

Interlibrary Loan Procedure

Issued: March 2010

Last review: November 2020

Next review: 1 November 2023

Access category: Limited

1. Statement of Objective

- 1.1 This procedure is an accompanying document to the Interlibrary Loan Policy where we partner with libraries of other tertiary institutions in Singapore as well as worldwide to share collection materials.

2. Purpose and Scope

- 2.1 The procedure provides clear guidelines to staff on how to handle or advise users on how to lend to and borrow from partner libraries.

3. Definitions

- 3.1 Terms used in this document are defined as follows:
 - a) **Interlibrary Loan (ILL):** a transaction in which library materials are made available by one library to another upon request
 - b) **Alma:** a library services platform, a secure, scalable end-to-end library software system (ILS) for managing the acquisition, sharing, cataloguing, and use of all kinds of resources, including physical and electronic books, physical and electronic periodicals, and digital resources (such as audio, image, and video files).
 - c) **NTU OneSearch:** the online library search platform where a user can search across the Library's collections for books, audio-visuals, journal articles, NTU publications and more.

4. Borrowing from Other Libraries

- 4.1 NTU users send in request via NTU OneSearch
 - 4.1.1 Users need to "Sign In" and fill in a "REQUEST FOR DOCDEL/ILL" form from the top navigation menu. Users supply mandatory information like Book title, Author, Year of Publication, ISBN, and Reason for request.

- 4.2 Receipt of Interlibrary Loan Request in Alma
 - 4.2.1 The request is converted into a Resource Sharing Borrowing Request in Alma
 - 4.2.2 RDA staff checks the availability of the title in NTU Library.
- 4.3 Title is available in NTU Library in eBook format.
 - 4.3.1 If the title is available in eBook format, send the URL of the eBook to requestor via “SEND A QUERY TO PATRON” in Alma.
 - 4.3.2 The Resource Sharing Borrowing Request is considered completed and is closed.
- 4.4 Title is available in NTU Library in print format.
 - 4.4.1 If the title is available in print format and requestor is an undergraduate or postgraduate, notify requestor via Alma about availability and location.
 - 4.4.2 If the requestor is a staff or part-time student from NTU and NIE, RDA staff approaches USE staff to raise a Book Paging Request.
 - 4.4.3 RDA staff informs the requestor via “SEND A QUERY TO PATRON” in Alma to look out for the Book Paging Request notification to pick up the book.
 - 4.4.4 As some requestors mistake interlibrary loan as book paging, RDA staff include the URL of the Book Paging Request form so that they know to send future book paging requests correctly.
 - 4.4.5 The Resource Sharing Borrowing Request is then considered completed and is closed.
- 4.5 Title is not available in the Library and can be purchased in e-book or print format.
 - 4.5.1 The Resource Sharing Borrowing Request is re-assigned in Alma to the Procurement staff
 - 4.5.2 A Purchase Request is created in Alma and the requester will be informed that the title will be purchased
 - 4.5.3 The Resource Sharing Borrowing Request is considered completed and closed.

4.6 Borrow from Local Libraries

4.6.1 RDA staff check NUS Online Catalogue for availability in NUS libraries and WorldCat.org for availability in other libraries in Singapore.

4.6.2 If the title is available:

- a) Edit the Resource Sharing Borrowing Request by choosing the name of the library via “ADD PARTNER”
- b) In “EXTERNAL IDENTIFIER”, add the school the requester is from. For example, SOH (School of Humanities)
- c) In “NOTES”, add the permalink or URL of the title from the library catalogue of the lending library
- d) Save the request
- e) Send an official ILL borrowing email request to the lending library to request for the title
- f) Upon confirmation by lending library, send a student assistant to pick up the title at local library
- g) Upon receipt of book from student assistant, RDA staff “RECEIVE” the title in Alma and add the following and press “GO”:

Due date	Date requestor is supposed to return the ILL title to the library. This due date is supposed to be a week earlier than the due date set by the lending library
Temporary barcode	Barcode as displayed in the book

- h) An interlibrary loan yellow flag (see Appendix 1) is inserted on the last page of the book with the following details:

Due date	Date requestor is supposed to return the ILL title to the library. This due date is supposed to be a week earlier than the due date set by the lending library
Temporary barcode	Barcode as displayed in the book
Borrowed from	Name of the lending library
Remarks	Indicate any special remarks like “ <i>Book is very old and delicate – Please handle with care</i> ”.

- i) The book is then sent to the pick-up library via internal despatch.

4.6.3 Receipt of Interlibrary Loan item by the User Services & Spaces team at the pick-up library.

- a) Upon receipt of book, USS staff “SCAN IN” the barcode. This triggers an email to the requestor to collect the book. (In Alma, see User’s records > “Attachments”)
- b) The status of item should be “On HOLD SHELF”. Requestor must come to the Service Desk to borrow the item
- c) USS staff Check-out item to requestor. The ILL due date is fixed
- d) USS staff informs requestor of the due date as recorded on the yellow flag insert (the flag is not to be removed)
- e) Inform requestor to return book only at the Service Desk
- f) USS staff check-in and send the item back to RDA office via internal despatch (Attention: Mas Romi)
- g) Upon receipt of returned item, RDA staff to arrange a student assistant or courier service to send the book back to the lending library.

4.7 Borrowing from Overseas Libraries

4.7.1 Use the same steps from 4.6.2 to 4.6.3 except

- a) Set due date user need to return ILL book to be 2 weeks earlier than the actual due date as set by the lending Library
- b) Prioritise payment by IFLA vouchers (only issued by The Hague, Netherlands)

5. Lending to Other Libraries

5.1 Libraries local or overseas also send interlibrary loan requests to NTU Library.

5.2 Lending to Local Libraries

5.2.1 Emails received via acquisition@ntu.edu.sg will be forwarded to Library@ntu-sg.libanswers.com where a ticket is opened. RDA staff replies via the LibAnswers ticket and acknowledged receipt of the request. Do not close the ticket.

5.2.2 RDA staff creates a Resource Sharing Lending Request in Alma:

- a) In the “ADD NOTE” field, record the LibAnswers’ ticket number and the URL. For example, LibAnswers 3763773
<https://libfaq.ntu.edu.sg/admin/ticket?qid=3763773>
- b) USS staff at holding library receives the request in Alma to send the item to RDA
- c) USS staff performs “SCAN IN” item in Alma before sending it to RDA via internal despatch

5.2.3 Upon receipt of item from the holding library, RDA staff perform the following:

- a) Choose “Shipping items” in Alma under Fulfilment and fill up the following:

Due date	Set due date to 4 weeks
Scan item barcode	Use the barcode in the item

- b) RDA staff receives an “ILL Shipping Slip Letter” (see Appendix 2) via email and make the necessary changes, the “ILL Shipping Slip Letter” will contain the following:

Due date for the Borrowing Library to return the ILL item
Title of book
Name of Requesting Library
Signature and date collected

- c) 2 copies of the “ILL Shipping Slip Letter” will be printed and inserted at the back page of the item
- d) One copy to be given to the Borrowing Library together with the item. One copy to be signed by the Borrowing Library representative and returned to RDA
- e) The item is sent to the Lee Wee Nam Library Service Desk to be picked up by the Borrowing Library
- f) RDA staff returns to the LibAnswers ticket and reply to the Borrowing Library that the ILL item is ready for pick up at Lee Wee Nam Library Service Desk. CC reply to lwnl@ntu.edu.sg and OIKLSUserServicesandEngagement@ntu.edu.sg. Due date of the item to be included in the reply.

5.2.4 When Borrowing Library comes to collect ILL item at Lee Wee Nam Library Service Desk, USS staff perform the following:

- a) Inform Borrowing Library (partner) of due date (as indicated in the “ILL Shipping Slip Letter”) and to return book at the Lee Wee Nam Library Service Desk
- b) Sign one copy of “ILL Shipping Slip Letter” and return to RDA
- c) Give one copy of “ILL Shipping Slip Letter” to the Borrowing Library together with the item
- d) Do not “SCAN IN” item in Alma because it has already been scanned in by the holding library. See 5.2.2c.

5.2.5 When ILL item is returned to Lee Wee Nam Library Service Desk, USS staff perform the following:

- a) Scan in item in Alma

- b) Reshelve the item

5.3 Lending to Overseas Libraries

5.3.1 Procedure in Alma will be the same as local libraries except

- a) Prioritise payment by IFLA vouchers (only issued by The Hague, Netherlands)
b) Check cost of courier as published on Speedpost website.

6. Consulted Parties

5.1 The following have been consulted in the drafting of this document:

Name	Designation	College/School/Department
Alan Choy	Senior Librarian	alanchoy@ntu.edu.sg
Ng Mee Ling	Senior Librarian	mng@ntu.edu.sg

7. Related Legislation, Policies, Procedures and Guidelines

Type	Document Title (hyperlink to document if available)
Policy	Interlibrary Loan Policy

8. Responsible Parties and Contacts

Procedure Owner: University Librarian

Responsible Office: Office of Information, Knowledge & Library Services

For clarification on this document, please contact:


Name	Designation	Email	Telephone
Phoebe Lim	Senior Assistant Director	PhoebeLim@ntu.edu.sg	6316 2909

4 Revision History

Version	Approved By	Approval Date	Effective Date	Sections Modified
1	Library Management	20 Nov 2020	21 Nov 2020	New document

Appendix 1

Interlibrary Loan yellow flag

 Interlibrary Loan <small>PLEASE DO NOT REMOVE NTU LIBRARY</small>
<p>Date due: _____</p> <p>Barcode: _____</p> <p>Borrowed from: _____</p> <p>Remarks: _____</p>

ILL Shipping Slip Letter


Mas Romi Bin Mohamed Sukaimi

From: acquisition@ntu-sg.libanswers.com
Sent: Monday, 22 July 2019 10:52 AM
To: Mas Romi Bin Mohamed Sukaimi
Subject: ILL Shipping Slip Letter

ILL Shipping Slip Letter 22/07/2019

Supplied To: Osaka University Main Library, Japan
Shipping Address:
Osaka University Main Library Inter-library Loan Section 1-4 Machikaneyama-cho, Toyonaka
Osaka 560-0043
Osaka Japan
Email: hill01@library.osaka-u.ac.jp
Phone: 81 6 6850 5062

Borrower Reference: Osaka University Main Library




My ID: Osaka University Main Library Name of Library

Format: PHYSICAL

Due date: 14 Aug 2019 Due date to return item

Requester Email: hill01@library.osaka-u.ac.jp
Assignee: MAS ROMI BIN MOHAMED SUKAIMI



Item Barcode: 0009956825609 Barcode of item

Title: A time for initiative : proposals for the consideration of the Fourth ASEAN Summit. Author: Volume: Issue: Title of book

Nanyang Technological University

Signature and date collected: ILL partner to sign and date

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