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INTRODUCTION

Interlibrary loan, as defined by the American Library Association, is the process by which a library requests materials from, or supplies materials to, another library. The purpose of interlibrary loan is to obtain, upon request of a library user, materials not available in the user's local library.

This manual is a guide to the use of interlibrary loan services available to member libraries of The Library Network (TLN). It contains interlibrary loan **policies** for:

1. Interlibrary loan between shared system libraries;
2. Interlibrary loan between shared system and stand-alone libraries;
3. Interlibrary loan between stand-alone libraries;

In addition, this manual contains **procedures** for:

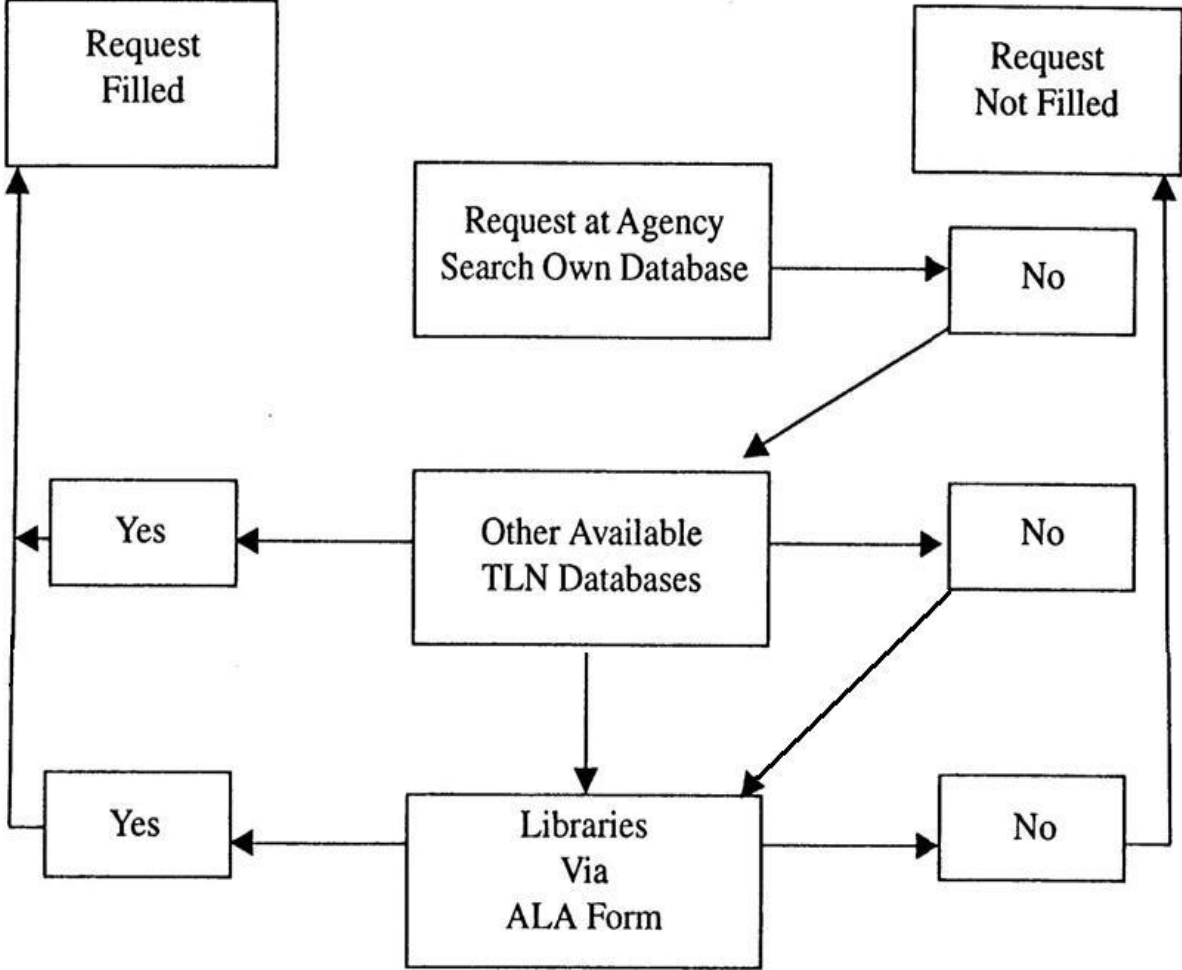
1. Interlibrary loan between shared system and stand-alone libraries;
2. Interlibrary loan between stand-alone libraries;

Procedures for interlibrary loan between shared system libraries can be found in the shared system documentation.

This document is in keeping with the state and national interlibrary loan codes.

This manual should be filed in a location that is easily accessible to all staff members for frequent reference. It will answer many of your staff's questions.

Search Strategy for Author/Title Interlibrary Loan Request



I. INTERLIBRARY LOAN POLICY

A. USING ELECTRONIC MAIL

1. Electronic mail is the method of communication for interlibrary loan requests between TLN member libraries, except when use of the Symphony request system applies. Requests are to be made through the ILL e-mail accounts that have been provided by member libraries.
2. Libraries may send requests anytime.
3. Each library **must** read and respond to its messages **at least once a day** Monday through Saturday.

B. DELIVERY

The TLN delivery system is to be used to send materials between member libraries.

C. TYPES OF MATERIALS NOT AVAILABLE FOR INTERLIBRARY LOAN

Each TLN member is encouraged to lend, at no cost, **any** item in its collection that is readily available and not excluded by the following interlibrary loan policies:

1. **Rental items.** These are items that have the identifier(s) of rental in the shelf location and/or a rental material type.
2. **Reference items.** These are items that have the identifier of reference in the shelf location and/or material type.
3. **Best sellers.** These are titles that are currently on the New York Times Best Seller List.
4. **In-demand items.** These are items that are popular for a short time.
5. **Audio-visual items.** The loan of audio-visual material is at the discretion of the owning library. The loan of non-fiction videos/DVDs is encouraged between TLN member libraries. **Only request types of materials which your library is willing to loan. Packaging appropriate for delivery is required.**

Journals. It is recommended that libraries not interloan entire issues of magazines. Photocopies of articles may be requested. Libraries are asked to please consider the length of the article and the number of articles being requested at a time. The borrowing library is responsible for following copyright regulations.

D. STATUS OF MATERIALS AVAILABLE FOR INTERLIBRARY LOAN

1. Do not request items that have a status of overdue, missing, on order, non-request, or local request.
2. If all items are out in circulation, request a hold via e-mail with the library having the earliest due date. Add a note (NT) to the e-mail message advising that the requested item is currently out in circulation, please place hold.

E. INTERLIBRARY LOAN FEES

The Library Network no longer pays ILL lending fees for items that are borrowed on behalf of member libraries. This includes items borrowed via OCLC and genealogical material (including census microfilm) borrowed from the American Genealogical Lending Library and various other locations.

TLN member libraries may, of course, elect to pay ILL fees for patrons or to pass fees along to patrons.

F. DUE DATES AND RENEWAL

1. Always honor the due date indicated on material obtained through ILL procedures.
2. Renewals must be confirmed with the owning library. If the item cannot be renewed, return it immediately to the owning library.
3. Renewal of overdue material is at the discretion of the lending library.

G. RETURNING INTERLIBRARY LOAN MATERIAL

Patrons must return ILL material to the library from which it was checked out.

H. BILLING FOR LOST INTERLIBRARY LOAN MATERIAL

TLN members endorse the national Interlibrary Loan Code in its assignment of responsibility for lost materials to the borrowing library. TLN members, when acting as lenders, have a long-standing practice of not collecting payments for lost materials from fellow TLN members in instances when recovery of the costs from the patron is not possible. This practice was put in place as recognition of the

special resource sharing relationship among TLN members and as a practical response to the relative infrequency of such occurrences. TLN members are encouraged to continue sharing resources without charge to other TLN members. While this is the preferred policy, the TLN Steering Committee recognizes that this is ultimately a local decision.

Regardless of policies applied within the TLN membership, the members, when borrowing materials from outside the membership, are responsible for borrowed materials until they have been returned and received by the lending library. If damage or loss occurs the requesting library is responsible for compensation or replacement, in accordance with the preference of the lending library.

II. INTERLIBRARY LOAN PROCEDURES

A. BORROWER'S PROCEDURES

1. Search other TLN libraries' catalogs.
2. Send message.
 - a. If the item is available, send the ILL request to the owning library via e-mail using established ILL request formats. (See Section III.)
 - b. If the item is located in the catalog but not available, request that the owning library place a hold for you. Use established ILL request format. You will receive an e-mail response from the owning library confirming or rejecting the hold. If the hold is rejected, search the catalogs for another owner and start the process again.
3. When the item is received, check it out to the patron using local procedures.
4. When the patron returns the item, follow local procedures for check-in, remove the ILL slip, place a "Send To" slip in the item, and return it in delivery. Shared system libraries use white "Send To" slips, and stand-alone libraries use pink slips.
5. If an item that your library has borrowed from another TLN library becomes overdue, you will receive an overdue notice. At some point, depending on the library, you will receive a bill for replacement. It is TLN policy that the borrowing library is responsible for collecting the replacement cost for any ILL item that is lost by its patron and to forward those funds to the library that owned the lost ILL item. Checks should be made payable to the owning library.

B. LENDER'S PROCEDURES

1. Read e-mail daily.
2. If the requested item is available, use local procedures for checking it out to the borrowing library. Place an ILL slip on the item, noting the delivery number, agency code and the due date. Shared system libraries use salmon-colored ILL slips, stand-alone libraries use white ILL slips.
3. If the item is not available, and the borrowing library has requested that the lending library place a hold on the item, it is the lending library's option whether or not to honor the request for a hold.
 - a. If honoring the request for a hold, send an e-mail message to the borrowing library indicating that a hold has been placed for them.

(Note to shared system libraries: place an item specific request on the item.) When the item becomes available to fill the request, follow procedures above for sending the item.

b. If not sending the item, or not placing a hold for your copy of the item, send an unfilled e-mail message to the borrowing library indicating that the requested title/hold is unavailable. Please supply a reason when possible.

4. When the borrowing library returns the item, check it in according to local procedures.

III. E-MAIL FORMATS FOR INTERLIBRARY LOAN MESSAGES

A. GENERAL INSTRUCTIONS

1. Type **ILL** in the subject line of the e-mail document.
2. Send all messages that are going to the same library in a single e-mail document.
 - a. Identify each message with your library's four-letter code.
 - b. After typing each message, hit the enter key ten or twelve times. This allows space between the messages so that the receiving library can separate them for processing.
3. Leave the right side of the message blank for the use of the receiving library.

B. MESSAGES TO TLN MEMBER LIBRARIES

Note: All request messages going to the same library may be sent in one e-mail document, following the General Instructions in Section IIIA.

Type ILL in the subject line of the e-mail document.

1. To request a book

LB (Your library's code)
SL (Exact shelf location in use by owning library)
AU (Last name, First name)
TI (Complete title)
NT (The note field is a free text field. Use it to clarify your request as much as needed. If the item is out in circulation, request here that a hold be placed.)

2. To request a journal article

LB (Your library's code)
JO (Journal title)
DA (Journal date)
NT (Volume #, issue #, page #)
AU (Author of article)
TI (Title of article)
RQ (Any deadline)
OT (ISSN, any other information that would be of help in the search)

3. To request other materials

LB (Your library's code)
TI (Complete title)
NT (Any information describing material needed)

4. To confirm that a hold has been placed

LB (Your library's code)
AU (Last name, First name)
TI (Complete title)
NT A hold has been placed for you.

5. To notify that a request cannot be filled

LB (Your library's code)
AU (Last name, First name)
TI (Complete title)
NT Unfilled (Give reason, if possible)

6. To request a renewal

LB (Your library's code)
AU (Last name, First name)
TI (Complete title)
NT May this title be renewed, please?

7. To respond to a renewal request

LB (Your library's code)
AU (Last name, First name)
TI (Complete title)
NT Yes (New due date), or
No (Reason for refusal)

IV. APPENDICES

APPENDIX A: ACCESSING LIBRARIES THROUGH THE ALA INTERLIBRARY LOAN FORM

Many libraries, including the TLN libraries, have their collections in the OCLC database. However, they do not have the resources to loan these materials on-line. When a bibliographic record is located in OCLC and a holdings display is pulled up, libraries that will supply items via on-line requests are shown in capital letters and libraries that cannot supply items via on-line requests are shown in lower case letters.

The nationally established procedure of this off-line request is the ALA Interlibrary Loan form. (Example on next page.)

This form has four carbon copies. The requesting library keeps the fourth copy (gold) and the first three copies (white, yellow, and pink) are sent to the potential lending library. The contacted library can reject the request and return the forms, or send the third copy (pink) as an interim response, e.g., "We can place the book on hold for you," or can fill the request.

NOTE: Because the holdings of TLN member libraries are now accessible via the OCLC database and the Internet, your library can receive a request from a library anywhere in the country via the ALA form. It is your library's decision whether or not to fill the request, and whether to charge for this service. You should act quickly on these requests.

ALA Request Form:

<p>DEMCO Madison, Wis. Fresno, Calif. NO. 65-250</p>	<p>A REQUEST</p>	<p>Request for <input type="checkbox"/> LOAN or <input type="checkbox"/> PHOTOCOPY According to the A.L.A. Interlibrary Loan Code</p>
<p>BORROWING LIBRARY FILL IN LEFT HALF OF FORM INCLUDING BOTH LIBRARY ADDRESSES IN FULL</p>	<p>Date of request: _____ Not needed after: _____ Requester's order no. _____</p> <p>CALL NO. _____</p>	<p>REPORTS: Checked by _____ SENT BY: <input type="checkbox"/> Library rate <input type="checkbox"/> _____ Charges \$ _____ Insured for \$ _____ Date sent _____ DUE _____</p>
<p>FOLD HERE →</p>	<p>For use of _____ Status _____ Dept. _____</p> <p>Book author: OR periodical title, vol. and date _____</p>	<p>RESTRICTIONS: <input type="checkbox"/> For use in library only <input type="checkbox"/> Copying not permitted <input type="checkbox"/> _____</p>
<p>SEND SHEETS A, B AND C TO LENDING LIBRARY AND ENCLOSE SHIPPING LABEL</p>	<p>Book Title, edition, place, year series: OR periodical article author, title, pages. <input type="checkbox"/> This edition only</p>	<p>NOT SENT BECAUSE: <input type="checkbox"/> In use <input type="checkbox"/> Not Owned <input type="checkbox"/> Non Circulating <input type="checkbox"/> Request of _____</p>
<p>LENDING LIBRARY FILL IN PERTINENT ITEMS UNDER REPORTS, RETURN SHEETS B AND C TO BORROWING LIBRARY</p>	<p>Verified in: OR: item cited in _____</p> <p>ISBN, OR ISSN, or LC card, or OCLC, or other number if known _____</p> <p>If non-circulating, & cost does not exceed \$ _____, please supply <input type="checkbox"/> Microfilm <input type="checkbox"/> Hard copy</p>	<p>Estimated Cost of: <input type="checkbox"/> Microfilm _____ <input type="checkbox"/> Hard copy _____</p> <p>BORROWING LIBRARY RECORD: Date received _____ Date returned _____ By <input type="checkbox"/> Library rate <input type="checkbox"/> _____ Postage enclosed \$ _____ Insured for \$ _____</p>
<p>REV 6/77</p>	<p>Request complies with <input type="checkbox"/> 108(g)(2) Guidelines (CCG) <input type="checkbox"/> other provisions of copyright law (CCL)</p> <p>AUTHORIZED BY: (full name) _____ TITLE _____</p>	<p>RENEWALS: <input type="checkbox"/> No renewals</p> <p>Requested on _____ Renewed to _____ (or period of renewal)</p> <p><small>Note: the receiving library assumes responsibility for notification of non-receipt</small></p>

Appendix B: TLN Member Library Delivery and E-Mail Addresses

Library	ILL e-mail address	ILL contact person	Delivery Code	#
Addison Township Public Library	addiill@tln.lib.mi.us		ADDI	43
Allen Park Public Library	sruhmann@cityoffallenpark.org	Sandy Ruhmann	ALPK	4
Auburn Hills Public Library	aubnill@auburn-hills.lib.mi.us	Annette Chaney	AUBN	50
Belleville Area District Library	bellill@tln.lib.mi.us	Michelle Wloch	BELL	20
Berkley Public Library	stadther@berkley.lib.mi.us or kendres@berkley.lib.mi.us	Carol Stadther or Karen Endres	BERK	30
Birmingham Baldwin Public Library	cslead@baldwinlib.org		BALD	75
Brandon Township Public Library	gcarpenter@brandonlibrary.org	Gail Carpenter	BRND	52
Brighton District Library	britill@brightonlibrary.info	Diana Cunningham	BRIT	212
Chelsea District Library	chelill@chelseadistrictlibrary.org	Debbie McBride	CHEL	216
Clawson Blair Memorial Library	clawill@tln.lib.mi.us	Sandra Roath	CLAW	15
Commerce Township Community Library	commill@commercelibrary.info	Diana Santia	COM M	98
Dearborn Heights North Library	dhtnill@tln.lib.mi.us	Rochelle Smith	DHTN	7
Dearborn Heights South Library	dhtsill@tln.lib.mi.us	Venus Wilker	DHTS	28
Dexter District Library	mgraulich@dexter.lib.mi.us	Mary Graulich	DEXT	221
Farmington Community Library	lib.loan@farmlib.org	Cynthia Simpson	FMHL	36
Ferndale Public Library	fernill@ferndalepubliclibrary.org	Bob DeMayer	FERN	69
Fowlerville District Library	fowlill@tln.lib.mi.us		FOWL	215
Franklin Public Library	franill@franklin.lib.mi.us	Teresa Natzke	FRAN	40
Garden City Public Library	ill@gardencitylib.org	Barb Custard	GARC	5
Grosse Pointe Public Libraries	grptill@tln.lib.mi.us		GRPT	86
Hamburg Township Library	kroberts@hamburglibrary.org	Kim Roberts	HAMB	210
Hamtramck Public Library	hmtkill@hamtramck.lib.mi.us		HMTK	34
Hazel Park Memorial Library	mladouceur@hazel-park.lib.mi.us	Michelle Ladouceur	HZPK	39
Highland Township Public Library	htplreply@highland.lib.mi.us	Cathy Neil and Cathy Buehner	HIGH	56
Howell Carnegie District Library	grajek@howelllibrary.org	Emily Grajek	HOWE	214
Huntington Woods Public Library	sbk@huntington-woods.lib.mi.us	Sally Kohlenberg	HTWD	31
Independence Township Library	idpnill@indelib.org		IDPN	54
Inkster Public Library	inksill@inkster.lib.mi.us		INKS	3
Lincoln Park Public Library	lipkill@lincoln-park.lib.mi.us	Laverne Nipper	LIPK	12
Livonia Public Library-Alfred Noble	livnill@livonia.lib.mi.us	John Berch	LIVN	19
Livonia Public Library-Carl Sandburg	livsill@livonia.lib.mi.us	John Berch	LIVS	21

Livonia Public Library-Civic Center	lvccill@livonia.lib.mi.us	Sally Howell	LVCC	32
Lyon Township Public Library	lyonill@yahoo.com		LYON	93
Madison Heights Public Library	mdhtill@madison-hgts.lib.mi.us	Becky Willemssen or Christina Carter	MDHT	29
Melvindale Public Library	kieltyka@melvindale.lib.mi.us	Theresa Kieltyka	MELV	6
Milford Township Library	milfill@milfordlibrary.info	Dawn Chlebo	MILF	58
Northville District Library	jmcintosh@northvillelibrary.org	Judy McIntosh	NORT	13
Novi Public Library	noviill@novilibrary.org	Wendy Teagan	NOVI	66
Oak Park Public Library	oapkill@tln.lib.mi.us	Lauren Murphy	OAPK	37
Oakland County Research Library	reslib@oakgov.com	Julie Panasuk	OAKL	74
Orion Township Public Library	orionref@orionlibrary.org	Jan Diekman	ORIO	60
Oxford Public Library	ill@miopl.org	Jackie Seimer	OXFD	42
Pinckney Community Public Library	pincill@tln.lib.mi.us or pincill@pinckneylibrary.org	Jack Stewart	PINC	209
Plymouth District Library	kpage@plymouthlibrary.org	Katie Page	PMTH	17
Redford Township District Library	redfill@redfordlibrary.org		REDF	9
Riverview Public Library	rivwill@tln.lib.mi.us		RIVW	24
Romulus Public Library	romsill@tln.lib.mi.us		ROMS	22
Royal Oak Public Library	roakill@tln.lib.mi.us		ROAK	65
Saline District Library	sheila@salinelibrary.org	Sheila Little	SALN	219
Southgate Veterans Memorial Library	sogtill@southgate.lib.mi.us		SOGT	14
Springfield Township Library	reference@springfield.lib.mi.us	Laura J. Kraly	SPRI	71
St. Clair Algonac-Clay Public Library	alclill@tln.lib.mi.us		CLAY	231
St. Clair Burtchville Township Library	lakeill@tln.lib.mi.us		LAKE	237
St. Clair Capac Public Library	capaill@tln.lib.mi.us		CAPA	239
St. Clair County Public Library	sclrill@tln.lib.mi.us		SCLR	235
St. Clair Ira Township Library	iratill@tln.lib.mi.us		IRAT	230
St. Clair Kimball G. Lynn Campbell Library	kimbill@tln.lib.mi.us		KIMB	236
St. Clair Marine City Public Library	mariill@tln.lib.mi.us		MARI	232
St. Clair Marysville Public Library	maryill@tln.lib.mi.us		MARY	234
St. Clair Memphis Public Library	mempill@tln.lib.mi.us		MEMP	240
St. Clair Public Library	seplill@tln.lib.mi.us		SCPL	233
St. Clair Yale Public Library	yaleill@tln.lib.mi.us		YALE	238
Taylor Community Library	taylill@taylor.lib.mi.us		TAYL	26
Trenton Veterans Memorial Library	tren@tln.lib.mi.us	Clarice Olle	TREN	16
Walled Lake Library	sheryl@walledlakelibrary.org	Sheryl Schumacher	WALL	62
Waterford Township Public Library	wateill@twp.waterford.mi.us		WATE	64
Wayne Public Library	waynill@wayne.lib.mi.us	Renee Davis	WAYN	23

Westland William P. Faust Public Library	lynne.salow@westlandlibrary.org	Lynne Salow	WTLD	63
White Lake Township Library	whlkill@whitelakelibrary.org	Patsy Brandsen and Kim Sharp	WHLK	73
Wixom Public Library	wixmill@wixompubliclibrary.com	Andrea Dickson	WIXM	38
Wyandotte Bacon Memorial District Library	lgramlich@baconlibrary.org	Laura Gramlich	WYDT	95
Ypsilanti District Library	ill@ypsilibrary.org	Mimi Chapman or Brenda Curtiss-Mana'a	YPSI	201

Appendix C: TLN MEMBER LIBRARY ILL BARCODES

<u>LIBRARY</u>	<u>CODE</u>	<u>BARCODE</u>
ADDISON	ADDI 43 ILL	29082000004098
ALGONAC-CLAY	CLAY 231 ILL	23939000060923
ALLEN PARK	ALPK 4 ILL	29082002024409
AUBURN HILLS	AUBN 50 ILL	29082011951352
BELLEVILLE	BELL 20 ILL	29082002619109
BERKLEY	BERK 30 ILL	29082002024375
BIRMINGHAM BALDWIN	BALD 75 ILL	21552009778866
BLOOMFIELD TOWNSHIP	BLOO 76 ILL	21160009778918
BRANDON	BRND 52 ILL	29082002024367
BRIGHTON	BRIT 212 ILL	29082006685585
BURTCHVILLE	LAKE 237 ILL	23939000060725
CANTON	CANT 77 ILL	25149000159885
CAPAC	CAPA 239 ILL	23939000060881
CHELSEA	CHEL 216 ILL	29082006685577
CLAWSON	CLAW 15 ILL	29082002024342
COMMERCE TOWNSHIP	COMM 98 ILL	29082019330500
DEARBORN	DEAR 80 ILL	29082019331029
DEARBORN HTS/CAROLINE	DHTN 7 ILL	29082001918320
DEARBORN HTS/JFK	DHTS 28 ILL	29082002024326
DEXTER	DEXT 221 ILL	29082006685569
ECORSE	ECOR 10 ILL	29082002024318

FARMINGTON	FMTN 33 ILL	23023000337571
FARMINGTON HILLS	FMHL 36 ILL	23023000337571
FERNDALE	FERN 69 ILL	29082002024292
FLAT ROCK	FLAT 18 ILL	29082002024185
FOWLERVILLE	FOWL 215 ILL	29082006685650
FRANKLIN	FRAN 40 ILL	29082002024284
GARDEN CITY	GARC 5 ILL	29082002024276
GROSSE POINTE-CENTRAL	GRPT 86 ILL	21226001501150
GROSSE POINTE-PARK	GPPK 88 ILL	21226001501770
GROSSE POINTE-WOODS	GPWD 90 ILL	21226001501788
HAMBURG	HAMB 210 ILL	29082006685643
HAMTRAMCK	HMTK 34 ILL	29082002618929
HARTLAND CROMAINE	HART 213 ILL	29082006685635
HAZEL PARK	HZPK 39 ILL	29082002618994
HIGHLAND	HIGH 56 ILL	29082002024201
HOWELL	HOWE 214 ILL	29082022062744
HUNTINGTON WOODS	HTWD 31 ILL	29082002024193
INDEPENDENCE	IDPN 54 ILL	24633000000042
INKSTER	INKS 3 ILL	29082007173656
IRA	IRAT 230 ILL	23939000060568
KIMBALL	KIMB 236 ILL	23939000060485
LINCOLN PARK	LIPK 12 ILL	29082002024151
LIVONIA/CIVIC CENTER	LVCC 32 ILL	29082008002094

LIVONIA/NOBLE	LIVN 19 ILL	29082002618747
LIVONIA/SANDBURG	LIVS 21 ILL	29082002024136
LYON	LYON 93 ILL	29082002618960
MADISON HEIGHTS	MDHT 29 ILL	29082009782579
MANCHESTER	MANC 217 ILL	28045000060106
MARINE CITY	MARI 232 ILL	23939000060840
MARYSVILLE	MARY 234 ILL	23939000060642
MELVINDALE	MELV 6 ILL	29082002024086
MEMPHIS	MEMP 240 ILL	23939000059883
MILFORD	MILF 58 ILL	29082002024094
NORTHFIELD	NTFD 211 ILL	29082006685692
NORTHVILLE	NORT 13 ILL	29082002024078
NOVI	NOVI 66 ILL	29082002024110
OAK PARK	OAPK 37 ILL	29082002024052
OAKLAND COUNTY RESEARCH	OAKL 74 ILL	29082002024060
ORION	ORIO 60 ILL	23763000050332
OXFORD	OXFD 42 ILL	29082002024037
PINCKNEY	PINC 209 ILL	29082006685759
PLYMOUTH	PMTH 17 ILL	23387000029789
PONTIAC	PONT 41 ILL	29082002618986
REDFORD	REDF 9 ILL	29082002024805
RIVER ROUGE	RROU 8 ILL	29082002024797
RIVERVIEW	RIVW 24 ILL	29082002024789

ROCHESTER HILLS	ROHL 67 ILL	23158000312503
ROMULUS	ROMS 22 ILL	29082002618911
ROYAL OAK	ROAK 65 ILL	29082002024755
ROYAL OAK TWP	RTWP 51 ILL	29082002025661
ST. CLAIR COUNTY	SCLR 235 ILL	23939000059966
ST. CLAIR PUBLIC	SCPL 233 ILL	23939000060766
SALEM SOUTH LYON	SLYN 97 ILL	29082009809968
SALINE	SALN 219 ILL	29082006685718
SOUTHFIELD	STFD 11 ILL	25186000248482
SOUTHGATE	SOGT 14 ILL	29082002024730
SPRINGFIELD	SPRI 71 ILL	29082002024722
TAYLOR	TAYL 26 ILL	29082002024714
THE LIBRARY NETWORK	TLN 49 ILL	29082000043203
TRENTON	TREN 16 ILL	29082002618978
WALLED LAKE	WALL 62 ILL	29082017563029
WATERFORD	WATE 64 ILL	29082002024680
WAYNE	WAYN 23 ILL	29082002618945
WAYNE COUNTY REGIONAL	WCRL 70 ILL	29082009780284
WEST BLOOMFIELD	WBFD 25 ILL	25184000000672
W. BLOOMFIELD-WESTACRES	WACR 27 ILL	25184000341225
WESTLAND	WTLD 63 ILL	29082006694561
WHITE LAKE	WHLK 73 ILL	29082002618937
WIXOM	WIXM 38 ILL	29082002024649

WYANDOTTE	WYDT 95 ILL	29082004442583
YALE	YALE 238 ILL	23939000060808
YPSILANTI	YPSI 201 ILL	29082006685726

APPENDIX D: TLN CIRCULATION SERVICES COMMITTEE-CIRCULATION POLICIES AND PROCEDURES

CIRCULATION SERVICES COMMITTEE Circulation Policies and Procedures

1. PATRON PROCEDURES

- Records for patrons from a stand-alone library should have the shared system library where they registered as their home library, not TLN. However, the “Municipality” field (CAT 2) in the DEMOGRAPHIC tab for a patron from a stand-alone library should reflect where they actually live.
- All patron record notes should be placed in the NOTE Field or the COMMENT Field, and should include the date, the four-letter code of the library, and the initials of who is inputting the note. The STAFF Field is for Collection use only. Do not change or remove this information.
- If a patron moves from one community whose library participates in the shared automation system to another shared system library, the new library should issue a new card, using the patron’s old record, updating the information. A new record should not be added for the patron unless the old record is removed. Remember to update library PROFILE and Municipality (CAT 2) to enable statistics to be recorded for the new library.
- When issuing a new library card or renewing a patron, patron records should be completely updated with full information, including full name, address, city, zip code (ZIP + 4 if available), phone (if available), driver license, date of birth, demographic and note fields with three days of issuance to the patron.
- It is helpful to have the driver’s license number in a patron’s record because library’s that are reporting to credit bureaus and police departments need that information, also it assures the person’s identity at the desk. The individual’s driver’s license number goes in the ALT ID Field; the parent of a minor driver’s license number goes on Line in ADDRESS 2 of the Address Tab.

2. TLN DELIVERY PROCEDURES

- If damaged materials are returned to a library other than the owning library, it should be suggested to the patron that they return the item to the owning library. If the patron is unwilling, or leaves the item in the drop-box, it should not be discharged. Date of return should be noted on the routing slip. If the item is discharged, please include the patron name, barcode number and telephone number so that damages may be sought.
- We recommend that all thin items (e.g. Magazines, very thin books) should be protected by a manila envelope (use common sense).
- AV materials should be double-banded so individual pieces don’t get lost in transit. Items in fragile (crystal) cases should be put in padded envelopes for transit in delivery.
- TLN deliveries – if delivery bins are not covered by the driver during inclement weather, and damage occurs to any item in the delivery, contact the delivery department (Vince Nash – vnash@tln.lib.mi.us or Rick Sugajski – rsugajski@tln.lib.mi.us) immediately so that action can be taken when the driver returns to TLN.

3. SEND-TO SLIP PROCEDURES

http://tln.lib.mi.us/index.php?option=com_content&view=article&id=154:whichsliptouse&catid=20:circcommittee

- Use the Send-to slips. They are a no-charge item.
- Place Send-to slips in the center of the book.
- Rubber band all single books at least once. Two or three together should have two rubber bands (one horizontal, one vertical). No more than a handful of items should be banded together at one time.
- If any action needs to be taken when a book is returned, it should be marked on the Send-to slip, to be taken care of at the owning library.
- Remember to remove the peach ILL slip when returning to owning library. A Send-to slip is all that is required to return an item.
- Shared System Library slips:
 - Peach ILL Slips (FA113) – Used by shared system libraries to send requested items out to requesting libraries.
 - White Send-to Slips (FA149) – Used by shared system libraries to send items back to their home location.
 - Automated Transit Slips – Are automatically generated and available through the shared system. They are marked in red for holds and black for returns to the home location.
- Standalone Library slips:
 - Pink Send-to Slips (FA149) – Used by standalone libraries to send items back to their home location.

4. ASSUMED LOST – STEERING COMMITTEE POLICY

- In accepting payment for lost item(s) not owned by your library, a library will contact the owning library by telephone for the desired method of payment. If the owning library is unavailable, the library will accept a check made payable to the owning library, forward the check with bibliographic information to the owning library and clear all associated patron fines. A print out of the patron record including the bibliographic record is recommended.

5. COLLECTION AGENCY PROCEDURES – SASUG POLICY

- All items referred to collection agency must be handled by the owing/referred to collection library.
- Payments for the REFERRAL bill should only be accepted at the library that referred the patron to collections.
- The STAFF line on the Extended Info tab of the patron record is to be used for collection agency information only. Do not change or remove any info in this line.

6. TLN POLICIES & PROCEDURES – SASUG POLICIES

- Materials – A library may renew materials owned by another library and originally charged out at that library as the system allows, with no overrides. (SASUG Executive Committee decision 6/5/00)

- Patrons - A TLN library may renew another TLN community library's borrower card, as long as the patron has a clean record. If the library renews the card, the library must be diligent in checking identification and updating the patron record to maintain consistency. (SASUG Executive Committee decision 6/5/00). SAS libraries will allow a 30 day extension in expiration date with a note requiring patrons to bring ID on their next visit. (SASUG Executive Committee 4/2006)
- Shared system residents – Ask if they have their library card from their home community. If they do, no other card is necessary. If there is no record in the computer for this patron, issue a 30-day temporary card. Be careful not to issue duplicate records. Patrons need to go to their home library for their permanent library cards. This is a temporary library profile.
- Library staff cards should be issued at the employing library. LIBSTAFF profile will designate that no overdue fines will be assessed to the bearer of the card. Local libraries may establish local policies relating to other fees. Refer to SASUG Guidelines for Use of Staff Privileges in the TLN Shared Automation System.
- AV material (including CD's, cassettes, and videos) should be accepted and discharged when returned to libraries other than the owning library. Items from stand-alone libraries can be accepted but not discharged, so please mark on the white routing slip the date of return and whether fines were collected.
- Rental items, if clearly marked as such, can be refused for return at non-owning libraries. Owning libraries should instruct patrons to return rental items to them. If rental items are returned to drop boxes at non-owning libraries, they should be discharged and returned to the owning library. Any fees/fines will go on the patron's record and should only be paid at owning library. DO NOT accept another library's rental fees/fines. (SASUG Executive Committee 5/2001)
- Procedures:
 - Do not write anything, including due dates, anywhere on another libraries items. Do not glue, adhere or attach anything to another library's items. Due dates should be written on the ILL band or a due date card attached to the item with a paper clip.
 - Items interloaned from another library (ILL peach bands) may be renewed two times if the system allows.
 - Information entered into the Alt ID field of the patron's record should not have any spaces. (SASUG Executive Committee 12/2009)

7. NON-RESIDENT & CONTRACT CARDS

- When a library issues a non-resident card to a patron, a sticker denoting that this card is valid only at your library should be attached to a card. It is still preferable to punch a hole in the card in the lower right hand corner to help draw attention to the non-resident card sticker. This should clearly indicate that the patron has not been granted full borrowing privileges at other member libraries.
- Non-Resident cards should have a note that says "Non-Resident card, good at XXXX only".
- Contract cards are issued to a resident of communities that contract with other communities for library services. Libraries offering reciprocity may or may not offer services to contract or non-resident card holders.

*Reviewed 11/6/08
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