

**National and International Interlibrary Loan, Document Delivery in
the Central University Library of Cluj**

Mariana FALUP

Lucian Blaga Central University Library, Cluj

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Abstract

This paper presents the development, functioning and importance of the national and international interlibrary loan and document delivery service of the Lucian Blaga Central University Library. Interlibrary loan is a service meant to ensure citizens' fundamental right to information. By its means readers can obtain certain original documents or copies missing from a library's collections from another library from the country or from abroad. The continuously increasing number of readers, and the small funds allocated for purchasing new publications greatly increases the importance of this service in our library.

E-mail: mfalup@bcucluj.ro

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I am going to present the regulations and norms in force on which the activity of the interlibrary loan service offered by the Lucian Blaga Central University Library is based.

This is a service offered to library users by which a library obtains certain original documents or copies missing from its collections from another library from the country or from abroad with the aim of ensuring the citizens' fundamental right to information. These documents are borrowed, therefore one must differentiate between **interlibrary loan** and **interlibrary change**, which are often mixed up.

I shall mention some terms and abbreviations we use in this service:

- Lending library – the institution which lends publications to another library;
- Borrowing library – the institution which borrows publications from another library;
- ILL – interlibrary loan;
- DD – document delivery;

- IFLA – International Federation of Library Associations;
- ABIR – Romanian Association of Librarians in Education (Asociația bibliotecarilor din învățământ din România);
- Voucher – international IFLA payment coupon of 8 Euro.

Interlibrary loan and document delivery is based on clearly outlined **principles**:

- A basic service for users needing access to documents preserved in Romanian and foreign libraries;
- Library policy must be open to collaboration through ILL and DD;
- Every library must inform its users on the ILL and DD services;
- It must function rapidly and efficiently;
- All documents preserved in the library may be borrowed by means of this service except those mentioned in Law 182/2000 (movable national patrimony, fragile or voluminous documents, titles frequently demanded by the library's own users);
- A major problem we are confronted with is the copyright in the case of photocopied publications. This right is not infringed when the publication is reproduced with a specific objective or free of charge (exclusively for study as in our case), according to Law no. 8/1996 with modifications on June 30, 2004;
- Beginning with April 2006, a protocol was concluded between the Lucian Blaga Central University Library and the World Bank by representatives Alexandra Caracoti and Ana Ilinca Macri with reference to the interlibrary loan of the publications donated by the World Bank. I should like to mention that our library is the first university library in Romania depositing the publications of the World Bank;
- The lending library decides whether the demanded document can be borrowed and for how long a period;
- When fixing the loan period the time necessary for sending the request, for receiving the package, as well as for reading the document are taken into consideration;

- This service is used as a rule by the teaching staff, researchers, PhD, MA and last year undergraduate students who have a membership card. As far as possible, we try to answer other requests as well: undergraduate students, graduates, the general public;
- Every Romanian (university, county, school, city and village) library is included into the national network of interlibrary loan.

Our library collaborates with university and county libraries from the country (Bucharest, Iași, Timișoara, Constanța, Craiova, Galați, Sibiu, Târgu-Mureș, Baia-Mare, Turda, etc.) and from abroad (Moldavia, Russia, Switzerland, Belgium, USA, Austria, Germany, Bohemia, Mexico, Israel, Hungary, etc.).

Interlibrary loan can be requested:

- electronically, using the website of the library: <http://www.bcuculuj.ro/delivery.html#impr> where the interlibrary loan and document delivery forms are to be found:

INTERLIBRARY LOAN FORM

Bibliographical data of the requested document:

Title of the publication:	<input type="text"/>
Author:	<input type="text"/>
Year of publication:	<input type="text"/>
Volume:	<input type="text"/>

Personal data:

First name and surname:	<input type="text"/>
Occupation:	<input type="text"/>
Institution:	<input type="text"/>

Locality:	<div></div> *
E-mail:	<div></div> *
Comments:	<div></div>

Send the form

* compulsory fields

DOCUMENT DELIVERY FORM

Bibliographic data of the requested document:

Type of publication:	<input type="checkbox"/> book <input type="checkbox"/> periodical*
Title of the publication:	<input type="text"/> *
Author:	<input type="text"/> *
Title of the article (for periodicals):	<input type="text"/> *
Year of publication:	<input type="text"/> *
Volume:	<input type="text"/> *
Issue (for periodicals)	<input type="text"/> *
Pages (from ...to...)	<input type="text"/> *

Personal data:

First name and surname: *

Occupation:	<input type="text"/>
Institution:	<input type="text"/>
Locality:	<input type="text"/>
E-mail:	<input type="text"/>
Comments:	<div><div><div><div><div></div></div><div><div></div></div></div><div><div></div></div><div><div></div></div><div><div></div></div></div></div>
<div><div><div>Send form</div></div></div>	

* compulsory fields

- or personally in the ILL-office, central building of the University Library, 2nd floor, room 87, completing the following form

INTERLIBRARY LOAN REQUEST

Lending library _____
 Book _____ Periodical _____
 Author _____
 Title _____

 Place _____ of _____
 publication _____
 Year of publication _____ Vol. _____ No. _____ Pag. _____
 ISBN _____ / ISSN _____ Shelf
 number _____
 Delivery requests - mail _____
 - fax _____
 - electronically (scanned) _____
 - photocopy _____
 The requester's first name and surname _____
 Profession _____
 Contact address/telephone _____
 Date of request _____

The interlibrary loan or document delivery form must be filled accurately in order that the demanded publication may be identified quickly and correctly.

I would like to insist on the difference between requesting an interlibrary loan and document delivery. In the case of an interlibrary loan, either from a Romanian or a foreign library, the requester receives the document for consultation, contrary to document delivery which is made:

- electronically (the document is scanned or taken from a database)
- by mail (photocopy)

and one can request:

- articles from periodicals (not the entire publication)
- articles saved from databases
- fragments of book chapters (scanned or photocopied)

In order to have access to this service the requester must have a valid membership card and he/she must respect the *Regulations for the Public* referring to interlibrary loan.

Sending the request form

The loan or document delivery requests referring to publications from Romanian libraries are registered on standardized forms which can be found on the ABIR website (www.bcut.ro/abir), while those regarding publications from foreign libraries on forms to be found on the IFLA website (www.ifla.org/ifla-lprf/ord.htm).

- For each demanded publication a loan request is filled.
- This can be sent to the lending library by mail, fax or e-mail. In our service loan requests and forms are most often sent by e-mail on the discussion list Biblos administered by the Central University Library of Iași.
- The lending library must answer the loan request in 7 days at the latest.
- The loan period is 20 days from the moment of delivery or it is fixed by the lending library.
- The lent documents are packed carefully so as to prevent damage during transportation.
- The lent publications are sent in the quickest way possible. Postal services are usually used.

Receiving and returning documents

- The borrowing library takes all the safety measures necessary to preserve the borrowed documents respecting the eventual conditions of preservation imposed by the lending library.
- Because of safety measures the documents are consulted only in the reading room, in our library in the Reference Room (ground floor) or the Adrian Marino Room (2nd floor).
- Borrowed items must be returned until the date fixed by the lending library.
- Extension of loan requests can be made before the loan period is over. If the lending library sends no answer, the request is considered accepted.
- The borrowing library answers for the loss or any damage of the borrowed document from the moment it arrives until it is returned.
- The lending library may take special security measures by taking insurance on the documents before delivering them.

Fees

- National interlibrary loan is free of charge. If the borrowed volume is big, the lending library may ask taxes and fees for delivery, informing the borrowing library of the sum and the form of payment (in our library such a case has not yet occurred).
- International interlibrary loan is fee based. The fees are paid by means of International Postal Reply Coupons or IFLA Vouchers (EUR 8 each).
- Document delivery must be paid for; the value of photocopied, scanned, etc. pages is included + postal taxes for mailing according to the case.

Statistics

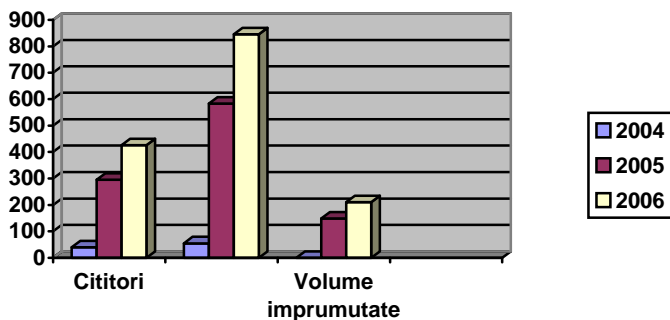
The libraries included in the interlibrary loan system must keep record of the loans and must communicate the respective statistic data to the authorized national and international organizations.

The National Library of Romania centralizes the yearly statistics of interlibrary loan at a national level.

Statistics show a significant increase and development in the activity of this service in our library. Comparing the last three years one may observe:

YEAR	READERS	VOLUMES	
		Borrowed	Lent
2004	40	55	-
2005	295	583	149
2006	426	846	210

- the increasing number of those who use this service and of the borrowed and lent books.



The great possibilities of interlibrary loan, the continuously increasing number of readers, and, the – sadly – small funds allocated for purchasing new publications requires the development and uniform regulation of this activity in the whole network by respecting the norms and laws in force.

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The use of the ILL module of the ALEPH, at least between the libraries which have this integrated library program, would make interlibrary loan much easier.

All the things said above indicate the importance and efficiency of this service with a great future ahead for libraries and users.

I would like to ask my colleagues working in the branch institutions of the Lucian Blaga Central University Library to collaborate in order to answer the requests of interlibrary loans as far as possible.

Translated by Ágnes Korondi