

Borrowing Requests: Physical Loans Customizable Workflow Template

OCLC SHARES Sharing Special Collections through Interlibrary Loan

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Instructions: Consult with locally determined individuals (e.g., interlibrary loan, special collections, archives, and/or digitization staff) to create a workflow for your institution. Insert the name of a unit or individual(s) to perform each step. Add more steps and/or details as appropriate.

Borrowing Requests: Physical Loans

1. Patron makes an interlibrary loan (ILL) request for a physical item.
2. [ILL staff or insert name] searches open access resources (e.g., HathiTrust, Internet Archive, and specialized databases) for an existing digital copy if title was published 95+ years ago and is likely in the public domain.
 - a. If online copy is found, deliver PDF—or PDF link—to user.
 - b. If not found, [ILL staff or insert name] sends request through traditional ILL to potential lenders who will reply with a conditional notification if an item is in a special collection.
3. Before attempting a special collection loan:
 - a. [ILL staff or insert name] exhausts all other domestic lenders first to try and obtain a loan from a general circulating collection.
 - b. If that fails, [ILL staff or insert name] communicates with the local user to find out:
 1. Is it critical for them to see the original material?
 2. Do they have a tight deadline?
 3. Are they willing to use the item in a special collection reading room with usage restrictions?
 4. Will a digital surrogate, microform copy (if available), or scan of a portion of the material suffice?
4. If a physical loan is desired, [ILL staff or insert name] sends new ILL request to lending library with their symbol at least three times in the lending string and includes a borrowing note to indicate:

Special collections item requested. Other options exhausted. Please consult curator. Conditional with any usage/shipping restrictions.

Upon conditional reply, [ILL staff or insert name] communicates with local user to confirm their acceptance of specific usage restrictions before replying “Yes” to the conditional and sending item.

5. Complete Facility Trust Checklist if requested by potential supplying library in order to assist their loan approval determination.
6. [ILL staff or insert name] informs locally designated individual(s) (e.g., ILL, special collections, archives, mailroom) that special collection item is coming so they may watch for it and handle it appropriately.
7. Upon item’s arrival, [ILL staff or insert name]
 - a. Updates request in the local ILL request management tool to indicate item has been received.
 - b. Evaluates the item’s condition, compares to any condition report sent by lender, and contacts lender’s ILL staff if any discrepancies are found.
 - c. Places an acid-free paper streamer with piece, denoting username, due date, and transaction information. **No adhesive label, tape, or sticky item will be applied to item.** Any accompanying paperwork from lender must also remain with the piece.
 - d. Emails local user that special collections item has arrived. Notification should include:
 1. Summary of lender’s usage requirements
 2. Where to go to see the material as well as the hours of operation
 3. Contact information for local special collections personnel if appointment is advised
 4. Carbon copy email message to locally designated special collections staff
 - e. Takes item to locally designated special collections staff for secure storage until patron arrival.
8. Local user will follow all special instructions from lender as well as any local special collections’ rules for user registration and material usage in the supervised reading room.
9. [Insert name of unit or individual] checks out/in the material in any special collections management system used (optional).

10. If user requests a scan of some small portion of the work for their individual research and reproduction is not prohibited as a condition of the loan:
 - a. [Insert name of unit or individual] determines if scan request is in accordance with U.S. copyright law.
 - b. [Insert name of unit or individual] determines appropriate staff/equipment to be used for scanning that will cause no harm to piece.
11. [Special collections curator/designee or Insert name] notifies ILL staff when user is finished, or due date has arrived and item can be returned.
12. [ILL staff or insert name] updates transaction in ILL request management system to indicate item is being returned.
13. [Insert name of unit or individual] carefully packages item in accordance with any instructions stipulated by the lender. Include all paperwork with piece, including any condition report. See the [Packaging and Shipping Instructions for Special Collections Items](#) for specific instructions.
14. [Insert name of unit or individual] ships materials using a carrier that offers tracking and insurance, such as FedEx, UPS, and DHL. Provide tracking information to lender upon request.