

# MCCCD Resource Sharing Guidelines

## Mission Statement

**All Maricopa County residents are entitled to secure information and materials in a form that can be used and understood. MCCCD libraries fulfill their purpose to the extent that they meet the informational needs of their clientele.**

### I. INTRADISTRICT LOAN

#### Purpose

This document is a voluntary agreement adopted by the MCCCD libraries to govern sharing of library/media resources within the Community College District.

#### Scope

- A. A loan or a copy of any material or reference information may be requested from another library in accordance with the lending policies of that library and the provisions of these guidelines. The lending library will decide in each case whether a particular item can be provided. (See Appendix C for listing of non-request materials)
- B. Most MCCCD libraries may choose not to lend the following types of materials:
  1. Rare or valuable material, including manuscripts
  2. Fragile items which may be damaged in transit
  3. Material in high demand at the lending library
  4. Material with local circulation restrictions
  5. Best sellers and/or recently published materials
  6. Audiovisual (VHS, DVD, CD-ROM, Audio CD)
  7. Microform materials
  8. Reserve Room
- C. Library resource sharing requests include, but are not limited to, computerized IDLs (Intradistrict Loans), faxing of documents, telephone requests, e-mail and inter-campus mail or copy requests through ILLiad.

#### Intradistrict Loan Policies and Procedures

##### A. General:

1. Under the direction of DLC, the CIRC Committee shall meet as necessary.
2. Locations should annually review and, if necessary, revise their policy files.

##### B. Patron limitations:

1. Community borrowers intra-district loan (IDL) limit is determined by each library.
2. Limits for students, staff, etc., shall be set at the discretion of each location.

##### C. Material Types:

1. All non-circulating collections must have 'nc' itypes on the district library system (e.g. Reference, Special, All non-requestable collections or items must have 'nr' itypes).
2. Certain media materials may not be available via intradistrict loan without special authorization of the lending media department.

#### D. General Policies:

1. For statistical purposes, any transfer of material in any format shall be considered an intradistrict loan.
2. All libraries agree to adhere to the fax guidelines. (See Appendix A.)
3. All libraries agree to adhere to the "Debt and Fines" guidelines. (See Appendix B.)
4. Each library should maintain complete statistics of its own IDL and ILL (Out of District) transactions.

#### E. Borrowing Library Policies:

1. It is recommended that requests be screened by a librarian or experienced staff member (depending upon library operating procedures). Information to be reviewed should include completeness of citations and whether the search was effective.
2. Telephone calls are acceptable for rush requests. Calls should be made to the designated IDL staff person and followed by the usual request policy and be submitted in Horizon.
3. Local copy requests may be submitted in ILLiad.
4. A copyright release statement signed by the patron should be on each periodical request form if request not submitted in ILLiad.
5. Requests for photocopies are faxed. (See Appendix A.)
6. One renewal may be granted unless there is another outstanding request against the item.
7. Each library should consider purchasing high demand items which generate repeat requests.

#### F. Lending Library Policies:

1. When requested items are missing from the collection of the lending library the following steps should be taken:
  - If more than one library has requestable copy, owning library can make their item 'missing inventory' or 'trace'. The request will go on to another library.
  - If no other library owns requestable copy, request Expiration Date may be Edited to expire the next day. Or request may be deleted. A comment note should be added for the reason for deletion or change of expiration date.
  - Notify the borrowing library when appropriate.
2. There will be no charges between the district libraries for IDL requests.
3. A copy of the request form must accompany the filled photocopy request (if not submitted in ILLiad). This insures that the patron's name and full citation is with each article.
4. All articles must be stamped with a copyright statement by the library providing the copies.

### Reference Request Policies and Procedures

A. General:

1. Reference and special collection materials are not available for IDL without special authorization.
2. All reference requests, other than photocopies, will be directed to a librarian or reference desk staff.

B. Patron Limitations: Borrowing patrons will be limited to "in-house use only" of loaned reference materials. Lending library will place written notification of "In Library Use" on material prior to sending to borrowing library.

C. Material Types:

1. Reference requests may include, but are not limited to, IDL requests for materials cataloged "ref.," telephone/faxed reference questions, photocopies of pages from reference volumes, and non-request materials.
2. Non-circulating items such as "Special," "Maps," etc. may be limited to "in library use only" if lending library so specifies.
3. All libraries are encouraged to negotiate IDL requests for non-request items such as "Paperback," "Leisure," "Juvenile," media collections, etc., in cases where need is related to academic pursuits. Final determination always is at the discretion of the lending library.

D. Request Procedures:

1. Requests for reference material will be initiated via telephone.
2. Responses to "rush" reference requests will be phoned or faxed to the requesting library.
3. Responses to "rush" reference requests should be completed no later than the end of the work day. The requesting library should always indicate any special time constraints.
4. Separate statistics should be maintained for all reference requests. Any staff person who handles a reference request IDL should inform the library's IDL liaison person of the transaction or maintain statistics, which will later be transferred to the liaison person.

## **(Appendix A)**

### **Fax Guidelines (as of March 8, 2007)**

#### General Policies

1. Every effort will be made to check the fax machine on a timely basis for incoming IDL/ ILL requests or notices.
2. MCCCCD college libraries will not charge each other.

#### Making Requests

1. All libraries, when faxing requests, will provide a cover document which indicates requesting agency, contact person, and phone number for voice contact or a fully completed request form.
2. Rush requests must be indicated as such on the document. Attempts will be made to fill them by the close of the business day (5:00 p.m.). Rush requests should be used sparingly because of the strain placed upon the filling library.

#### Filling Requests

1. Responses to faxed requests for photocopied information will be faxed to requesting libraries. Exceptions to this policy will be at the discretion of the filling library.
2. All libraries agree to fax information from all types of materials (reference, periodical, index, etc.). The borrowing library is responsible for adherence to copyright guidelines. All photocopies should have a notice of copyright on them stamped by the sending library.

## (Appendix B)

### Debts and Fines Policies

#### Student Records

In order to avoid the creation of duplicate records, libraries will use the student ID number and/or student full name when accessing the patron database by other than a barcode.

#### Student College Identification

When libraries accept a student's card from another college for circulation privileges, campus designation generally should not be changed. Campus designation (location) is auto-filled from Student Information System. Colleges may change the campus designation as they feel necessary to allow for local privileges.

#### Definitions

A **fine** is a charge incurred when a patron fails to return an item by the designated date. However, the item is eventually returned.

A **debt** is a charge incurred when a patron fails to return an item or the item is returned damaged or returned after a designated time period. Fines may also become debts after a certain time period has passed.

An **intercollege debt** occurs when a student from one college fails to return an item that belongs to another college library or the item is returned damaged or returned after a designated time period. Fines may also become intercollege debts after a certain time period has passed.

#### Fines

All libraries agree to comply with the following practices (guidelines):

1. Fines are automatically added to borrower library account unless check in library uses 'Exempt Fines' check in mode. No college library will request another library to post fines on its Loan Management System.
2. Students at College A will be allowed to check out materials from College B in accordance with College B's policies even if they owe fines at their own institution (College A) or College C, but not if a debt has been posted and the material is still in their possession. The students will be informed of the existence of the fines and how they may be paid.
3. Libraries will offer a borrower whose delinquency status arises from fines one or more of the following options for rectifying the problem:

- a. The student may return the material to any college library.
- b. The student may pay overdue fines at servicing library. Servicing library will keep the overdue fines collected, whether their own or another MCCC CD library's.
- c. The student may go to the college where the fine was incurred and pay the fine.
- d. The student may telephone the college where the fine is owed to inquire about other alternatives.

### Debts

1. If a library chooses to display debt information on the system, the following format for the borrower should be used:

the three-letter symbol for the college posting the debt, the word *debt*, the date, and the amount. For Example: GCC debt 6/23/88 \$45.00 (staff initials).

2. The debt may be posted to LMS by the library owning the material.
3. If Borrower has credit(s) on their account for lost material returned after it was paid for, the owning library (not registration library) of said material will handle any processing of the credit (e.g. refund, apply to other debts/fines borrower owes the owning library, remove credit with no reimbursement, etc., whatever is in accordance with specific owning library's policies.

### Intercollege Debts

General practices for dealing with intercollege debts:

1. Owning library may post debt on their material if not returned by borrower, whether their student or not.
2. The college library of the delinquent student will make every reasonable attempt to have the material returned or paid for.
3. Use standard procedures for notifying owning agency regarding their students debts/lost or paid for items.
4. All libraries will respect the delinquencies placed on student records and inform students of their existence and how they may be cleared. Overrides should be made in exceptional circumstances only.
5. All college libraries may refuse IDL/ILL privileges to a delinquent student until the material obtained through a previous IDL/ILL is returned or paid for.
6. Payments for intercollege debts will be accepted by owning library or any college's Fiscal Office if debt posted to LMS.