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## PUBLIC SERVICE

### (3.7) Interlibrary Loan

Interlibrary loan (ILL) is offered to the public free of charge as an integral part of reference service. A Joint Library Consortium (JLC) loan is the partial statewide resource-sharing component of ILL service. Circulating items by any of the JLC member institutions may be requested, picked up, and returned at any of the Juneau library facilities. Staff shall advise patrons of JLC loans and of ILL service which make available the wider resources of the state, region, country, and world.

As a lending library, the Juneau Public Libraries will respond as efficiently and generously as possible, and as a borrowing library, will carefully check local resources before turning to other libraries. Both JLC loan and ILL requests from any patron registered with a permanent Juneau address will be accepted and processed by any of the Juneau Public library branches without questioning affiliation (student, faculty, state agency). Rush requests will be given priority. Staff should establish the need by date during the reference interview.

No ILL request should be taken from a Temporary Local, Statewide, or Crew patron or any other patron highly likely to be unreachable on arrival of material. A JLC loan request may be taken for any patron.

During the ILL reference interview, staff shall check patron's registration to determine eligibility and any problems with the patron's account. No ILL should be accepted on blocked accounts. JLC loan requests may be accepted if patrons agrees to clear the block before checkout.

No phoned-in ILL requests should be taken direct from jail inmates. Library services for inmates are provided by the SERCI staff member in charge of educational services.

#### INTERLIBRARY ILL LOAN REFERENCE INTERVIEW

As with any request for information, a reference interview is necessary for ILL staff and patrons must be aware that certain materials frequently cannot be borrowed by ILL; current popular titles, most reference materials, and AV formats.

A thorough check of local resources is needed. Obtain complete patron information, including time frame for the request. The patron should be advised that ILLs can take up to four weeks to arrive. Staff shall not promise when material will arrive. Patron may call ILL staff and ask for a status check on items requested. ILL staff can tell them if a supplier has been determined and a ship date on most requests. The date of arrivals is beyond the requesting library's control. The reference interview should include the "NEED BY" date and/or the "NOT NEEDED AFTER" date.

#### JLC LOAN

For a JLC loan, member libraries are located all over the state. Patrons are allowed to choose which pickup location is closest, but should be aware that library materials are sent library rate, so there is no guarantee when materials will arrive. Part of the reference interview should include when the patron needs the material, so that the patron will not be surprised when an item takes a week or longer to arrive. Patrons may place their personal holds from other JLC libraries on-line.

Daily courier delivery supports the JLC loan service. No promises should be made regarding delivery on a certain date in certain book bag, a certain time of day, as unavoidable delays may occur, either in courier service or in staff response time. The patron will be notified that material is available for pickup by the receiving library rather than the holding library, since delivery times may vary.