

Interlibrary Loan and document supply, September 2021.



PPPG Details

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Approved Date	21/9/2021		Review Date	10/07/2023		
Approved by:				Type name hereClick or tap here to enter text.		
PPPG Owner Name	Aoife Lawton					
PPPG Owner Role	General Manager, National Health Library and Knowledge Service					
PPPG Owner Contact details	Aoife.lawton@hse.ie					
PPPG Applies to [tick] or specify other.	HSE Staff <input checked="" type="checkbox"/>	HSE Contractors <input checked="" type="checkbox"/>	Students on Placement <input checked="" type="checkbox"/>	Non HSE Librari es <input checked="" type="checkbox"/>	NHLKS Staff <input checked="" type="checkbox"/>	Other Click or tap here to enter text.

Contents

PPPG Details.....	1
Policy Statement:	4
Scope, Aims and Objectives	4
Glossary of Terms.....	6
Policy	8
Availability.....	8
Supply to other libraries.....	8
Placing requests	8
Loan Period	9
Charges and fees.....	9
Delivery Method	9
Electronic items.....	9
Physical items.....	9
Failure to return an item.....	10
Types of Requests	10
1. Holds/Reserves	10
2. Inter Library Loans	10
3. Document Supply	10
Target Audience for this policy	10
National Teams Responsible for this Policy	11
Exceptions	12
Procedures related to this policy will be hosted on the web as follows:	12
Resources Necessary for the Implementation of this policy	13
Monitoring and evaluation	14
Related PPPGs, Policies [National etc.], Legislation, Supporting Information and References.....	15
Existing Related National Policies,	15
Related Legislation and EU Directives.....	15
Supporting Information and References consulted during the process of creating this policy.	15

Interlibrary Loan and document supply, September 2021.



PPPG Sign off.....	19
Appendix 1 – Working Group Membership	20
Membership of Working Group	20
Appendix 2 – NHLKS Oversight Group Membership.....	21
Membership of NHLKS Oversight Group	21
Appendix 3 – NHLKS Operations Management Group Membership	21
Membership of NHLKS Operations Management Team	21
Appendix 4: Conflict of Interest Declaration Form	22
Appendix 5: Signature Sheet.....	24

Policy Statement:

It is beyond the capabilities of any library service to acquire the entirety of the information needs of its users. To that end HSE Libraries endeavour to provide the right information to the right person at the right time. To facilitate access to materials that are not available through existing acquisitions or subscriptions the HSE Libraries Inter Library Loan and Document Supply Service will attempt to fill these gaps in as far as is reasonably practicable. This document outlines the policy under which this service will operate. This policy aligns with the current strategic plan¹ for the National Health Library and Knowledge service as it enables the mission to provide ***‘Safer, better health and care, centered on the needs of patients and service users, and delivered by staff empowered to make knowledge-based decisions in frontline practice’***, and supports the vision that ***‘Everyone working in Ireland’s health service will have access to knowledge, and will apply it whenever and wherever they need it, to deliver the best possible health and care.’*** Additionally, the delivery of this service via online platforms further supports the strategic aims for years 3 to 5 of the strategic plan by using the ***‘National digital knowledge gateway’*** to provide ***‘Integrated access to all knowledge resources and services available to the health service in Ireland’***. This method of delivery also supports ***‘Partnership working as a fundamental principle of the new NHLKS service model. This includes:***

- ***Working as partners providing knowledge support to HSE teams, programmes and services’*** as a team from across the diverse library locations and roles will be created to deliver this service.

The purpose of this policy is to: outline the policy for the supply of information resources to HSE Staff, where there is no existing access. This may be via Inter Library Loan or Document Supply. The end result of this document is a policy that will clarify what the Inter Library Loan and Document Supply Service is, who can avail of it, where it can be accessed, when the service is available and why it should be used.

The provision of a national level service for Inter Library Loan ensures that there will always be staff on hand to process the requests, thus providing an element of future proofing for the entire NHLKS.

The services described in this document will be delivered online via electronic means first, and there after physically, with the network of libraries providing physical locations to interact with the service, up to and including the collection of materials provided as the result of a request.

The HSE libraries are open to developing reciprocal arrangements with other libraries e.g. HJNI and will explore these as and when the opportunity arises.

Scope, Aims and Objectives

This is a policy document and will not include procedures, protocols or guidelines.

The objective of this document is to describe the policy for of information resources to HSE Staff, where there is no existing access. This may be via Inter Library Loan or Document Supply.

¹ (Turning knowledge into action: Enabling care; Improving health 2018-2023 A call to collective action for users and providers of knowledge in the health service in Ireland, no date)

Interlibrary Loan and document supply, September 2021.

The policy will include:

- Who can access the service
- What the service can supply to the user
- What the user should expect from the service
- Where it can be accessed
- When it can be accessed
- When the service should be used
- Why the service should be used

Glossary of Terms

Hold/Reserve

- A user places a hold on an item on the library catalogue, and the material is supplied from within the HSE library network.
 - The 'Holds to pull' function on Koha will be used for fulfilment, rather than email or telephone communication.

Inter Library Loan

- When a user requests an item not available within the HSE library network and it is **supplied by another library, or library network like Subito and the British Library**

Document Supply

- When the item requested by the user is purchased for use within the HSE library network most likely directly from the publisher, for example:
 - Bolinda Digital
 - Springer Nature Content on Demand Service
 - Item is cheaper to purchase than to fulfill the request
 - Item has been requested multiple times in a 2-year time frame

Desktop Delivery

- Desktop delivery is allowed by the British Library and other suppliers, and allows the request to be emailed directly to the patron.

Library Management System [LMS]

- Computer system used for the purposes of managing day to day library operations, such as the circulation of item, and accessioning of stock via cataloguing.

Inter Library Loan Module Staff Client

- Staff interface on the library management system [LMS] used by library staff to manage Inter Library Loan and Document Supply.

OPAC

- Public Interface to the Inter Library Loan Module via the OPAC [online public access catalogue] where the patron can submit a request which feeds straight into the ILL Module. Library Staff can then 'manage' the request within the LMS.

Open Link Resolver

- An Open Link Resolver uses open linking technologies to enhance access to and search result from all types of library resources. An OpenURL-compliant link resolver supports item-level linking across all available resources, including electronic journal sites, full-text and secondary databases, online catalogs (OPACs), websites, and other services such as search engines, and document delivery services or interlibrary loan (ILL) request forms.

Item

- Item refers to any item which can be borrowed, provided e.g. book/report or journal article

Interlibrary Loan and document supply, September 2021.



Policy

This document applies to all HSE Staff, HSE Contractors, Students on Placement, Non HSE Libraries, NHLKS Staff.

Those not already registered on the LMS to be used for the delivery of the service can self-register for an account. Details of how to do so will be available on the library's web platform about Inter Library Loan and Document Supply for Users.

A guide for library staff about the Inter Library Loan and Document Supply Service will also be available, with a subpage for a living document for procedures.

The service will provide research materials to support the research needs of the user community and available primarily online, with local libraries providing walk-in user support and pick up locations for materials that are only available in physical format/s.

The LMS will search the Resource Discovery Layer using the OpenLink Resolver, Unpaywall for Open Access, and Library catalogues using z39.50 and present any results to the user ensuring that requests are not submitted for material already available to the user.

A group email address and online work area will be set up to facilitate group working on sourcing requested materials.

Availability

HSE Staff, HSE Contractors, Students on Placement, Non HSE Libraries, NHLKS Staff. The availability of this service, and the fulfilling of holds / requests is at the discretion of the NHLKS.

The service will be made available via the Library Management System, Resource Discovery Layer, Open Link Resolver and other interfaces that support linking or integration.

Supply to other libraries

Other libraries can apply to the service for the provision of materials to fulfil inter library loans once a reciprocal agreement has been entered into.

A form will be made available on the library's web platform to facilitate the initiation of reciprocal agreements with other libraries.

The same method of requesting and delivery will be utilized, except that physical items will be posted to the requesting library.

The Library Resources Manager will actively seek these arrangements with similar libraries.

Placing requests

Requests will be placed using the 'Place a hold' link on the OPAC or Inter Library Loan request form on the LMS 24/7/365.

This online form will require user authentication against their account.

Interlibrary Loan and document supply, September 2021.



Before the online form can be completed the user will have to read a warning concerning copyright and a copyright declaration, which is 'signed' by them interacting with the page to progress to the online form.

This will be presented for every request.

Loan Period

The loan period, if the user is allowed remove the material from the library will be that applied by the supplying library. This varies from library to library, and cannot be known until the item arrives on site.

A default loan period of 21 days will apply if no loan period is stated by the supplying library.

Charges and fees

There is no charge to submit a request.

Users will be charged the replacement cost of any items lost, damaged or not returned at the rate applied by the supplying library. This varies from library to library, and cannot be known until the replacement cost is issued by the supplying library.

Delivery Method

Electronic items

The services described in this document will be delivered online via electronic means first. Where desk top delivery is allowed by the supplying library / publisher this will be the preferred method of delivery.

Once materials are sourced they will be delivered to the user by email where desk top delivery is allowed by the supplying library / publisher.

Physical items

Physical items will be made available at the pick-up destination² selected by the user when completing the online request form submission. A courier service will be reinstated in 2022 subject to budget.

Each physical library will be listed as a pick-up destination on the request form on the LMS.

Overdue process

Physical items will be issued to the user via the LMS and be subject to an over due process as follows:

Courtesy notice: 1 day before due

Overdue 1: 1 day after due

² Pick-up destination is the terminology used by the LMS on the form where the user selects the library they wish to collect a physical item from.

Interlibrary Loan and document supply, September 2021.



Overdue 2: 1 week after due

Overdue 3 and replacement cost: 3 weeks overdue

Failure to return an item

Failure to return an item will result in the suspension of library privileges for the users Library Catalogue and eLibrary account until the item is returned.

Types of Requests

There are three types of request within the Inter Library Loan and Document Supply Service:

1. Holds/Reserves
2. Inter Library Loans
3. Document Supply

1. Holds/Reserves

Registered library users can request a hold/ reserve be put on a physical item on their home library, any library within the HSE network, and other libraries with which reciprocal arrangements have been made.

Staff will use the LMS to manage this process using the Holds to pull process.

This process shall be detailed on the about Inter Library Loan and Document Supply guide, staff wiki living document for procedures.

2. Inter Library Loans

Registered library users can request an item by using the online Inter Library Loan form on the LMS.

Other libraries with which reciprocal arrangements have been made can also use this method to request materials. Materials will be supplied in line with local circulation rules for physical items and contract / license agreements for online content.

All requests will be mediated.

Staff will search for access to the requested material from a variety of sources, in a specific order which will be detailed in the procedures working document on the staff wiki.

Updates to the status of a request will be visible to the user when logged in on the OPAC.

3. Document Supply

Where all other avenues have been exhausted, or it is financially more advantageous, the service will consider the outright purchase of requested materials directly from publishers, or via reprint services.

Details of how this will be achieved will be available on the staff wiki Inter Library Loan and Document Supply procedures living document.

Target Audience for this policy

This policy should be referred to by (NHLKS) Library Staff.

Interlibrary Loan and document supply, September 2021.

National Teams Responsible for this Policy

1. Procurement
2. National Inter Library Loan Team

This team will comprise the following:

Role	Number
Library Resources Manager	1
Librarian	2
Senior Library Assistant	2
Library Assistant	4

The team should represent a good geographical spread across the country with at least one member from each area.

At least 2 members should also be members of the Help Desk and at least 1 member should also be a member of the Digital Team

Rostering will be as follows

Library Resources Manager: back up, and major issue resolution

Librarian: 2 days a week, difficult request resolution, answer queries from team members, refer unresolved issues to the Library Resources Manager

Senior Library Assistant: Organise rostering, process requests in line with agreed procedures, 2 days a week.

Library assistant: process requests in line with agreed procedures, 2 days a week.

Sample roster:

Monday	Tuesday	Wednesday	Thursday	Friday
Librarian 1	Librarian 1		Librarian 2	Librarian 2
Senior Library Assistant 1		Senior Library Assistant 1		
		Senior Library Assistant 2		Senior Library Assistant 2
Library Assistant 1			Library Assistant 1	
	Library Assistant 2			Library Assistant 2
Library Assistant 3		Library Assistant 3		
	Library Assistant 4		Library Assistant 4	

Interlibrary Loan and document supply, September 2021.



Exceptions

Where there is an urgent need for the service this can be facilitated at the discretion of the librarian.

Procedures related to this policy will be hosted on the web as follows:

The library's web platform, will host 2 guides as follows:

1. Guide to the Inter Library Loan and Document Supply Service for Users
2. Guide to the Inter Library Loan and Document Supply Service for NHLKS Library Staff.
 - a. Staff wiki Inter Library Loan and Document Supply Service living document /procedures.

Resources Necessary for the Implementation of this policy

1. Inter library loan module implemented on the LMS
2. Open Link Resolver configured to integrate to LMS
3. Resource Discovery Layer configured to integrate with LMS
4. Open Link Resolver configured on all subscription resources, so that access to available materials can be identified before the submission of a request
5. Creation of the National Inter Library Loan Team
6. Commitment to staffing
7. National Accounts with Inter Library Loan and Document Supply partners
8. A bank of IFLA Inter Library Loan Vouchers, subject to budget.
9. Print serial holdings loaded to EBSCO admin for inclusion in search results
10. Group email address
11. Group shared work area
12. Budget for acquiring titles as follows:
 - a. Via ILL suppliers such as Subito and the British Library
 - b. Via outright purchase
 - c. Via paid transfer within the HSE library network
 - i. Postage or other.

Interlibrary Loan and document supply, September 2021.

Monitoring and evaluation

The service shall be monitored and evaluated as follows:

1. Number of requests placed in a time period, normally 1 calendar year, with sub reporting for January to June and July to December
 - a. Holds
 - b. Inter Library Loan
 - c. Document Supply
 - d. Branch
2. Number of requests fulfilled [completed] in a time period, normally 1 calendar year, with sub reporting for January to June and July to December
 - a. Holds
 - b. Inter Library Loan
 - c. Document Supply
 - d. Branch
3. Number of requests fulfilled [completed] at no cost in a time period, normally 1 calendar year, with sub reporting for January to June and July to December
 - a. Holds
 - b. Inter Library Loan
 - c. Document Supply
 - d. Branch
4. Cost of materials purchased to fulfill requests in a time period, normally 1 calendar year, with sub reporting for January to June and July to December
 - a. Cost of Inter Library Loan Supply
 - b. Cost of Document Supply
5. Fill time – amount of time it takes to fulfill [complete] a request
 - a. Minimum, Maximum, Average and Median
 - i. Holds
 - ii. Inter Library Loan
 - iii. Document Supply
 - iv. Branch
6. User profile
 - a. Patron category
 - b. Work Location / Branch
7. What is being requested as per the types of request on the LMS form
 - a. Holds
 - b. Inter Library Loan
 - c. Document Supply
8. Titles requested – frequency, by type as per the types of request on the LMS form
9. Number of physical items not returned and subsequently replacement charge issued for.
 - a. Patron Category
 - b. Work Location

Interlibrary Loan and document supply, September 2021.

- c. Request type
 - d. Cost
 - e. Branch
10. Increase of usage on previous calendar year for all.
11. Feedback form for user suggestions will be linked from the online guides and LMS form [if possible].
12. Number of contacts on the Desk regarding the service.

Reporting will be generated by the LMS and other platforms used to gather feedback

An excel template file will be created for this information

Related PPPGs, Policies [National etc.], Legislation, Supporting Information and References

Existing Related National Policies,
Collection Development Policy

Related Legislation and EU Directives

- Directive (EU) 2019/790 of the European Parliament and of the Council of 17 April 2019 on copyright and related rights in the Digital Single Market and amending Directives 96/9/EC and 2001/29/EC (Text with EEA relevance.)
- COPYRIGHT AND RELATED RIGHTS ACT, 2000
- Copyright and Related Rights Act 2000 (Commencement) Order

Supporting Information and References consulted during the process of creating this policy.

Environmental Scan: Health Libraries in Ireland

The following libraries were covered by the environmental scan carried out by the working group:

Interlibrary Loan and document supply, September 2021.

- UL
- TCD
- AIT
- RCSI
- DCU
- TU Dublin, Tallaght
- #NUIG
- Carlow IT
- GMIT
- UCC
- HSE-UHK
- St Vincent's Hospital, Fairview
- Dublin Dental University Hospital

The results were entered into an excel sheet for evaluation as follows:

- System used for online Inter library loan and document supply service delivery
- Loan period
- Restrictions
- Replacement cost etc.
- Sources for request fulfillment
- Staff Quota on request
- Charges to staff and students


Health Libraries in the UK

The following libraries were covered by the environmental scan carried out by the working group:

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4. *Hôpital Général Juif | Document Delivery / Interlibrary Loan* (no date) *Hôpital Général Juif*. Available at: <https://www.jgh.ca/care-services/health-sciences-library/services/document-delivery-interlibrary-loan/> (Accessed: 19 April 2021).

Interlibrary Loan and document supply, September 2021.

5. **HSE Library catalog › Your interlibrary loan requests** (no date). Available at: <https://hse-staging.interleaf.ie/cgi-bin/koha/opac-illrequests.pl> (Accessed: 19 April 2021).
 - a. *This is the OPAC*
6. **ILL requests / Interlibrary loans — Koha Manual 19.11 documentation** (no date). Available at: https://koha-community.org/manual/19.11/en/html/ILL_requests.html?highlight=inter%20library%20loan (Accessed: 19 April 2021).
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 - a. If we thought we could use it for ILL with the Institutes of Technology etc, or some NHS sites in the UK?
14. **Staff Client Koha › ILL requests** (no date). Available at: <https://hse-staging-staff.interleaf.ie/cgi-bin/koha/ill/ill-requests.pl> (Accessed: 19 April 2021).
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Interlibrary Loan and document supply, September 2021.

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19.  **PTFS Europe Limited (2021) *Inter Library Loan Availability***. Available at:
<https://www.youtube.com/watch?v=43RA4pmycTw&list=PLrt7hXjyXrkDZQunNwxnjmHPa4n7JnUSp&index=2> (Accessed: 20 April 2021).
20. *Duke Uni Requesting Articles and Books | Duke University Medical Center Library Online* (no date). Available at: <https://mclibrary.duke.edu/borrow-request-renew/document-delivery> (Accessed: 19 April 2021).
21.  TUD Tallaght ***How to submit an online Inter Library Loan request at Library TU Dublin - Tallaght Campus***. Available at:
<https://www.youtube.com/watch?v=tk3L00vsTOY> (Accessed: 20 April 2021).

WolfCon 2021 was attended and it was clear from the presentations that project ReShare will not be a viable partner for supply for quite some time as it is still in its infancy and currently very book and north America focused.

Interlibrary Loan and document supply,
September 2021.



PPPG Sign off

Name	
Role	
Signature	
Date	

Interlibrary Loan and document supply,
September 2021.

Appendix 1 – Working Group Membership

Membership of Working Group

ROLE	NAME
Regional Librarian/Library Resources Manager	Niamh Walker-Headon
Librarian	Linda Halton
Librarian	Margaret Moran
Senior Library Assistant	Andrea Fitzgerald
Library Assistant	Elaine Scanlon

Appendix 2 – NHLKS Oversight Group Membership

Membership of NHLKS Oversight Group

ROLE	NAME
National Librarian – Chair Person	Aoife Lawton
Area Librarian	Brendan Leen
Library Resources Manager	Niamh Walker-Headon

Appendix 3 – NHLKS Operations Management Group Membership

Membership of NHLKS Operations Management Team

ROLE	NAME
Area Librarian	Brendan Leen
Library Resources Manager	Niamh Walker-Headon
Regional Librarian	Anthony Linnane
Regional Librarian	Bennery Rickard
Regional Librarian	Nicola Fay
Business Manager	Mary Butler
PPPG Project Manager	Emer Quigley
Knowledge Broker Lead	Mary Morrissey
PA to Aoife Lawton	Anne Kearns

Appendix 4: Conflict of Interest Declaration Form

This must be completed by each member of the PPPG Development Group as applicable either in paper format or using the online version available here: <https://hse-ie.libwizard.com/f/sign>

Title of PPPG being considered:

Please circle the statement that relates to you

1. I declare that I DO NOT have any conflicts of interest.

2. I declare that I DO have a conflict of interest.

Details of conflict (Please refer to specific PPPG)

(Append additional pages to this statement if required)

Signature

Printed name

Registration number (if applicable)

Date

The information provided will be processed in accordance with data protection principles as set out in the Data Protection Act. Data will be processed only to ensure that committee members act in the best interests of the committee. The information provided will not be used for any other purpose.

A person who is covered by this PPPG is required to furnish a statement, in writing, of:

(i) The interests of the person, and

(ii) The interests, of which the person has actual knowledge, of his or her spouse or civil partner or a child of the person or of his or her spouse which could materially influence the person in, or in relation to, the performance of the person's official functions by reason of the fact that such performance could so affect those interests as to confer on, or withhold from, the person, or the spouse or civil partner or child, a substantial benefit.

Interlibrary Loan and document supply,
September 2021.

Interlibrary Loan and document supply, September 2021.



Appendix 5: Signature Sheet

Also available online on the Inter Library Loan and Document Supply guides

I have read, understand and agree to adhere to this Policy, Procedure, Protocol or Guideline:

Name	Signature	Location	Date

Interlibrary Loan and document supply,
September 2021.

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