_____ Library System Resource Sharing Plan

I. Overview

The _____ Library System operates with a primary mission of support for resource sharing. We believe that our library users should be able to get what they want on the terms that they choose without undue hurdles from the library community. Similarly, we believe that libraries should strive to improve accessibility to their local collections through a regional, statewide, or national database.

As libraries make their collections visible on a regional scale, they provide a local, statewide, even international resource delivery system model that combines the strengths of all participating libraries. Toward that end, the following principles embraced by the _____ Library System and its libraries are in place to encourage resource sharing and resource access. These services will enhance the role of libraries in the expanding information environment while maintaining the integrity of each institution's mandate and collections.

The following general statements apply to all policies:

A. Restrictions shall only be imposed as necessary by individual institutions with the goal that the lowest-possible-barriers-to-fulfillment is presented to the user.

B. Library users shall be given appropriate options for delivery format, method of delivery, and fulfillment type, including loan, copy, digital copy, and purchase.

C. Global access to sharable resources shall be encouraged through formal and informal networking agreements with the goal towards lowest-barrier-to-fulfillment.

Because libraries want to remain a center for providing the best information, we believe every institution must re-evaluate its service model in light of the above principles, revise its policies and workflow to meet the global resource sharing and delivery mandate, and expose its resources to more general discovery.

To further affirm the commitment of the ____ Library System, we affirm the Rethinking Resource Sharing Manifesto.

II. Resource Sharing Policy

_____ LIBRARY SYSTEM

Introduction

The local library, whether public, school, academic, or special has the responsibility of locally meeting as many of its patrons' needs as feasible. However, for a variety of reasons, this may not always be possible. Properly used, resource sharing is an excellent method to help supplement the local library's collection. Reciprocal access, interlibrary loan, and reciprocal borrowing are all components of resource sharing. Reciprocal borrowing, interlibrary loan, and reciprocal access are not to be used as a substitution for the financial support and collection management of an individual library; they augment the provision of library services by the local library.

One point that must not be lost is that the library service of resource sharing is not free. Ultimately all residents of Illinois must share the cost. Residents who are not taxed for public library service will share the cost through nonresident fees.

This policy was developed to govern the practice of resource sharing within the _____ Library System. The policy supplements but does not supersede the ILLINET Interlibrary Loan Code, the ILLINET Online Library Resource Sharing Code, or the individual library's circulation policy. Statewide interlibrary loan is governed by the most recent version of the ILLINET Interlibrary Loan Code. This policy will address the areas of reciprocal borrowing, reciprocal access and interlibrary loan.

Definitions:

Resource Sharing: Activities through which member libraries within the System cooperate in the sharing of resources and services with patrons or libraries entitled to library borrowing privileges. The concept of resource sharing includes, but is not limited to, interlibrary loan, reciprocal access, telephone reference, chat, or other forms of electronic transmission and reciprocal borrowing.

Multitype Reciprocal Borrowing: A voluntary plan for reciprocal borrowing privileges extended to cardholders of any group of System member libraries, which includes at least one nonpublic library.

Reciprocal Borrowing: A program whereby a patron of a full member public library may borrow materials in person directly from any other participating public or nonpublic library without using interlibrary loan mechanisms. Developmental member libraries are not eligible for reciprocal borrowing. In reciprocal borrowing, the patron moves from library to library. Nonpublic libraries are encouraged to allow reciprocal borrowing within their legal limits.

Reciprocal Access: Arrangement in which a library patron is allowed on-site access to the resources of another library. Materials do not leave the building. The public at large, under certain conditions, may be allowed use of nonpublic libraries' or nonpublic institutions' member libraries in the System. Access is provided either through open access during the library's open hours or by appointment upon referral by the librarian.

A. Reciprocal Borrowing

1. Responsibilities of All Member Libraries

a) Provide accurate information to patrons on the reciprocal borrowing rules and procedures in the system.

b) Issue library cards that meet the minimum guidelines for reciprocal borrowing, including an expiration date, the patron's name, unique borrower's number, and the name of the issuing library.

c) Annually review its nonresident fee policy and report to the system the method adopted by the library to determine the local use nonresident fee, the amount of the fee, and the effective date of the fee.

2. Responsibilities of the Card Issuing/Home Library

a) Assist with the retrieval of delinquent material borrowed by one of its registered patrons.

b) Reimburse lending library for reciprocally borrowed items not returned by patrons. The reimbursement will be made within eight weeks of receipt of the bill from the lending library.

1) Upon receipt of a bill, the Card Issuing/Home Library will replace or reimburse the lending library for lost or damaged material not paid for by the reciprocal borrower, in a manner consistent with the lending library's policy.

2) If reimbursement is not made within three months of receipt of a bill, the lending library may contact the System for further action. Such action may include blocking reciprocal borrowing privileges at the lending library.

c) A public library shall not sell a separate use card to residents who live in another legally established library service area.

d) A public library may choose to sell a nonresident card. If a library chooses to sell nonresident cards, the cards shall be issued; and nonresident fees shall be calculated according to appropriate Illinois Statute and the Illinois Administrative

Code. The purchase of this card enables the purchaser to have reciprocal borrowing privileges at other public libraries. Nonresident cards must be clearly marked "Nonresident."

e) Provide a means for non-LLSAP libraries to notify member public libraries of patrons reported as delinquent.

3. Responsibilities of the Lending Library

a) Lend to reciprocal borrowers all materials in any format, as generously as possible.

1) A library is expected to provide 60% or more of local circulation to their cardholders. A library which experiences an imbalance as a net lender in reciprocal borrowing may restrict (but not terminate) reciprocal borrowing by the patrons of those libraries who have created a significant imbalance for the lending library.

2) No library is expected to lend more than 15% of their total circulation to cardholders of another single library. A library which experiences an imbalance as a net borrower may request other libraries to limit (but not terminate) reciprocal borrowing to the library's patrons.

3) The limiting library's Board of Trustees shall review any limits imposed on reciprocal borrowers at least annually to determine whether the conditions justifying such restrictions still pertain and the limits imposed remain fair and reasonable. Any restrictions imposed by a limiting library must be reported to the system for posting on the system website.

b) Agrees to honor the delinquency thresholds of other system libraries and not circulate materials to delinquent patrons, whether a local patron or a patron of another library, until the delinquency is cleared. When in doubt, the library should contact the Card Issuing/Home Library for verification of the patron's status.

c) Have a policy by which delinquent borrowers will be refused service until the borrower resolves the delinquency to the satisfaction of the lending library. A reciprocal borrower is subject to the same overdue, lost, or damaged material circulation policies as the lending library's patrons.

d) Notify reciprocal borrowers of overdue materials in order to recover materials or collect payment directly from the patron and assist with the retrieval of

delinquent material borrowed by one of its registered patrons if requested by the lending library.

e) Card Issuing/Home Library will reimburse lending library for reciprocally borrowed items not returned by patrons. The reimbursement will be made within eight weeks of receipt of the bill from the lending library.

f) Agree to extend intersystem reciprocal borrowing privileges to patrons with valid borrower's cards from Illinois public libraries outside the system, provided the library extends reciprocal privileges to card holders outside its library system.

g) Maintain and report adequate statistics concerning reciprocal borrowing transactions as required by the appropriate governing body, the System and/or the Illinois State Library. LLSAP members maintain reciprocal borrowing statistics through their online catalog. Non-LLSAP public libraries will maintain reciprocal borrowing statistics locally.

4. Responsibilities of the System

a) Designate a staff member to coordinate, monitor, and guide the reciprocal borrowing program.

b) Coordinate and share the collection of reciprocal borrowing statistics from member libraries.

c) Monitor reciprocal borrowing use patterns.

d) Distribute current state and system agency policies to member libraries.

e) Mediate, through a grievance procedure, the reimbursement settlement between the lending and the home libraries.

5. Suspension of Reciprocal Borrowing Privileges

a) The reciprocal borrowing privileges of a library's cardholders can be suspended for violation of the provisions of this policy.

b) If an interpretation of this policy is at issue, the system will use the procedures of the membership grievance policy to clarify the intent of the policy.

c) The system will notify all public libraries of any member library whose reciprocal borrowing privileges have been suspended.

d) In case of disputes arising from the application of the suspension provisions of the Resource Sharing Policy, the procedures described in the System Grievance Policy will be used.

6. Accessing School, Academic, and Special Libraries through Reciprocal Borrowing

When regulations governing the nonpublic library allow, libraries are encouraged to permit reciprocal borrowing of items from their collection by either:

a) Accepting valid public library cards.

b) Issuing community patron cards as provided for by their local policies.

c) Encourage the lending of all types of material to reciprocal borrowing patrons on the same basis as to local patrons.

B. Reciprocal Access

1. Responsibilities of the Library

a) Provide information describing their local access requirements to the system.

b) Encourage and inform patrons of the availability.

c) Participate in the reciprocal access program by making its library resources available to patrons of other member libraries in the least restrictive way possible. Libraries may place reasonable restrictions on physical access to their facilities by patrons of other libraries.

d) When regulations governing the nonpublic library allow, libraries are encouraged to permit on-site use of their collection by either:

1) Open access anytime the library is open for use.

2) Appointment made by the patron's Card Issuing/Home Library.

e) Make available all nonproprietary, nonconfidential resources of the library for on-site use by reciprocal access patrons from other system libraries. If, for a valid reason, a library cannot provide on-site physical access to its nonproprietary, nonconfidential library resources, the library must submit a plan to provide functionally equivalent access to patrons of other system member libraries.

f) Follow the standard procedures for referring patrons to other _____ member libraries, taking into consideration the access requirements of the library to which the patron is being referred.

2. Responsibilities of the System

a) Collect and make available information describing local requirements of system libraries for on-site access.

b) Provide a standardized means for referral of patrons.

c) Monitor the reciprocal access program.

Additional Definitions:

Resident: A person residing in Illinois who has his or her principal residence within the territory of a public library service area.

Nonresident: An individual residing in Illinois who does not have his or her principal residence within the territory of a public library service area.

Nonresident Property Owner: A nonresident who, as an individual or as a partner, principal stockholder, or other joint owner, owns taxable property or is a senior administrative officer of a firm, business, or other corporation owning taxable property within the public library service area.

Resident Library Card (minimum requirements): Card should include the name of the resident, expiration date, and name and address of the issuing library.

Nonresident Library Card (minimum requirements): Card should include the name of the nonresident, expiration date, name and address of the issuing library, and the word "Nonresident". The nonresident library card shall be issued for 12 months.

Nonresident Property Owner Card (minimum requirements): Upon presentation of the most recent tax bill upon taxable property in a public library service area, the owner is issued a library card. Only one such nonresident card is issued for each parcel of taxable property. The card should include the name of the nonresident property owner, expiration date, and the name and address of the issuing library.

Closest Public Library: A participating public library that issues nonresident library cards. The factor for determining the closest public library for the nonresident shall be determined by the location of a participating public library.

Participating Public Library: A public library whose board of trustees authorizes the issuance of nonresident library cards.

Card Issuing/Home Library: the library that issues a resident or nonresident card to an Illinois citizen.

School District: A high school district or unit district.

System (Multitype): An organization of public and other types of libraries that enter into an agreement to provide any or all library services on a cooperative basis under the provisions of the Illinois Library System Act.

III. Interlibrary Loan Policy

Introduction:

The _____ Library System encourages and supports interlibrary loan with training, delivery, and negotiated reciprocal access.

The System's interlibrary loan policy does not supersede the ILLINET Interlibrary Loan Code but extends and supplements the code. The ILLINET libraries of Illinois are governed by the latest edition of the ILLINET Interlibrary Loan Code in their basic interlibrary loan activity. A copy of the ILLINET Interlibrary Loan Code is posted on WebJunction Illinois under the resource sharing section.

Among _____ libraries, resource sharing and cooperation have long been seen as high priorities. _____ and its members are active participants in the ILLINET resource sharing network. _____ System members are committed to locating and facilitating the provision of material requested by patrons of an ILLINET member library, without assessing interlibrary loan fees, and with as few restraints as possible. The System recognizes the autonomy of the local library to decide whether to lend a specific item. However, interlibrary loan is based on mutual sharing between libraries.

Definition: Interlibrary loans are transactions in which library materials, or a copy of material, are made available from one library to another. An interlibrary loan is defined as a transaction in which the material moves from library to library. Interlibrary loan is the process by which:

- One library requests materials from another library
- Materials are sent and received between the libraries
- Patrons borrow and return those materials
- Materials are returned to the owning library

1. Responsibilities of All Libraries

a) Each member library is encouraged to adopt an interlibrary loan policy and procedures specific to its library. Once adopted, the library's policy and procedure documents should be available to patrons.

b) Any library patron in good standing should be eligible for interlibrary loan.

c) Each library shall comply with the current ILLINET Interlibrary Loan Code and shall file local interlibrary loan policies as required by the Code.

d) Each library shall make its holdings available to other libraries by electronic or alternative means. Libraries without this capability are encouraged to share resources as broadly as they are able.

e) Libraries are encouraged to enable the interlibrary loan functionality in electronic interfaces providing patron-initiated interlibrary loan capabilities, especially the SILC/WorldCat Interface.

f) Notice of violations of this policy which are not satisfactorily resolved by the borrowing and lending library should be submitted in writing to the regional library system, in accordance with current interlibrary loan ILLINET Code provisions.

g) Libraries will participate in System-endorsed interlibrary loan training.

2. Responsibilities of the Requesting Member Library

a) Each library should provide the resources to meet the ordinary needs and interests of its primary clientele. Materials requested from another library under this policy should generally be limited to those items for which there is no recurring demand. Interlibrary loan should be used to supplement, not supersede, the development of the library's collection.

b) Borrowing libraries should make every effort to develop and use local collection resources before requesting resources through interlibrary loan. Requesting libraries should next locate and directly request resources first from local databases, followed by regional, state, and national/worldwide resources.

c) Libraries shall make interlibrary loan requests directly to an LLSAP or ILLINET owning library utilizing the LLSAP, statewide databases, or other means of verification and location access.

d) Bibliographic description of requested material should be verified in OCLC, EBSCO, OVID, PubMed, or other recognized bibliographic database if possible. If not verified, the bibliographic information should be as complete and accurate as possible. Regardless of means of request transmission, requests shall be made using accepted ALA standards for bibliographic citations.

e) The borrowing library is responsible for compliance with the copyright law (Title 17, U.S. Code) and its accompanying guidelines, and should inform its users of the applicable portions of the law, including public performance guidelines for audio-visual materials. An indication of compliance shall be provided with all copy requests.

f) The safety of materials borrowed through interlibrary loan is the responsibility of the borrowing library from the time the material leaves the lending library until it is returned to the lending library, unless loss or damage is determined to be the responsibility of the transporting agency. The borrowing library is responsible for handling the material so as to ensure its return in good condition. If damage or loss occurs, the borrowing library must meet all costs of repairs or replacement, in accordance with the preferences of the lending library.

g) The borrowing library shall honor the lending library's condition of loan, including observation of dates and duration of loans, fees (if applicable), and special handing provisions. Unless specifically forbidden by the lending library, copying of interlibrary loan material is permitted provided that it is in accordance with the copyright law and no damage to the original material will result.

3. Responsibilities of Lending Libraries

a) Within the System, libraries shall lend materials on the same basis as they lend materials to their own patrons with due consideration for the needs of their primary clientele. In accordance with the ILLINET Interlibrary Loan Code, libraries are strongly encouraged to implement generous lending policies regarding other ILLINET libraries.

b) The lending library shall search, locate, and send or reply, refer or cancel all interlibrary loan requests promptly, within two working days of receipt of System member requests and within three working days of receipt of other ILLINET member requests.

c) Libraries may not charge fees for loans of originals to other system libraries (unless under EXPRESS conditions as outlined in the ILLINET Interlibrary Loan Code).

d) Members are encouraged to absorb the costs of providing photocopy service within the System and shall not charge fees for the provision of photocopies up to 20 pages in length for other system members. If libraries choose not to absorb total costs for articles exceeding 20 pages, the library shall inform the system of the charge; and the system shall post fees online. When a fee is charged, the library shall submit a bill with the filled request.

e) The lending library is responsible for clearly and safely packaging and labeling materials for loan in accordance with System and statewide Illinois Library Delivery System (ILDS) guidelines. The lending library is responsible for communicating promptly and directly with the borrowing library regarding overdues, lost material billing charges, photocopy or fax fee billing, or apparent failure to follow the provisions of the policy.

f) The duration of loan is set by the lending library. The loan period should be comparable to that granted local patrons.

4. Responsibilities of the Regional Library System

The Regional Library System will:

a) Vigorously seek and negotiate partnerships with other consortia to allow access and reciprocal interlibrary loan capabilities.

b) Support the timely, efficient delivery of material with intra-System delivery services.

c) Investigate documented claims for items suspected to have been lost or damaged in transit. The System will pay for items for which it is deemed responsible.

d) Provide statistics on interlibrary loan activity within the system based on usage, load, accessibility, and future developments.

IV. LLSAP Policy

Introduction:

The _____ Library System, as a vital component of its resource sharing philosophy, fully supports the LLSAP (Local Library System Automation Program) as an integral service for member libraries. The LLSAP service, by providing access to local and regional diverse collections, allows each library's contributions to be of increased value because they enhance and enrich the whole.

The LLSAP service enables participating libraries to:

- Automate local library procedures, enabling the effective management of local library resources.
- Expand local patron services.
- Cooperate with other libraries in resource sharing.
- Share the cost of automation.

1. Responsibilities of the System:

a) Oversee and manage the LLSAP service as a primary component of the system's mission.

b) Share the yearly ongoing costs to maintain the LLSAP(s).

c) Seek funding from outside sources to allow growth and development for new and existing members.

d) Provide fiscal, managerial, contractual, and legal oversight for the LLSAP(s).

e) Foster an environment of innovation and development with a focus on multitype consortial implementations of new products and services.

f) Provide a delivery infrastructure that promotes the resource sharing aspects that are integral to the LLSAP's continued viability.

g) Promote the benefits of the LLSAP to all _____ System members.

2. Responsibility of the Local Library System Automation Program (LLSAP)

a) Support and implement a fully-featured automation product that effectively and efficiently manages the resource sharing needs of a large, multitype library organization while meeting the local needs of the LLSAP member libraries.

b) Maintain an LLSAP governance structure that represents the entire LLSAP membership. Develop fair and equitable shared policies that allow for resource sharing to happen seamlessly across the entire _____ System while honoring local library policies as possible.

c) Determine and assess a cost-effective, ongoing membership fee structure for all _____ libraries.

d) Determine and assess a cost-effective fee structure for all _____ libraries that contributes to a replacement capital equity fund for future LLSAP purchases.

e) Continually identify and encourage new libraries to join the existing LLSAP through a program of subsidies or grants.

f) Continually seek ways to implement innovative services that will move LLSAP libraries to new and timely technology services.

g) Agree to uphold current statewide library policies such as the ILLINET code, the Statewide Cataloging Standards, and other statewide policies that may be implemented in the future.

h) Ensure that the security of the system is maintained.

i) Maintain compliance with the Library Records Confidentiality Act of the Illinois Revised Statutes.

j) Manage the LLSAP to ensure optimum interoperability among all the functions, programs, and configurations and to ensure accurate and quality data.

3. Responsibilities of the LLSAP Membership:

a) Accept and follow the _____ Library System Resource Sharing Policy and other _____ Library System policies and procedures.

b) Retain full membership status in the _____ Library System.

c) Follow policies and procedures established by the _____ System LLSAP(s) governance.

d) Participate in decision-making to enhance and expand the _____ System LLSAP(s).

e) Allow staff to participate in all required training programs.

f) Assume and pay promptly when due any financial obligations arising from membership in _____ Library System LLSAPs. The shared costs between the Library, other participating libraries, and _____ Library System include: central site, database management and operations staff, vendor maintenance costs, shared database access charges, and other costs agreed to between the libraries and _____ Library System.

g) Notify the _____ System in writing at least one year in advance if the library elects to leave the LLSAP. The data of the Library shall remain the property of the Library but there will be costs involved in removing that data should the Library elect to leave the LLSAP.

h) Comply with vendor contract requirements and technical access specifications as specified by _____ Library System LLSAP.

i) Follow the _____ Library System Grievance Procedure process in disputes related to LLSAP policies and procedures.

4. Supporting Documentation for LLSAP Administration:

a) **LLSAP Basic Philosophy** as approved by Planning Panel Resource Sharing Committee on 10/13/2010

- We support resource sharing.
- We believe in cooperation and continuing efforts to bring more libraries into the automation program(s).
- We have a responsibility to not betray the trust of our current and future members.
- We support automation of library workflows and operations and continuation of local policies, within the constraints of any chosen software product.
- We are committed to providing an affordable, functional product.
- We will continue to build relationships with members, not just provide vendor service.
- We will strive to provide innovative services and products to members in the future.
- We believe that the system automation program(s) should cooperate to the fullest extent possible with a system organization.
- Any proposal made by this group is incumbent on the regional system being able to provide delivery. The database should be structured in such a way that requests will be filled taking geographic proximity into account (so patron requests would be filled from nearby libraries if the item is available nearby) in

order to maximize efficiency of the delivery system and provide prompt service to patrons.

b) **LLSAP Capital Reserve Accounts:** The four southern system LLSAPs have historic differences in the development and management of their corresponding capital reserve and revenue/expenditure accounts. As part of the merger discussion involving the four southern systems, the LLSAP managers have prepared this recommendation for the Planning Panel's consideration, which was approved by the Resource Sharing Committee on 10/13/2010.

Assumption: By July 1, 2011, there will be one new administrative structure in place for the four southern systems.

Recommendation:

The LLSAP Managers are recommending the following action regarding the various automation funds (operating, equity, capital expense) currently held by each of the four current systems:

- Under the new administrative structure, set up separate restricted funds for each of the four LLSAPs (including accumulating interest on those funds) under the new System administration and budget. Maintain separate funds as 'LINC Fund', 'GateNet Fund', 'Silnet Fund', and 'RPLS LLSAP Fund'.

- Maintain the current LLSAP governance, fee allocation, and budgeting structures and processes currently in place (in FY2011) for each LLSAP until such time as each LLSAP group decides to join the merged automation system. Additionally, the new system Board will determine the amount of area and per capita funding that will be allocated to support LLSAP services.

V. **Cooperative Discounts**

A. The _____ Library System avidly explores and pursues cooperative discounts that will benefit all members.

B. The _____ Library System offers all full member libraries group discounts on library supplies, electronic resources, bibliographic resources, and other products that leverage the entire group's buying power, resulting in better pricing for all members. Although most discounts will be negotiated and offered to the entire membership group, it is possible that some product discounts will be applicable to only certain types of libraries, primarily because the audience for the product is a particular type of library. Under some special negotiated arrangements, the _____ System may apply a management fee as part of the discounted package.

C. The _____ Library System will continue to participate in the Illinois State Library-sponsored bibliographic utility and interlibrary loan resource (currently OCLC) as its main source for cataloging and interlibrary loan products.