

**APPENDIX A  
INTERLIBRARY LOAN RESPONSIBILITIES**

In keeping with the Canadian Library Association / Association pour l'avancement des sciences et des techniques de la documentation, the responsibilities of the requesting and supplying libraries have been provided below from the *Interlibrary Loan Code* (Ottawa: Canadian Library Association, 1995). New Brunswick public libraries will adhere to the following responsibilities, in addition to provincial standards and regional procedures for processing ILLs:

**1.0 Responsibilities of the Requesting Public Library**

- 1.1 The requesting library should establish and maintain an interlibrary loan policy for its borrowers and make it available. Within the New Brunswick public library system, this refers to Policy 1071 – Interlibrary Loans.
- 1.2 The requesting library should process patron requests in a timely fashion. The National Guidelines for Document Delivery (<http://publications.gc.ca/site/eng/47441/publication.html>) contains recommended turnaround times to be followed.
- 1.3 The requesting library should identify libraries that own and might provide the requested materials. Library and Archives Canada (LAC) and the Canada Institute for Scientific and Technical Information (CISTI) are sources which can provide locations for requested material. The requesting library should check the policies of potential suppliers for special instructions, restrictions and information on charges prior to sending a request. The requesting library is responsible for all authorized charges imposed by the supplying library.
- 1.4 If LAC and CISTI, which are sources that can provide locations for requested material, are unable to provide locations, then these requests for materials for which locations cannot be identified should be sent to libraries that might provide the requested materials and should be accompanied by the statement “cannot locate”. The original source of the reference should be cited or a copy of the citation provided.
- 1.5 The requesting library should avoid sending the burden of its requests to a few libraries. A major resource library should be used as a last resort if the library has requested the “last resort” status.
- 1.6 The requesting library should transmit all interlibrary loan requests in standard bibliographic format.

**APPENDIX A  
INTERLIBRARY LOAN RESPONSIBILITIES**

- 1.7 The requesting library must ensure compliance with the Copyright Act of Canada (<http://laws-lois.justice.gc.ca/eng/acts/c-42/>) and its related agreements. Copyright compliance must be determined for each copy request before it is sent.
- 1.8 The requesting library is responsible for borrowed materials from the time they leave the supplying library until they have been returned to and received by the supplying library. If damage or loss occurs, the requesting library is responsible for compensation or replacement, as specified by the supplying library.
- 1.9 The requesting library is responsible for honouring due dates and enforcing all use restrictions specified by the supplying library.
- 1.10 The requesting library will request a renewal before an item is due. If the supplying library does not respond, the requesting library may assume that the renewal has been granted for the same length of time as the original loan.
- 1.11 The requesting library will return materials by the due date or respond immediately if the item has been recalled by the supplying library.
- 1.12 The requesting library will package materials to prevent damage in shipping, and comply with special instructions stated by the supplying library. Transborder shipments should be clearly identified so as to expedite clearance through customs and exemption from taxes.
- 1.13 Continued disregard for any of the standards listed above may be reason for suspension of borrowing privileges by a supplying library.

**APPENDIX A  
INTERLIBRARY LOAN RESPONSIBILITIES**

**2.0 Responsibilities of the Supplying Public Library**

- 2.1 The supplying library should establish and maintain an interlibrary loan policy, make it available in paper and/or electronic format, and provide it upon request. Within the New Brunswick public library system, this refers to Policy 1071 – Interlibrary Loans.
- 2.2 The supplying library will process library requests within the recommended turnaround time established by the electronic network. Requests not transmitted electronically should be handled in a similar time frame. The National Guidelines for Document Delivery (<http://publications.gc.ca/site/eng/47441/publication.html>) contains recommended turnaround times to be followed.
- 2.3 The supplying library will include a copy of the original request, or information sufficient to identify the request, with each item.
- 2.4 The supplying library will state any conditions and/or restrictions on use of the materials lent and specify any special return packaging material or shipping requirements.
- 2.5 The supplying library will state the due date or duration of the loan on the request form or on the material.
- 2.6 The supplying library will package the items to prevent damage in shipping.
- 2.7 The supplying library will notify the requesting library promptly when unable to fill a request and, if possible, state the reason the request cannot be filled.
- 2.8 The supplying library will respond promptly to requests for renewals. If the supplying library does not respond, the borrowing library may assume that the renewal has been granted for the same length as the original loan period.
- 2.9 The supplying library may recall materials at any time.
- 2.10 The supplying library may suspend service to any requesting library which fails to comply with their responsibilities.
- 2.11 Transborder shipments should be clearly identified so as to expedite clearance through customs and exemption from taxes.