



Courier/ILL Newsletter | September 27, 2019

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**September Stats are
due by October 5**

**SUBMIT Courier
Stats**

MALA Update

We have a new ILL CONTACT LIST for all of our member libraries on our website. This was something you requested in our online courier meeting in August. The list has the names, email addresses, phone numbers, cities, and hubs for the participating MALA courier libraries.

The list is password protected. The password is MALA ILL [all caps]. The Contact List can be found as the last bulleted item on the [Courier Services](#) page of our website.

The printable PDF list has clickable email links for every ILL contact listed. Very handy!

If you spot any corrections or changes needed, please contact Marcy or me and let us know. Also, let us know if there's any other information we can provide that will help you build a better and more connected ILL community among our member libraries.

Upcoming Survey

In early October, we are sending out a survey on the MALA statewide courier service. This survey is administered annually as part of the LSTA grant, and is required by the State Library.

We have streamlined the survey to keep it short and meaningful. We ask that the person completing the survey is the library director or a knowledgeable member of staff who handles the interlibrary loan function on a regular basis. We value an informed and experienced point of view in responding to this important survey.

The ILL Code

If you have perused the [Interlibrary Loan and Courier Manual](#) on our website, you know that in it, we reference the [ALA/RUSA Interlibrary Loan Code for the United States](#) several times. It's not a lengthy document, but provides valuable guidance. I'm highlighting a few relevant points for this newsletter.

1. "ILL is based on a tradition of sharing resources between various types and sizes of libraries and the belief that that no library, regardless of its size or budget, is completely self-sufficient."

Self-explanatory. The statewide courier service is based on the principle that resource sharing among Missouri libraries is a benefit worth supporting with precious dollars. Think about how much your library would spend on postage and delivery if the statewide courier went away.

2. “Though some libraries are net borrowers (borrow more than they lend) and other are net lenders (lend more than they borrow), the system of interlibrary loan rests on the belief that all libraries have something to contribute and should be willing to lend if they are willing to borrow.”

The State Library encourages resource sharing, and wants libraries to provide cost-free interlibrary loan service whenever possible. Charging patrons for interlibrary loan service is a barrier to access. The state-subsidized courier service removes the burden of transport costs from library budget, and encourages open and free interlibrary loan availability for all users in the state.

3. “Borrowed items should be returned in the condition in which they were received at the requesting library. In particular, a requesting library should never affix adhesive labels or tape directly to any borrowed item.”

Some libraries have adopted a printed adhesive ILL sticker that is applied directly to materials. This practice is not supported by the Code, and some libraries have specifically requested alternative methods of identifying materials obtained through interlibrary loan. Sleeves and book bands are the most common alternative methods used. Older or fragile books should be sent in a protective cardboard box or casing, if loaned at all, and returned in the same manner.

4. “Assume full responsibility for user-initiated transactions.”

*User-initiated transactions, sometimes called unmediated or unmoderated requests, are more and more common as libraries move towards shared catalogs like Evergreen. Nevertheless, it is important to note that the Code specifically places responsibility for these transactions on the library: **“A requesting library that chooses to allow its users to order materials through interlibrary loan without mediation accepts responsibility for these requests as if they have been placed by library staff.”***

Finally, a reminder that there is an updated [Members and Partners List](#) on our website. Only libraries found on this list are eligible for courier service. You must use USPS or other delivery methods to exchange ILL materials with non-courier libraries.

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Missouri Secretary of State
State Library