

Inter Library Loans Code of Practice – PLO information

Information for library staff

The new Inter Library Loans (ILL) Code of Practice will commence on **1 September 2018**.

The following items will no longer be available for inter library loan:

- All items that have been in the library for 12 months or under
- Junior items
- Young adult items (refer to exceptions Appendix A, ILL Code of Practice)
- DVD and audio (refer to exceptions Appendix A, ILL Code of Practice)
- Multiple copies for book clubs

The changes to the service outlined in the ILL Code of Practice aim to provide a more efficient and sustainable inter library loans service. Inter library loans are an important supplement, but not replacement for, collection development practices to meet the reading and information needs of local communities. The ILL Code of Practice encourages the use of alternative and readily available means of meeting community demand.

The ILL Code of Practice is based on the recommendations of the evaluation of the inter library loans trial in 2017 that were endorsed by the Operational Management Group, comprising representatives from State Library and Public Libraries WA Inc.

The key messages provided below will help you to communicate these changes consistently to your library customers, and the FAQ intends to support staff with answers to questions regarding the implementation.

For further information on the code of practice please contact PLWA President, Viv Barton:
viv.barton@stirling.wa.gov.au.

Key messages for library customers

From 1 September 2018 some changes will be made to the inter library loans service and a number of items will no longer be available for inter library lending, including:

- All items that have been in the library for 12 months or under
- Junior items
- Young adult items
- DVD and audio
- Multiple copies for book clubs

This does not mean that you cannot obtain these library materials; public library membership provides access to a great range of online resources including e-books and e-audiobooks, and if the item you are looking for would be of interest to others in your community, your library may consider purchasing it for the collection.

Exceptions will be made for library members with special needs, including people with disabilities requiring particular formats, for access to material in languages other than English for members

from culturally and linguistically diverse backgrounds, and for members of libraries in non-metropolitan areas serving a community of less than 1,000 people.

These changes have been made in order to provide a more sustainable service to the WA community, and to ensure that materials in public libraries are available for loan by members of the local community, rather than being transported around the State.

Please direct any feedback on inter library loans to your local library. More information is available on the State Library website: www.slwa.wa.gov.au/our-services/loans/inter-library-loans.

FAQ

1. Will there still be an inter library loan service?

Yes, there is no plan to cease the service. Inter library loans are an important supplement to collection development practices to meet local communities' reading and information needs, but should not be a replacement for purchasing. Please see the [Australian Inter Library Resource Sharing \(ILRS\) Code](#).

2. Why is the inter library loan system changing?

The changes to the service intend to ensure that materials in public libraries are available for loan by members of the local community. The review of the inter library loan service found that purchasing materials costs less than 50% of the cost of an inter library loan, so purchasing is being encouraged as a viable and preferable method of supply to meet community needs. There are also a number of popular titles available in alternative formats such as ebooks and audiobooks.

3. What items should we be requesting on inter library loan?

Inter library loans should primarily be used for items that do not fit the principal needs of your community, and therefore your collection, even though they are of interest to an individual in your community. If you have customers with special needs, such as vision impairment, customers accessing materials in languages other than English, or your library is in a community with a population less than 1,000, you can request items from the list above but must justify why your request is an [exception](#).

4. What items shouldn't we be requesting on inter library loan?

Inter library loans should not be used for items that are of wide interest in your community, e.g. best sellers. Instead, you should be purchasing these items for your collection.

5. What is the process for purchasing items instead of inter library loan?

Please see [purchasing options](#). There are also a great range of ebooks and audiobooks available to your customers.

6. We request lots of recent releases and best seller fiction for our customers, how can we continue to provide these if we can't borrow items less than 12 months old on ILL?

If your library has a local stock budget, you can purchase these items at bookshops or online and provide them faster than through ILL.

You may be able to negotiate an increase in this budget with your LG by redirecting previous postage and freight costs for ILLS to local stock purchasing. If you don't have a local stock budget, the State Library will work with you to provide these titles. Find out how make a [suggestion or request for purchase](#).

Thousands of popular titles are available in ebook and eAudio formats for any member of a WA public library. You can find more information on the [State Library's website](#).

There are tip-sheets available on PLO at: <http://plo.slwa.wa.gov.au/services/wapldmc> and the PLWA website to assist library staff and customers to access these eBooks.

7. How do I find the accession date of an item

The accession date of the item is the created date in the item record in the staff view of the State Library catalogue. Please see example:

http://plo.slwa.wa.gov.au/services/vdx/ills_from_1_september_2018.

8. I have a number of home-schooling families in my community. How do I meet their needs without using inter library loans?

The State Government provides registered home educators with access to educational materials on the School Curriculum and Standards Authority website, and on Scootle which is an online resource bank published by Education Services Australia. There are a number of services that home educators can access – more information is provided on the [Department of Education website](#). If home-schooling families are looking to obtain supplementary materials through their library, you can recommend online collections of ebooks and audiobooks, suggest alternative titles or direct customers to other nearby libraries, or consider purchasing material if it will appeal to other members of the community.

9. Can our library customers borrow items from other libraries?

Yes. Customers can join and borrow directly from any public library in Western Australia subject to their membership conditions. Customers will need to return items to the library they borrowed them from.

10. Are there ways to borrow book club sets for our customers?

Yes. There are commercial providers of book club sets such as [Book Talk](#) who have very reasonable prices. There are a selection of public libraries including Wanneroo, Swan and Mandurah who have book club sets available. Please contact these libraries for further information.

11. Some of my customers will be very upset by these changes. Where should I direct them to leave feedback?

Please communicate the changes to your customers as per the key messages provided. Collect feedback from your customers as per your usual process in your library. The inter library loans service will be reviewed after 12 months and the Inter Library Resource Sharing Group may ask for any feedback that has been provided.

12. Are External Loans still available?

Yes, External Loans are still possible for items not found in WA Public Libraries. Criteria for requesting can be found in [Appendix B](#) of the ILL Code of Practice.