

CODE OF BEST PRACTICE FOR INTERLENDERS

Resource sharing is the cornerstone of Interlending, therefore, consideration, consciousness, accuracy and a quick response is necessary to satisfy all users.

The **message file** enables libraries to communicate and interact with each other. It is essential to check the message file on a daily basis or even several times a day. Please do not send unnecessary messages, especially if the system allows for an action. Most interlending staff is busy and does not have spare time to do additional unnecessary work.

Incomplete transactions clutter the system and slow it down. Interlending librarians should strive to move filled requests as soon as possible to a “*Complete*” status, whilst unfilled requests must either be marked as “*Cancel and Retire*” or “*Lost*”.

1. Borrowing point of view

Messages from lenders – these messages must be read and responded to, or taken note of. Click on the *Done* button after the message has been read and responded to.

No Renewal & Recalled – contact your own users immediately. These loans have to be returned promptly.

Need by Date has Expired – cancel request or *edit* and add a new need by date. The request can then be rerouted.

Unfilled – please reroute or *Cancel & Retire!!!* These requests must be attended to on a daily base.

Review from staff or patron – these are the prerequisites (user initiated requests) or requests that need attention from IL staff. Turn-around time is critical, thus these requests must be attended to throughout the day.

Overdue – this is to notify the IL staff that loans are overdue and have to be returned or renewed.

Shipped – look occasionally at this field to determine if shipped items have been received physically and on the system, or whether they are still on their way or probably lost.

Will supply – although generally used for reserved books, supplying libraries occasionally use this option for other cases as well. Check these requests regularly to ensure that the need by date is still relevant and whether your users still need the items.

Special statuses – *Lost*: preferably loans lost by you should remain here during the invoicing process or until the book is returned. *Overdue but not yet received books* are listed here and need to be followed up.

2. Lending point of view

Messages from borrowers – these messages must be read and responded to, or taken note of. Click on the *Done* button when the message has been read and responded to.

Pending on picklist – check this list every morning before printing the new picklists. Attend to requests that have not been printed or responded to the previous day. If not responded to within the set time frame, these requests will expire and reflect negatively on your library's performance.

Renewal request – if a loan can be extended, do so. Maximum loan period is three months.

Will supply – only reserved requests belong here. Some libraries change the status to *will supply* while waiting for documents from branch libraries and then forget about them. Attend to these requests.

Returned – Check the items on the returned list with the in-house system to pick up books that have been returned but not checked in on ReQuest.

Recalled – recalled items must be followed up regularly.

Overdue – follow up and recall if necessary.

Special statuses/lender - preferably only lost books that have been invoiced, should be left here until paid/returned.

3. Financial processes

Print invoices at the beginning of each month and sent through for payment

Check financial reports each month and ask for corrections

Sign correction forms forwarded to you as supplier and fax it to SABINET Online

Attend immediately to invoices sent for lost books

Update free of charge libraries

4. Management information

Retrieve IFLA statistics annually and calculate your fill rate.

Attend to problems resulting in a low fill rate

Calculate your turn-around time and attend to problems that slow you down

5. Administration

Update your library's contact information on the address lists of the NLSA and ReQuest

Inform libraries via the list serve of any changes regarding contact numbers or Ariel IP addresses

Inform libraries via the list serve if Ariel workstations are out of order or if libraries are closing for a period of time.
