VOKAL online catalog is found at: https://sites.google.com/site/vokalvtpublic/home

32. **VSC**: Vermont State Colleges, i.e. Johnson State, Castleton State, Lyndon State, Vermont Technical College and the Community College of Vermont. Holdings for the VSC are in Web2 VSCcat on the "Other Libraries" search screen. Send Web2 requests to the owning VSC library.

33. **VTLIB**: New abbreviation for the Vermont Dept. of Libraries. Formerly DOL.

34. **VTLIB (DOL) ILL CENTRAL**: The Vermont Dept. of Libraries ILL office located in Montpelier.

35. **VUC symbol**: Vermont Union Catalog symbols for Vermont libraries used in email messages from the VTLIB ILL Central Office. For example, the VUC symbol for the Brooks Memorial Library in Brattleboro is B733. VUC symbols are listed in the **Vermont Library Directory** and in the list of library email addresses in PUBcat and K12cat.

36. **Web2**: http://web2.libraries.vermont.gov/ Internet-based library catalogs for many Vermont libraries. Web2 is supported by the Vermont Dept. of Libraries and is also referred to as VALS.