

5. Service-level standards

Service type	maximum supplier turnaround time	recommended prices	default delivery modes
Express	2 hours: The item or a negative response is sent within two hours of receiving the request. (Requesting libraries are encouraged to telephone or fax confirmation of electronic Express requests)	\$13.20 plus \$26.40 levy, plus delivery charges if applicable.	Copy: Fax, Ariel, other electronic delivery, or e-mail attachment Loan: Negotiated
Rush	24 hours: The item or a negative response is sent within 24 hours of receiving the request.	\$13.20 plus \$13.20 levy, plus delivery charges if applicable.	Copy: Fax, Ariel, other electronic delivery, or e-mail attachment Loan: Express Post or equivalent
Core	4 working days: Working days are measured in whole days. Request received on Monday, item or a negative response sent by close of business Thursday or, if the item is to be sent by mail, dispatched in time for last collection on Thursday.	\$13.20, plus delivery charges if applicable.	Any method not attracting an additional charge.

The supplier response time to an ILL request sent from an automated system before automatic expiry occurs is Core turnaround time plus one day.

6. Recommended delivery prices

Recommended prices for copies are for up to 50 pages in the original item in black and white reproduction. An additional charge of \$3.30 applies for each additional 50 pages copied. An additional charge of \$2.20 applies for each colour page copied. Prices for special copying, for example, fragile material or music scores, or for loans of multi-volume sets may need to be negotiated.	Fax	no charge
	Ariel or e-mail attachment	no charge
	Mail	no charge
	Express post or equivalent for copies	\$6.60
	Express post or equivalent for loans up to 3kg	\$9.90
	Express post or equivalent for loans over 3kg	negotiated



AUSTRALIAN INTERLIBRARY
RESOURCE SHARING CODE

May 2006

CODE

1. Introduction

The Interlibrary Resource Sharing (ILRS) Code benefits Australian libraries and their users by providing greater predictability, consistency, and flexibility in obtaining materials.

The ILRS Code has been endorsed by the Australian Library and Information Association, the Council of Australian State Libraries, the Council of Australian University Librarians and the National Library of Australia.

The ILRS Code is designed to support a multi-faceted approach to resource sharing based on co-operation and fairness between libraries and respect for the moral and intellectual rights of creators and publishers.

In supporting the ILRS Code, Australian libraries recognise that resource sharing is important in meeting the needs of library users but that it should not be a substitute for the purchase of library materials to meet the primary needs of its users. The purpose of resource sharing is to obtain those materials that a library cannot purchase because they fall outside the scope of the library's collection development policy.

2. Scope

Although the ILRS Code is voluntary all libraries participating in resource sharing are encouraged to operate under the principles and implement the service level standards specified ensuring an efficient and effective system.

The core service is mandatory. Libraries are encouraged to offer all three service levels. Core and Rush levels must be provided before offering the higher Express service level.

Maximum prices are recommended for each service level. The charge drops to the service level delivered when a supplying library fails to meet the turnaround time.

3. Principles

Libraries participating under this ILRS Code agree to observe the following principles:

1. Comply with the service-level standards. Where libraries are unable to offer a given service level, this should be stated in their ILRS directory entry.

2. Supply an item quickly within the service level requested. Libraries are encouraged to improve services and review processes so services are not offered at the slowest turnaround time within each service level standard.
3. Publish their resource sharing policy in the ILRS directory and keep the entry updated. The policy should include all charges.
4. Make holdings available and keep them up-to-date, including holdings of electronic resources, with an indication of availability for resource sharing. Use of the National Bibliographic Database (NBD) should be reciprocal. Libraries using the NBD to identify holdings for their own requests should be committed to making their holdings available and up-to-date.
5. Consider all requests for material regardless of format, though the decision to lend materials is at the discretion of the supplying library.
6. Ensure confidentiality for the requestor and the requestor's client.
7. Pay outward delivery costs when supplying unless otherwise agreed.
8. Pay return delivery costs when borrowing, unless otherwise agreed.
9. Comply with the policies of potential suppliers, as published in their ILRS Directory entry.
10. Where a library's system allow users to initiate requests and send them direct to supplying libraries, the requesting library should authenticate and authorise users, assume full responsibility for these requests and ensure that such requests comply with the principles of the ILRS Code.
11. Accept responsibility for paying all authorised charges imposed by the supplying library.
12. Accept responsibility for the safety of borrowed material, and pay for loss or damage whilst the material is away from the supplying library.
13. Observe any special provisions on the use of material and enforce all use restrictions specified by the supplying library.

14. Honour the due date for the return of loans.
15. Where possible, have a loan period of three weeks or more. Remote libraries may require longer loan periods.
16. When requesting, provide complete bibliographic details and call numbers of the supplying library where possible.
17. Supply the best copy possible, in accordance with efficient work processes. Notify the requesting library if a quality copy is not available.
18. Use the most efficient payment methods possible, such as the national automated payments gateway through Libraries Australia Document Delivery, electronic funds transfer (EFT) or payment with request using ALIA vouchers, credit card or cheque.

4. Definitions

Supplier turnaround time	The time between when a supplying library receives a request to when the supplying library dispatches the item or indicates it cannot supply the item.
Working day	Monday to Friday, excluding public holidays.
Close of business	5:00pm local time, or the end of the working day for the supplying library — whichever is earlier.
Recommended prices	All recommended prices are GST-inclusive.
Default delivery modes	To be used when the requesting library has not specified a delivery method.
Best copy possible	The copy is the highest possible quality for readability by the user, obtainable within efficient work processes.

<http://alia.org.au/interlibrary.lending/>