Interlibrary Loan Policy—Lending Services
"WE BRING THE WORLD TO YOU"

Lending Long Beach City College Library Materials

I. Eligibility
   A. We lend materials to:
      1. any institution or corporation. Items must be requested through their library liaison staff.
      2. individual patrons. Patrons who want to request an item must do so through a library. Students of a college or university must go through their school’s library. Citizens of the community may go through their public library.
   B. All libraries that borrow items from us *must accept full responsibility for any charges, losses, or damages, which may occur as a result of the transaction.


II. Types of Interlibrary Loan Requests Accepted
   A. Requests from borrowing libraries may be sent to us via OCLC, the mail, or fax. We do not accept requests over the telephone.
   B. We only accept OCLC work forms or ALA forms. Computer reproduced ALA forms are also accepted. Requests sent on any other types of forms or papers will not be accepted i.e., telephone calls.

III. Types of Materials Loaned Out
   A. Books: We loan books out. They must be returned to us within 35 days.
   B. Articles: We photocopy articles and send them to the borrowing libraries. Photocopies do not have to be returned to us.

IV. Types of Materials Not Loaned Out
   A. Microfilm
   B. Microfiche
   C. Videos and other media
   D. Bound and Unbound Periodicals

V. Initiating Requests
   A. The librarian or library staff from the borrowing library must send a request (OCLC work form or ALA form) for each item needed.
   B. A maximum of five items at a time may be borrowed from us.
   C. Requests will be processed within 24 hours.
   D. If UPS or Federal Express deliveries are preferred over normal means of shipment, the borrowing library will be charged $15.00 per delivery (maximum of 5 items).

VI. Turn-around Time
   A. If the requested item is on the shelf, then we can usually send it out within 24 hours.
   B. The method of delivery makes a difference in the amount of time it takes for the item to arrive at the borrowing library.
VII. Methods of Shipment
   A. Books (loans)
      1. U.S. Mail
         Fourth Class - Books mail within the state of California. Also use for out-of-state books going to a PO box address, but make sure green insurance slip is attached. Items are insured for $50.
         2. UPS Delivery
         Books going out of state requesting for immediate shipping.
   B. Photocopies
      1. U.S. Mail: Fourth Class Mail
         All articles going anywhere within the United States.
      2. Fax
         Fax articles if the borrowing library requests it and is willing to pay our fax fee. If fees are required, make sure the invoice is attached.
         Do not fax if articles are more than 25 pages long; if articles contain graphics, maps, charts, etc.; or if articles are copied from microforms.

VIII. Charges for Lending Services
   A. Book Fees (Loan Fees)
      1. Institutions who charge us ILL fees Same as their fees
      2. For-Profit Organizations $10.00
      3. Reciprocal Institutions $ 0 (and no additional charges)
      4. Non-profit Organizations $ 0 (and no additional charges)
      5. Additional Charges
         a. First Class postal fee $ 5.00
         b. Rush delivery service $10.00
            Example: Federal Express
         c. International First Class postal fee $ 8.00
   B. Photocopies
      1. Institutions who charge us ILL fees
         First 50 pages $10.00 / article
         Each additional page $.50 / page
      2. Reciprocal Institutions $ 0 (and no additional charges)
      3. Non-profit Organizations $ 0 (and no additional charges)
      4. Additional Charges
         For-profit organization service fee $ 5.00
         Fax Transmission (25 pgs max) $ 5.00
         Rush Fax Transmission (25 pgs max) $15.00
         Note: Microfilm, microfiche, bound and unbound materials cannot be loaned out.

IX. Lending Restrictions
   Our library limits access to items under certain conditions in order to make these items more available to our patrons. Some of these restrictions include:
   A. Renewals (One or None)
      1. The borrowing library can only renew items once. However, if one of our patrons has a hold on the item, the borrowing library cannot renew the item.
      2. The borrowing library cannot renew items if they are overdue.
   B. Library Use Only
      1. We may restrict certain loaned items to Library Use Only. This means that
the items may only be used within the borrowing library; they cannot be
taken outside of the borrowing library. The Access Services Librarian or
the Acquisition Librarian of our library is the one who decides which items
will be for Library Use Only.

C. Non-circulating
1. Certain items cannot be loaned, but some pages within these items can be
copied and sent. These items include periodicals (magazines, journals,
newspapers) microform (microfilm, microfiche), and books catalogued
within the last 3 months.
2. Media items (videos, CDs, laser discs, cassettes, etc.) cannot be loaned.

If any of the above restrictions are enforced, it is noted on our copy of the ILL
request, which we send with the item.

X. Overdue Items & Suspension of Lending Services
A. Overdue notices are sent out according to the following schedule:
   1st Notice - If item is two weeks overdue.
   2nd Notice - If item is three weeks overdue.
Invoice for Replacement - If item is one month overdue or reported lost.
However, if one of the following situations applies, then the Invoice for
Replacement is sent out after three months:
   a. The borrowing library has sent correspondence indicating it is
      attempting to retrieve the item from its patron.
   b. The borrowing library claims the book has been returned.
      (The additional 30 days is granted to allow time for the item to reach our library,
      assuming the borrowing library is acting in good faith to secure its return.)
B. The borrowing library is responsible for all charges of lost or damaged books as
per section III, number 6 of the National Interlibrary Loan Code, 2000 which
reads:
The safety of borrowed material is the responsibility of the borrowing
library from the time the material leaves the lending library until the
borrowing library receives it. The borrowing library is responsible for
packaging the material so as to ensure its return in good condition. If
damage or loss occurs, the borrowing library must meet all costs for
repair or replacement in accordance with the preference of the lending
library.
C. Lending services will be discontinued if:
   1. The borrowing library repeatedly has overdue items.
   2. The borrowing library continuously loses our materials.
   3. The borrowing library has unpaid invoices for lost materials or services
      provided.

XI. Copyright Requirements
A. Compliance with copyright laws is the responsibility of the borrowing library. An
   indication of copyright compliance must be indicated on their ILL request. We
   will not fulfill requests that do not have copyright compliance on them. If the
   request is sent to us through the mail, the fax, or Ariel, does not have copyright
   compliance; we will mail the request back to the borrowing library. If the
   request is sent through OCLC, we will provide a conditional response: "We
   cannot supply this title unless copyright compliance is indicated on your
   request."
B. Our Lending Department reserves the right to refuse any requests for
   photocopies, which it believes, would constitute a violation of copyright laws.

Questions or comments about Interlibrary Loan?
Contact Nenita B. Buenaventura (nbuena@lbcc.edu)
Interlibrary Loan Policy—Borrowing Services

"WE BRING THE WORLD TO YOU"

Long Beach City College Borrowers

I. Eligibility

1. Interlibrary Loan is available to all Long Beach City College regular and extension faculty, staff, and students with a Long Beach City College identification card, current validation sticker, and a clear library record in Voyager.

2. Interlibrary Loan service is not extended to guest card holders, Research Affiliates, Friends of the Library, Long Beach City College Alumni, and mutual-use cardholders.

II. Interlibrary Loan Request Accepted

1. Interlibrary loan requests are accepted in-person at the Circulation Desk and Reference Desk.

2. Requests are accepted for research purposes for items not held by Long Beach City College Library.

3. Requests are not accepted for recreational reading, currently required classroom textbooks, and items held by the Long Beach City College Library.

4. Long Beach City College non-circulating library materials or items held on microform are considered available for use and may not be requested through Interlibrary Loan.

5. Long Beach City College library materials not located on the shelf must be searched by the Circulation staff and declared missing before the interlibrary loan request is accepted.

6. Requests for Long Beach City College library materials that are charged out are not accepted by the Interlibrary Loan. The patron is asked to place a "Hold" or "Recall" for the materials at the Circulation Desk.

7. Requests are limited to 5 requests per person per week for students and 7 requests per week for faculty. The purpose of this limit is to make the interlibrary loan service available to many rather than to only a few.

8. Repeat requests for the same item by the same person are not accepted due to the high cost of interlibrary loan transactions. Items requested often are brought to the attention of Collection Development for possible purchase.

III. Fees to Borrowers

In support of the academic programs and research at Long Beach City College, the College Library normally requests materials from the free lender libraries or reciprocal libraries. If materials have charges or fees, it is the responsibility of the borrower or requestor to pay the charges imposed by the lending libraries for loans or photocopies.

IV. Renewals

1. No renewal requests are made on overdue materials. It is the patron's responsibility to request a renewal, if needed, three days before the due date.

2. Reciprocal loan arrangements with other libraries allow for only onerenuerial request per interlibrary loan item.

3. Some libraries do not grant any renewals. Borrowed items from these libraries
are stamped "non renewable" on receipt in Interlibrary Loan so the patron will be aware of the limitation when the material is picked up.

V. Patron Responsibilities

A. Overdue Materials
1. The interlibrary loan files are checked on a weekly basis for overdue items.
2. First overdue notices are immediately sent to patrons for each item that is overdue. A fine of $.25 per day after the due date accrues for each item. There is a three day grace period which means patrons will not have to pay a fine if the items are returned one or three days after the due date. The fines for items returned four or more days after the due date will start accruing the day after the due date. A note indicating the $.25 per day overdue fine will be on the interlibrary loan identification strap.
3. Faculty are exempt from paying overdue fines, but must pay replacement charges for lost or damaged books.
4. Patrons are set delinquent on Voyager when materials are one week overdue. Delinquent patrons may not charge out any Long Beach City College library materials until the overdue interlibrary loan item is returned.
5. A patron with any overdue interlibrary loan material may not submit additional interlibrary loan requests or pick up items previously ordered until the overdue is cleared.
6. A second overdue notice is sent when the item is two weeks overdue.
7. A bill is sent when the item is three weeks overdue or if the item has been lost or damaged. Students will have a hold placed on their banner records, which means registration privileges are suspended.
8. When the item(s) are returned and/or paid for, then the PAC and banner holds are lifted and all library and registration privileges are restored.
9. In order to alleviate the problem of overdue materials, patrons will be allowed to renew or reorder copies of interlibrary loan materials currently in their possession seven days prior to the due date (or renewal date).

B. Claims Returned
1. If, after the first overdue notice is sent, the patron claims he/she has returned the item, then a complete investigation is carried out by an interlibrary loan staff member. The first step of the investigation is to check interlibrary loan's system records (OCLC) and paper records to see if the item has been returned. The second step is to ask the lending library if the item has been returned to them. The last step is to check the stacks.
2. If the item is not found by the time the second overdue notice is sent, then a second investigation is carried out, repeating the steps carried out during the first investigation.
3. If the item is not found after the second investigation, then the patron is held accountable for the item. A bill is sent to the patron and Voyager and holds are placed on the patron's record, which means the patron's library and registration privileges are suspended.

C. Violations
1. If a patron has a pattern of returning interlibrary loan items late (three or more within a semester), or a pattern of claiming he/she has returned interlibrary loan items that cannot be located (three or more within a semester), then all interlibrary loan items requested will be for 'library use only.'
2. Should a patron repeatedly disregard the interlibrary loan guidelines, his/her interlibrary loan privileges will be temporarily or permanently suspended. Some actions which may result in suspension of privileges are: returning books late, not picking up requested material, and not paying
fines and/or fees.
3. If a patron disregards the interlibrary loan due date, does not respond to
due notices by returning the overdue item, and is set delinquent on the
Voyager two times, or, if the patron states to interlibrary loan staff that
he/she has no intention of observing the due date, his/her interlibrary loan
privileges may be suspended indefinitely.

VI. **Copyright Restrictions (1978 Copyright Law)**

1. Patrons requesting a photocopy must sign that they have read the copyright
notice. This notice and a place for signature appear at the back of the interlibrary
loan photocopy request form.
2. Entire copyrighted works, including monographs and journal issues, may not be
requested as photocopy without the written permission of the copyright holder.
3. Titles reaching copyright limitation are referred for decision on subscription.

VII. **Use Restrictions for Borrowed Materials**

Lending libraries sometimes place restrictions on the use of materials they lend
to Long Beach City College library patrons. Examples:

a. For use in the library only
b. For use in Special Collections only
c. No copying permitted
d. No renewals.

Interlibrary Loan always follows the restrictions set by the lending library in cooperation
for the loan.

Get Interlibrary Loan [Book Request Form](http://lib.lbcc.edu/policies/illpolicy.html)
Get Interlibrary Loan [Article Request Form](http://lib.lbcc.edu/policies/illpolicy.html)

Questions or comments about Interlibrary Loan?
Contact Nenita B. Buenaventura ([nbuena@lbcc.edu](mailto:nbuena@lbcc.edu))