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Interlibrary Loan and Document Delivery: Best Practices for Operating and Managing Interlibrary Loan Services in All Libraries

Lee Andrew Hilyer

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A must-have for librarians and their staffs working at all levels—from beginner to expert

Interlibrary Loan and Document Delivery is a how-to guide to organizing an interlibrary loan department, providing extensive content on copyright law, ILL management systems, and human resources. This comprehensive book includes an introduction to ILL operations, governing policies, up-to-date information on borrowing and lending, and considerations for medicals libraries and distance learning. It also includes an extensive listing of resources relevant to today's ILL that serves as a handy desk reference when problem solving and investigating ways to improve service delivery.

Interlibrary Loan and Document Delivery also serves as a practical handbook on today's ILL department that works as a learning tool and as a professional reference. This no-nonsense book provides the practical information you need to deal with day-to-day ILL operations, including copyright law (with specific examples); the use of OCLC ILLiad, an ILL request management software program; personnel issues (hiring, motivating, training, etc.); fair use; photocopy services; resource sharing; and sample daily timelines for borrowing and lending. The invaluable list of resources is organized into sections such as background information, borrowing (verification), laws and regulations, and technology (databases, ILL management systems, software, and standards).

Interlibrary Loan and Document Delivery is your guide to:

- department organization
- service expectations
- consortia and library networks
- locating bibliographic records and potential suppliers
- receiving and processing materials
- international lending considerations
- electronic resource licensing
- reciprocal agreements
- budgets
- and much more!

Interlibrary Loan and Document Delivery also includes appendices of national, state and local loan codes, and customized ILL request management system e-mail and print templates. This book is an essential resource for librarians and their staffs working at all levels—from beginner to expert.

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