

1. What does the “sunset the mediated (system facilitated) Interlibrary Loan (ILL) service” mean to my library?

As a borrower ----As of April 15th, the MLS Resource Sharing Office will no longer accept loan requests from our libraries to borrow materials for their patrons. In the same vein, we will no longer accept photocopy requests from the membership after May 15th. Hint: You would have used the loan and photocopy request forms on the MLS Resource Sharing web pages to request these items. If your library has never used these request forms, then this service change should not impact you.

As a lender --- In addition, the MLS Resource Sharing Office will no longer facilitate the loan of materials owned by member libraries to out-of-state libraries after April 15th. If your library has in the past conditioned out-of-state ILL requests in your WorldCat request files and told libraries to request the material through to the MLS OCLC “IED” account – this service is going away. You will now need to act on these requests and either fill or decline them.

2. Is MLS delivery to my library changing?

No, there are no changes to MLS delivery.

3. Does this mean I can’t request items (place holds) on SWAN?

No, if you are a SWAN library or have a SWAN Internet Access/SWAN Enhanced Access contract those Interlibrary Loan processes are not affected.

4. How do I borrow the items or obtain the photocopies I previously requested from the MLS Resource Sharing Office?

If you are an OCLC library, you will now need to request these items using WorldCat Resource Sharing on FirstSearch.

If you are a non-OCLC library, you will need to verify and locate these items on FirstSearch and then request these items using an ALA form.

ALA form (Word version)

<http://www.ala.org/ala/mgrps/divs/rusa/archive/protocols/referenceguide/illformprint.doc>

ALA form (PDF version)

<http://www.ala.org/ala/mgrps/divs/rusa/archive/protocols/referenceguide/illformprint.pdf>

5. What do I do if my patron requests something and I can’t verify it anywhere?

If you are unable to verify an item using tools available at your library, including FirstSearch, then you can contact MLS Resource Sharing and we will assist you in verifying and locating the item using bibliographic resources available in our office. The request forms on the MLS Resource Sharing web pages will be updated in the coming months to accommodate your requests for verification assistance.

6. What about international interlibrary loan and photocopy requests?

We will accept requests for international photocopies and loans. This service will be provided on a cost recovery basis. Please contact the Resource Sharing Office for particulars.

7. What will it cost me to borrow items or request photocopies from out-of-state libraries.

Typical loan/photocopy fees range from \$5.00 to \$35.00 dollars. The majority of public libraries probably charge \$15 - \$20 for a loan/photocopy. In addition, you need to budget for postage costs for returning the borrowed materials.

8. Can I charge libraries if I loan materials to them?

Yes, you can charge **out-of-state** libraries for loans/photocopies you supply them. **You can't charge other Illinois (ILLINET specifically) libraries for the loan of an item.** You can charge Illinois libraries for photocopies.

9. How much does it cost to ship the typical library book?

Library materials being shipped from one library to another can be shipped as "Library Mail" using the US Postal Service. <http://www.usps.com/send/waystosendmail/senditwithintheus/libraryrate.htm> You need to label the item "Library Mail" and special discounted pricing applies <http://www.usps.com/prices/library-mail-prices.htm> . Our experience has been that most materials fall within the \$2.12 to \$2.45 range.

10. How can I save on the costs?

You can join LVIS – Libraries Very Interested in Sharing.

http://www.cyberdriveillinois.com/departments/library/who_we_are/OCLC/programs_and_services/lvis_description.html

This is a group of libraries that loan for free and provide up to 30 pages of photocopy at no charge to other members of the resource sharing group. LVIS was created by the Illinois State Library ILLINET office and now has 2600 members across the country. To join LVIS, complete and submit the form available on the State Library website http://www.cyberdriveillinois.com/departments/library/who_we_are/OCLC/pdfs/lvis_agr.pdf

Upcoming training sessions provided by MLS Resource Sharing will include instructions on how to implement custom holding groups in WorldCat Resource Sharing to facilitate borrowing from LVIS participants.

11. Any other way I can save on the costs?

If you are an OCLC library, you can use IFM (Interlibrary loan fee management) to keep track of your ILL debits and credits. <http://www.oclc.org/resourcesharing/features/feemanagement/default.htm> You will receive a bill monthly from the ILLINET office of the State Library for any outstanding charges. This allows you to pay for most of your ILL transactions with one check instead of going through the expense of cutting individual checks and invoicing other libraries. The amount of money saved in staff time alone is worth the small fee assessed for the service.

12. What Resource Sharing training sessions or classes are being offered and when?

A newly revised training calendar for Resource Sharing is in the process of being developed. These training opportunities will be listed on the CE calendar. You can search, view, and register for these classes at <http://www.librarylearning.info/?LibSys=MLS> . Individualized training at your library will also be available.