



## Interloan / Document Delivery Policy

Category or Type	Library Policy
Originally approved by, date	Executive Management Group, December 2009
Date Policy will take effect	6 July 2020
Sponsor	Executive Management Group
Responsible Officer	Associate University Librarian – Central Services
Review date	30 June 2023

### Purpose

The University of Otago Library provides Interloan and Document Delivery services to staff and students to support research and teaching activities by providing access to material not held by the Library. The Library supports research and teaching at other libraries by providing access via Interloan to our collections. The strength of our collections should minimise the cost of providing an Interloan service.

### Organisational Scope

The Interloan service aligns with the Library's Strategic goals by supporting;

- Excellence in research and teaching by supplementing our own collection with access to resources held by other libraries.
- Provision of an Interloan service at no direct cost to staff and students, with the exception of some costs for overseas loans.
- Commitment as a local, national and global citizen through participation in local and international interlibrary loan schemes and initiatives.
- Sustaining Capability through a process of continual improvement, using evidence-based decision making to improve the Interloan service for Library users.

The policy relates to the Dunedin campus and informs policy at Christchurch Medical Library and Wellington Medical Library.

### Policy content

#### 1. University of Otago Library as Borrower (sourcing material for our users)

##### a. Eligibility to use the Interloan service

- i. University of Otago staff and students
- ii. Otago Polytechnic staff and students

##### b. Charges to users

- i. No charge for any copy request
- ii. No charge for any loan sourced from New Zealand or Australia
- iii. Overseas loans \$25 – can be charged to a department code or invoiced to an individual

- iv. Lost items – replacement costs charged by the supplying library will be passed on to the patron
- c. **Items supplied to our users by other libraries**
  - i. Items can be recalled by the supplying library at any time.
  - ii. The supplying library will set the due date.
  - iii. The user who has requested the item can apply for a renewal to extend the loan period.
  - iv. Users will be notified of overdue Interloan items via email
  - v. Some items will be supplied as ‘Reference only’; this must be strictly adhered to and the material must not leave the library.
- d. **Service delivery targets**
  - i. All requests from our users will be actioned / processed within 2 working days
  - ii. Average turnaround time for copies, less than 3 days
  - iii. Average Turnaround time for loans, less than 5 days
- e. **Collection development**
  - i. Liaise with Information Resources to consider purchase rather than Interloan on recently published titles.

## 2. University of Otago Library as Supplier (lending to other libraries)

### a. Eligibility

The Library is committed to the principles of resource sharing and undertakes to provide access to our collections through participating in local and international resource sharing and interlibrary loan schemes. Any item in the main collection will be supplied. Copies from our -resources will be supplied as licenses permit. Any requests for Reference only, audio visual or pre 1900 material will be considered on a case by case basis.

### b. Charges to other libraries

- |   |                      |
|---|----------------------|
| i. RapidILL   | no charge            |
| ii. New Zealand libraries, via Tipasa   | \$14 NZD             |
| iii. LADD Libraries Australia copy  | \$15 NZD             |
| iv. LADD Libraries Australia loan   | \$20 NZD             |
| v. Overseas libraries via Tipasa copy   | \$15 USD             |
| vi. Overseas libraries via Tipasa loan  | \$25 USD             |
| vii. Manual libraries requiring an invoice  | \$30                 |
| viii. Manual libraries paying via credit card   | \$30                 |
| ix. IFLA vouchers copy  | 2 vouchers (16 Euro) |
| x. IFLA vouchers loan   | 3 vouchers (24 Euro) |
| xi. Lost items – requesting library will be invoiced replacement costs for any lost interloans. |                      |

### c. Conditions for supply

- i. Loans are issued for 12 weeks.
- ii. Recalls apply and a new (earlier) due date may be assigned.
- iii. The requesting library will receive reminder and overdue notices via email.
- iv. The requesting library will be invoiced for any lost items.
- v. The requesting library will pay the return postage costs.
- vi. The ‘best copy possible’ will be supplied via pdf.

### d. Service delivery targets

- i. RapidILL average hours to fill request less than 24 hours
- ii. Tipasa respond to requests within 48 hours / 2 working days
- iii. VDX respond to requests within 48 hours / 2 working days

## 3. Copyright

- a. The Copyright Act 1994 and Amendments are concerned (among other things) with the making of copies. It does not apply to lending and receipt of original works.
- b. Section 53 of the Act allows librarians of a prescribed library to make for supply to another prescribed library, one copy of (including a digital copy):
  - i. A ‘reasonable’ proportion of any literary, dramatic or musical work.
  - ii. The whole of a periodical article.

- iii. Two articles from the same issue of a periodical, if these articles relate to the same subject matter.
- c. The person who is supplied with the copy must use it only for the purpose of research or private study
- d. All copies supplied by the service to other libraries and to Otago requesters must be accompanied by the following notice: "This copy is made for your private study or for your research. The Copyright Act 1994 prohibits the sale, letting for hire or copying of this copy"
- e. License agreements for databases and e-journals override the copyright legislation. Any material that is purchased or accessed under the conditions of a license is subject to that license. Some licenses specifically prohibit Interloan while others permit it. Database licenses are held by Information Resources and Interloan permissions are listed for each journal title under 'terms of use' via the Library e-journal portal.

#### **4. Confidentiality and privacy**

- a. Interloan staff will maintain confidentiality of student and staff information, including research information, contact details and material of a commercially sensitive nature.
- b. Details about the person requesting the material will not be made available to the supplying library.

#### **5. Thesis**

- a. PhD and Masters Theses not held in OURArchive will be scanned on demand and uploaded to OURArchive to fill Interloan requests.

### **Related Policies, Procedures and Forms**

University of Otago Library regulations (2012) <http://www.otago.ac.nz/administration/policies/otago003236.html>

University of Otago Strategic Directions to 2022 <http://www.otago.ac.nz/library/otago663008.pdf>

### **Contact for further information about this Policy**

Jacinda Boivin  
Flexible Delivery Services Librarian  
[Jacinda.boivin@otago.ac.nz](mailto:Jacinda.boivin@otago.ac.nz)