SOP: Interlibrary Loan and Document Delivery Process

This SOP defines the **Interlibrary Loan and Document Delivery Process**, detailing the procedures for requesting, processing, and delivering library materials between institutions. It covers user request submission, eligibility criteria, loan approval, material retrieval, document scanning, copyright compliance, delivery methods, and tracking. The goal is to facilitate timely and efficient access to resources not available within the local library collection, enhancing information sharing and resource availability for library patrons.

1. Purpose

To establish standardized procedures for processing interlibrary loan (ILL) and document delivery requests, ensuring efficient resource sharing and access to materials not available in the local collection.

2. Scope

This SOP applies to all library staff involved in ILL and document delivery services, as well as library users requesting such services.

3. Definitions

Term	Definition
Interlibrary Loan (ILL)	Borrowing or lending of library materials between institutions.
Document Delivery	Provision of copies or scans of articles, book chapters, or portions of resources.
Borrowing Library	The library requesting material from another institution.
Lending Library	The library supplying material to another institution.

4. Responsibilities

- **ILL Staff:** Process requests, communicate with lending/borrowing libraries, track materials.
- **Library Users:** Submit accurate requests and comply with usage policies.
- **Lending Libraries:** Fulfill requests and ensure timely delivery.

5. Procedure

1. **User Request Submission**
   - User submits ILL/document delivery request via online form or in-person at the library.
   - All required information must be provided (title, author, publication details, etc.).

2. **Eligibility Verification**
   - Staff check user's eligibility according to library policy.
   - Requests are only accepted from current registered users (students, faculty, staff, or authorized external users).

3. **Request Processing**
   - Staff verify that the requested material is not available in the local collection.
   - If available locally, user is notified with instructions to access the material.

4. **Locating Materials**
   - ILL staff use approved resource sharing networks or consortia to locate materials.

- Send formal request to the potential lending library or supplier.

5. **Loan Approval & Copyright Compliance**
   - Lending library reviews the request and checks availability and copyright restrictions.
   - Requests comply with copyright laws and library agreements.

6. **Material Retrieval or Scanning**
   - Physical items: Pulled from stacks and prepared for shipment.
   - Articles/chapters: Scanned or photocopied within legal limits and quality standards.

7. **Delivery**
   - Physical items shipped via courier, mail, or library van delivery.
   - Electronic documents securely delivered via email or document management system.

8. **Tracking & Notification**
   - Request status tracked in ILL management system.
   - User notified on item availability, pickup, or electronic document access.

9. **Returns & Fines**
   - Physical materials returned by due date; overdue materials incur fines as per policy.
   - ILL staff manage the safe return and resolve any issues with lending library.

6. Compliance and Records Management

- All interactions and transactions are recorded in the ILL management system.
- Copyright compliance is documented for each request.
- Records are retained in accordance with library retention policy.

7. Review and Revision

This SOP is reviewed annually or as needed to ensure compliance with changing policies, technologies, or resource sharing agreements.

8. Contact

For questions or clarification, contact the Interlibrary Loan Department at *[library@domain.edu]* or *(123) 456-7890*.