

# **MMLC Interlibrary Loan Procedure Manual**

**Revised February 1997**  
**Last Update: October 2000**

## CODES FOR COOPERATIVE BRANCHES

ALMO	Almont (Henry Stephens Memorial)
BANC	Bancroft (Shiawassee Twp)
CLIF	Clifford
CODY	Cody
COLU	Columbiaville
CORU	Corunna
DRYD	Dryden
DURA	Durand-Shiawassee District Library
ELBA	Elba
FPLM	Flint Public Library Main
GOOD	Goodland
HADL	Hadley
HOLL	Holly Township
IMLA	Imlay City (Ruth Hughes Memorial)
LAIN	Laingsburg Public Library
DEAN	Lapeer City (deAngeli)
LAPE	Lapeer County Office
LENN	Lennon (Perkins of Lennon)
META	Metamora
MORR	Morrice
MMLC	MMLC Cooperative Office
NEWL	New Lothrop (Twin Twp)
NORT	North Branch
NFLT	North Flint
OTTE	Otter Lake
OWOS	Owosso-Shiawassee District Library
PERR	Perry (Edna C. Bentley)
SHIA	Shiawassee County Headquarters
VERN	Vernon
WFLT	West Flint

## CODES FOR GENESEE DISTRICT LIBRARY BRANCHES

BE	Beecher
BP	Baker Park
BM	Burton Memorial
CL	Clio
DA	Davison
FE	Fenton (A.J. Phillips)
FL	Flushing
FT	Flint Township (McCarty)
GN	Gaines
GB	Grand Blanc (McFarlen)
GO	Goodrich
HQ	Headquarters (includes LBPH & FALCON)
JO	Johnson (Genesee Twp)
LI	Linden
MM	Mt. Morris
MO	Montrose (Jennings)
OT	Otisville (Forest Twp)
SC	Swartz Creek (Perkins)

## CODES FOR CAPITAL AREA DISTRICT LIBRARY

CAAU	Aurelius
CABK	Capital Bookmobile Service
CADA	Dansville
CADL	Capital Administrative Office
CAFO	Foster
CAHA	Haslett
CAHO	Holt
CALE	Leslie
CALL	Lansing Main Library
CAMS	Mason
CAOK	Okemos
CASL	South Lansing
CAST	Stockbridge
CAWE	Webberville
CAWI	Williamston

## **INTERLIBRARY LOAN SERVICE STANDARDS**

Basic interlibrary loan protocols include:

1. Interlibrary loan serves as an adjunct to, not a substitute for collection development.
2. Local resources should be exhausted before initiating an interlibrary loan request. Libraries should attempt to borrow from the closest and smallest libraries within the Cooperative owning an item before requesting it from the larger libraries in the Cooperative, the Region of Cooperation, the state or other LVIS libraries.
3. Free document delivery, interlibrary loan, and reciprocal borrowing/ lending agreements are encouraged.

Types of materials available:

Interlibrary loan policies vary by institution. New publications, best-sellers, high-demand titles, and A/V materials are often unavailable for interlibrary loan. Generally print materials, both books and periodical articles, are the most readily obtained items by interlibrary loan.

As a responsible borrower of library materials, the following policies should be adhered to:

1. Materials requested should be described as completely and accurately as possible following accepted bibliographic practice. A source of verification should be cited if possible.
2. When items cannot be verified, the statement "cannot verify" should be included along with complete information as to the original source of the citation.
3. The borrowing library is responsible for compliance with the copyright law (Title 17, US Code) and its accompanying guidelines, and shall inform its users of the applicable portions of the law. An indication of compliance shall be provided with all copy requests.
4. Requests for materials shall be made via OCLC FirstSearch. Circumventing the system by using direct access to local catalogs, such as FALCON, is not permitted.
5. Requests for copies of not more than 35 pages or for not more than 5 articles will be honored. However, the borrowing library should be aware that requests for more than 10 pages will be returned through delivery rather than faxed by the lending library. Patrons should be referred to the resource library for items which can neither be faxed or delivered.
6. Interlibrary loan staff should be aware of Michigan's Library Privacy Act (1982; PA455, MCL 397.601 et. seq.). This act prohibits the disclosure of any library record which identifies a patron and the library materials used or requested by the patron.

#### Time frame for response:

As a responsible lending library, Cooperative libraries are expected to check their OCLC message file each working day. Requests should be processed and indicated as shipped or not available in no more than 48 hours. (24 hours is preferable when possible.) Within the Cooperative, library materials which are "on the shelf" should be available to the requesting patron by delivery within 7 days.

Requests from outside the Cooperative should also be handled in a timely manner. Delivery times will vary depending upon distance and the US Postal Service or UPS.

#### Interlibrary loan circulation periods:

The Mideastern Michigan Library Cooperative interlibrary loan circulation period is six (6) weeks. The due date for interloan materials is indicated on the interloan book card, next to its destination library.

Member libraries may circulate interloan materials for a period not to exceed that interloan item's due date.

Renewals are governed by the loaning library's policy.

#### Costs:

Cooperative member libraries may not charge any other member library for the interlibrary loan of books or photocopies of periodical articles. Charges may be made for lost or damaged materials.

#### Lost Interloan Materials:

The borrowing library is responsible for the payment of the replacement cost of lost interloan items. Any interloan item not returned to the loaning library within six months past the due date will be considered lost. Lost materials will be billed during the months of March and October. Payment is expected within sixty (60) days of billing date. Members may use their MMLC Trust Account to pay for these items.

Any item that is immediately identified as lost by the patron may be promptly paid for. A billing should be requested by the borrowing library. Payment may then be immediately submitted to the loaning library.

The payment for interloan items lost and later found may be refunded if the item is found within six (6) months, and the request for refund is accompanied with a written receipt.

Damaged interloans will be treated according to each borrowing library's policy regarding damaged books. Replacement costs will be determined by the loaning library.

Issues regarding claims returned need to be negotiated with the Interlibrary Loan contact.

## **Using FirstSearch Through the Internet**

### **How to Use Bookmarks through Netscape**

Type in FirstSearch address in Location box  
(<http://homer.prod.oclc.org:3050>).  
At the FirstSearch website click on Bookmarks.  
Click on Add Bookmark.  
The bookmark will be added and can be retrieved through View Bookmarks.  
Click on Bookmarks.  
Click on OCLC Connect to Reference Services.  
Close bookmark file.

### **Using FirstSearch via the Internet**

Click on OCLC Connect to Reference Services from your Bookmarks List.  
Click on Use First Search.  
Click on Authorization box and type in authorization number.  
Press the tab key and type in the Password.  
Click on Start.  
Click on All Areas or on a specific area for a narrower search.  
Highlight Worldcat for interloaning books, or choose one of the other categories for research.  
Click on Select Database.  
Click on Search box and type in search (title = ti; author = au; subject = su. Use the word "and" to separate keywords.)  
Make sure to narrow the search by clicking on ADVANCED SEARCH. Limit search by copyright dates, material types and language.  
Click on Start box.  
Click on the title of interest.

### **Interloaning from FirstSearch**

Click on Libraries with item.  
**MAKE SURE TO WRITE DOWN THE LENDER STRING ON INTERLOAN FORM!** Michigan LVIS Libraries will be displayed first.  
Click on Back or Return.  
Click on Get/Display Item.  
Click on Interlibrary Loan box.

For interloaning books, highlight Interlibrary Loan box. Periodical information can be retrieved by highlighting the Mail or Screen Display box.

Click on Continue.

Fill in Name.

Press tab key and fill in Street Address.

Press tab key and fill in Telephone.

Click on ILL Item.

A message will appear stating the order has been sent.

Click on Return or Search (to start a new search), or Exit.

### **Exiting FirstSearch**

Click on Exit icon

Click on Yes to exit.

Open File (top right hand corner of screen) and click on Exit to exit Netscape.

### **Retrieving Review File through PRISM**

Type mf then press [F11] to retrieve message file.

Number 1 should be the review file.

Type in review file number (1) then press [F11].

The record that was ordered in FirstSearch will be displayed.

Type in :lender: followed by the lender string (up to 5 lenders), then press [F11], or key down to the lender location, key over past :lender: and type in lender string and then [F10]. REMEMBER!

Repeat EZG, EZH and LC3 twice in the lenders string.

Type p (for produce) then press [F11].

Make note of the ILL number.

Press [F9] to advance to the next request.

### **Renewals using PRISM**

Type in ILL number (example :il:3974983) then press [F11].

Type in renewal date (yymmdd or any or +nn)

Type in rep then press [F11].

Libraries can also be contacted by phone for renewals.

## Troubleshooting

1. Oops! I forgot to write down the ILL number.  
At the Home position on the command line type Pn: and the patron number or name. This will recall the request and then you can record the ILL number.
2. Yikes! We received two copies for the same ILL request.  
No problem, return the second copy with an explanation.
3. Now what! I have an error message because the borrower never updated the record.  
Two options are available. The preferred method is to update the record. To do this, at the Home position on the command line, type rec then press [F11] to recall the item. Using this screen you can complete the transaction.  
The second option is to contact the borrowing library and request that they answer "received" and/or "returned". Then you'll need to try a couple days later to complete the transaction.
4. Oh dear! I need to renew this item.  
From the Home position on the command line, type in :RenewalReg: any then press [F11].
5. Hmmm! My request was returned unfilled, but I have more symbols that I could use in the Lenders String.  
This is an easy one. From the Home position on the command line, type new.

## Oddball Issues

Oddball Interlibrary Loan issues tend to be individual one-time only problems that have no pattern nor recurring theme. These are best handled by individual phone, fax, or e-mail contact between the two libraries involved. Because of their nature, the quicker they are dealt with the better. The passage of time just complicates their handling.

**Interlibrary Loan Contact Information:**

**Member Library: Almont District Library**

Contact's Name: Linda Clouse

Contact's Phone Number: (810) 798-3100 FAX number: (810) 798-2208

Contact's email address: lclouse@expression.org

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name: Judi Chelekis

Alternate's Phone Number: (810) 798-3100 FAX number: (810) 798-2208

Alternate's email address: adl@expression.org

\*\*\*\*\*

**Member Library: Capital Area District Library**

Contact's Name: Mary Dean

Contact's Phone Number: (517) 367-6325 FAX number: (517) 374-7592

Contact's email address: deanm@cadl.org

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name: Tonya Greene

Alternate's Phone Number: (517) 367-6328 FAX number: (517) 374-7592

Alternate's email address:

**Member Library: Corunna Public Library**

Contact's Name: Sue Huff  
Contact's Phone Number: (517) 743-4800 FAX number: (517) 743-5502  
Contact's email address: shuff@edcen.ehhs.cmich.edu

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name: Cathy Cramner  
Alternate's Phone Number: (517) 743-4800 FAX number: (517) 743-5502  
Alternate's email address: ccramner@edcen.ehhs.cmich.edu

\*\*\*\*\*

**Member Library: Dryden Township Library**

Contact's Name: Desta Ureel  
Contact's Phone Number: (810) 796-3586 FAX number: (810) 796-2634  
Contact's email address: dureel@edcen.ehhs.cmich.edu

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name: Nancy Wagner  
Alternate's Phone Number: (810) 796-3586 FAX number: (810) 796-2634  
Alternate's email address: nwagner@edcen.ehhs.cmich.edu

**Member Library: Edna C. Bentley Library (Perry)**

Contact's Name: Sandy MacPherson

Contact's Phone Number: (517) 625-3166 FAX number: (517) 625-7214

Contact's email address:

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name:

Alternate's Phone Number: (517) 625-3166 FAX number: (517) 625-7214

Alternate's email address:

\*\*\*\*\*

**Member Library: Flint Public Library**

Contact's Name: Charyl Frounfelter

Contact's Phone Number: (810) 232-7119

FAX number: (810) 249-2634

Contact's email address:

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name:

Alternate's Phone Number: (810) 232-7119

FAX number: (810) 249-2634

Alternate's email address:

**Member Library: Genesee District Library**

Contact's Name: Lorita Simon  
Contact's Phone Number: (810) 785-9492 FAX number: (810) 789-2885  
Contact's email address: lsimon@gfn.org

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name: Shirley Edwards  
Alternate's Phone Number: (810) 785-9492 FAX number: (810) 789-2885  
Alternate's email address: sedwards@gfn.org

\*\*\*\*\*

**Member Library: Holly Township Library**

Contact's Name: Linda Bosley  
Contact's Phone Number: (248)634-1754 FAX number: (248)634-8088  
Contact's email address: lbosley@edcen.ehhs.cmich.edu

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name: Michele Mendez  
Alternate's Phone Number: (248)634-1754 FAX number: (248)634-8088  
Alternate's email address: mmendez@edcen.ehhs.cmich.edu

**Member Library: Laingsburg Public Library**

Contact's Name: Sue Pearce

Contact's Phone Number: (517) 651-6282 FAX number: (517) 651-6371

Contact's email address: pearces@shianet.org

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name: Peggy Hobart

Alternate's Phone Number: (517) 651-6282 FAX number: (517) 651-6371

Alternate's email address:

\*\*\*\*\*

**Member Library: Lapeer County Library**

Contact's Name: Dorothy Fent

Contact's Phone Number: (810) 664-9521 FAX number: (810) 664-8527

Contact's email address: dfent@edcen.ehhs.cmich.edu

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name:

Alternate's Phone Number: (810) 664-9521 FAX number: (810) 664-8527

Alternate's email address:

**Member Library: North Branch Township Library**

Contact's Name: Karen Lambert

Contact's Phone Number: (810) 688-2282 FAX number: (810) 688-3165

Contact's email address: klambert@edcen.ehhs.cmich.edu

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name: Pat Lange

Alternate's Phone Number: (810) 688-2282 FAX number: (810) 688-3165

Alternate's email address: plange@edcen.ehhs.cmich.edu

\*\*\*\*\*

**Member Library: Ruth Hughes Memorial District Library (Imlay City)**

Contact's Name: Wendy Gottschalk

Contact's Phone Number: (810) 724-8043 FAX number: (810) 724-2602

Contact's email address:

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name: Julie Toole

Alternate's Phone Number: (810) 724-8043 FAX number: (810) 724-2602

Alternate's email address: jtoole@edcen.ehhs.cmich.edu

**Member Library: Shiawassee County Library**

Contact's Name: Linda Hudecek

Contact's Phone Number: (517) 743-2278 FAX number: (517) 743-4891

Contact's email address:

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name:

Alternate's Phone Number: (517) 743-2278 FAX number: (517) 743-4891

Alternate's email address:

\*\*\*\*\*

**Member Library: Shiawassee District Library**

Contact's Name: Margaret Bentley

Contact's Phone Number: (517) 725-5134 FAX number: (517) 725-5444

Contact's email address: mbentley@sdl.lib.mi.us

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name: Ken Uptigrove

Alternate's Phone Number: (517) 725-5134 FAX number: (517) 725-5444

Alternate's email address: kuptigrove@sdl.lib.mi.us

**Member Library: Vernon District Public Library**

Contact's Name: Louise Goward

Contact's Phone Number: (517) 288-6486 FAX number: (517) 288-2422

Contact's email address: lgoward@edcen.ehhs.cmich.edu

Do you have an alternate person who could be contacted in an emergency, if your regular ILL contact person is not available?

Alternate's Name: Louise Nall

Alternate's Phone Number: (517) 288-6486 FAX number: (517) 288-2422

Alternate's email address:

## OCLC Symbols for MMLC Members

Almont District Library	ZK4
Capital Area District Library	E9L
Corunna Public Library	EM1
Dryden Township Library	EX8
Edna C. Bentley Library	EM3
Flint Public Library	EZH
Genesee District Library	EZG
Holly Township Library	EJH
Laingsburg Public Library	L3P
Lapeer County Library	LC3
North Branch Township Library	EM8
Ruth Hughes Memorial District Library	RH1
Shiawassee County Library	EM5
Shiawassee District Library - Durand Branch	EM4
Shiawassee District Library - Owosso Branch	EM6
Vernon District Library	EM7