



## Library and Information Service

### INTERLIBRARY LOAN GUIDELINES

#### 1 Preamble

As a pre-eminent university in Africa, driven by the pursuit of knowledge and innovation, with a unique institutional culture based upon the values the University espouses, the NWU Inter Library Loan (ILL) services actively seeks to support research and teaching to avail the best possible resources. In order to give effect to the University strategy the NWU Library Services is positioned within the Teaching-Learning, Research and Public engagement functions of the University through the provision of access to world class information resources and services. The ILL service is about libraries sharing their resources through lending and borrowing information resources to and from one another.

The interlibrary loan system is used by libraries and information centres of institutions within and outside the different library consortia in the country with the view of obtaining and supplying information reciprocally. Interlibrary loan service is predominantly national, but international transactions also take place. For national resource sharing the Library makes use of ReQuest, a countrywide interlibrary loan network. Worldshare (OCLC) is the interlibrary loan platform used for international requesting by partaking institutions in the ILL document sharing environment. The main provider and host of both ReQuest and WorldShare is Sabinet. Administration of the interlibrary loan system, membership, updating addresses and contact details and guides are responsibilities of the National Library.

ILL Services consists of three sections. The first section deals with internal requests and focuses on requesting documents for our own users not available in our library. External requests comprise the provision of documents to other institutions, including overseas libraries. The scanning and courier section is responsible for receiving and dispatching the requested journal articles and books.

#### 2 Objectives

- To set rules and regulations that will be applied in managing NWU Inter-Library Loans Service (ILL).
- To provide guidelines for use of the NWU ILL service. NWU library aims to implement our ILL policy in a fair and globally consistent way to all institutions.

#### 3 Scope of Application

This Policy relates to Inter-Library Loans staff members, NWU academic staff, researchers and qualifying student categories.

#### 4 Policy statement

NWU Library Service NWU Library Service provides access to cutting edge and relevant resources and services to fulfil academic expectations of our user communities in a professional, creative, and innovative manner. NWU LIS increase access to information resources by participating in the national and international inter-lending system by sourcing information documents not available in the NWU library collection from other libraries on behalf of library users and also supply documents requested by other libraries.

#### 5 Definitions

Inter-library loans (ILL) is a service which supports and enhances the library collection when the collection fail to meet the need of the academic staff, researchers and post graduate students by obtaining documents not available in the collection from other libraries and also supply documents requested by other libraries either as a copy or in the original format, for non-commercial purposes.

- **“Holding library”** means a library that has the requested library material in its collection
- **“Information resources”** means books and journal articles
- **“NLSA”** means National Library of South Africa LIS ILL Guidelines 2

- “**Bibliographic record**” means author, title, ISBN (books) or ISSN (journals), publisher, date of publication, and place of publication.
- “**SACat**” means South African Catalogue
- “**SAIS**” means South African Inter-Library Scheme

## 6 Rules and procedures

Procedures adopted for ILL to achieve synergy and alignment across the Campuses to ensure that quality assurance processes are in place will be contained in the LIS Quality Manual.

### 6.1 General rules

- The ILL department supports the inter-lending policies of the South African Inter-lending Scheme (SAIS) of the National Library of South Africa and Gauteng Courier Library group.
- The Library user will be required to pay for the Service, as determined by the lending library.
- Written communication is preferred for request, telephone requests will only be used on exceptional cases.
- Library user will not be allowed to make information requests on behalf of Family/friends.
- All ILL requests are important but certain requests might be prioritised depending on merit.
- The Library will reserve the right to suspend the borrowing privileges of both the library user and the borrowing libraries in cases where they infringe the Interlibrary Loans Policy.
- Most information resources will be eligible for interlibrary loans, except for reference works, information resources in the Reserved/Short-loan Collection, audio-visual material, special collections (except for theses and dissertations) and any other items restricted for use in the library only. Items borrowed via Inter Library Loan are subject to recall at any time by the lender.

All ILL requests will be processed on the campus where the patron is enrolled as a student or employed.

### 6.2 Registration

- NWU faculty staff members and certain categories of enrolled students are eligible to use ILL facility. Community patrons and NWU alumni must consult with their local public libraries.
- Students categories that qualifies are:
  - 4th year undergraduate students;
  - Honours students; Registered Masters Students;
  - Prospective postgraduate students of the North West University.
- Library clients shall be required to register for the service, by filling-in the Patron Information Form or registering online using the library’s webpage. Proof of registration/employment (Identity Card) shall be required from qualifying students.
- Normally the waiting period for the supplying library to supply the requested materials is two weeks.

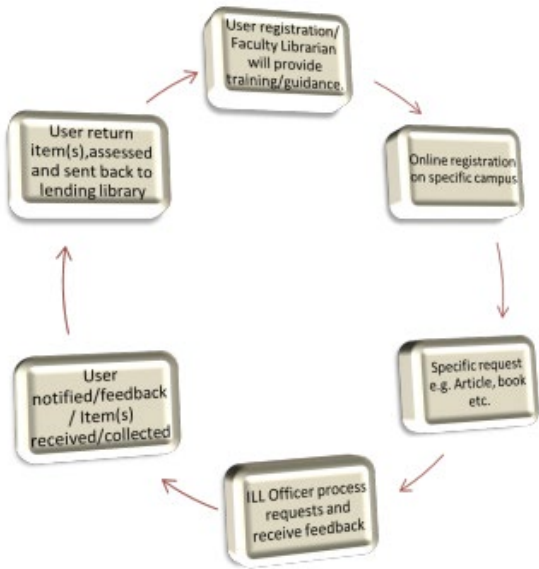
### 6.3 Loan Period

- The lending library will determine the length of the loan period and stipulate any restrictions on the use of the book e.g. library-use only etc.
- NWU libraries normally send courtesy reminder one week before the due date.
- ILL Material will be kept for 10 days; if uncollected the book will be returned back to the lending library to avoid fine(s)/penalty.
- Request for loan renewals made on or after the loan period expires will not be accepted.

### 6.4 Lost ILL item and other payments

- The Library will carry operational costs of the service (photocopying and courier)
- When the user has lost the material, the Library will pay the lending library the cost of a lost book and recover the same from the client
- NWU will accept a replacement copy of the lost item including Administration fee.
- Payment by the requesting library will be made directly to the Inter-lending Fee Management (IFM). LIS ILL Guidelines 3
- If a desired item cannot be located in the national database, clients will receive notification indicating the additional cost of an international request. NWU ILL services will always try to identify free lending International institutions for international request.

### 6.5 Flow procedure



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