

INTERLIBRARY LOAN

Version 4

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1.0 POLICIES

1.1 Borrowing

- 1. NASA Headquarters Civil Servants, Detailees to NASA Headquarters, and NASA Headquarters Contractors may request materials through Interlibrary Loan.
- 2. Anyone who requests an Interlibrary Loan must be a registered patron.

3. All requests must be work-related.
4. NASA HQ Civil Servants can borrow up to 30 items at a time through Interlibrary Loan. Contractors and Detailees can borrow up to 15 items at a time Interlibrary Loan.
5. According to copyright law, the NASA HQ Library can request only 5 articles per journal each year. Any articles beyond 5 must be purchased by the Library or patron or photocopied by the patron at another library.
6. The Statement of Work requires that all requests be processed within 1 day and that the Interlibrary loan specialist strive to obtain materials within 2 weeks.
7. Rush requests are processed immediately. Articles should be obtained in 1 day and books in 2 days.
8. Rush requests for 5 or more items must be approved by the Library Manager.
9. Headquarters Library must reimburse the lending library for any borrowed materials lost in the mail.
10. Headquarters Library patrons must reimburse the lending library for any materials lost while in their possession.

1.2 Lending

1. All requests for lending must be done through OCLC or with an ALA form.
2. The NASA HQ Library lends materials only to libraries in the United States and Canada.
3. The Library lends most books, audio tapes, and video tapes.
4. The Library copies and sends articles, papers, reports, and book chapters that are 50 pages or less. The Library does not copy materials that are over 50 pages.
5. All items are loaned for 4 weeks.
6. NASA Headquarters Library does not loan the following materials. Exceptional cases may be approved by the Library Manager.
 - * items in Ready Reference
 - * items in Main Reference
 - * entire issues of any journal/newsletter/newspaper
 - * articles from online journals or databases
 - * uncataloged materials
 - * items marked limited or proprietary
 - * materials marked 'not available for inter-library loan' in NASA GALAXIE
 - * pre-1975 NASA publications on Apollo, Skylab, Gemini, and Mercury.
 - * loose-leaf publications.
 - * items deemed rare or valuable.
 - * computer disks
 - * microfiche
 - * microfilm
7. The Library will not make copies of NASA reports from microfiche or from print editions for other libraries UNLESS: a.) The request is from another NASA Library, or b.) The document is not available from CASI, the Johnson STI Center, or another NASA distribution center.
8. The borrowing library and its patron must reimburse the NASA HQ Library for any lost items or replace them.

2.0 BORROWING

2.1 Accept a Routine Request

1. Check NASA Galaxie for patron record. If no record exists or if an outdated record exists, ask patron to complete patron registration form.
2. Check blue ILL request form "Headquarters Library Request for Interlibrary Loan" (see Appendix A) or patron request to ensure all the required information is provided (patron name, phone number, as complete a citation as possible).
3. Ask the patron how soon the item is needed. Rush requests for 5 or more items must be approved by the Library Manager.

2.2 Verify the Citation

1. If item has an incomplete citation or no ISBN/ISSN, verify it using Amazon.com, Ebscohost, and other free or inexpensive services. If item cannot be verified in standard sources, refer request to a Reference Librarian.
 2. If item is an article, search EBSCOhost, the journal's website, and any likely free services such as the Astrophysical Data System.
 3. If item is a NASA report, also search the NASA technical report databases, NASA document databases, and HQ Library print and microfiche collection. If found in a database, give request to acquisitions to purchase the document. If found in the microfiche collection and under 50 pages, print copy for patron. If found in the microfiche collection but over 50 pages, give to patron to view/print. If document is very large, patron can then request the document be purchased.
- Search by author, title, or keyword in NASA GALAXIE. (Note: some items have more than one record in NASA GALAXIE.) Verify that the item is not at HQ. If item is found in NASA GALAXIE at other NASA Libraries, print record and go to 2.3 Copyright Check. If the item is found at Goddard, check the Catalog on the Goddard Library web page to verify that it is on the shelf before placing request.
4. If item is not in NASA GALAXIE and not available through NASA databases, search for it in OCLC.

2.3 Copyright Check

1. If item is a journal article, look up the title in the Copyright file (see Appendix D).
2. If five articles from that journal have already been requested this year, forward the request to the Reference Librarians to purchase the article.
3. If less than five articles have been requested, add the current request to the total.
4. If the journal title is not in the file, add it and count the current request.

2.4 Searching OCLC

1. To log on to OCLC click on the OCLC icon on the task bar. Click on "session" in the upper left corner. Select "open." A dialogue box will appear in the middle of the screen. Click "open" in the dialogue box. This will bring you to the welcome screen for OCLC.

2. At the home position, type bn <ISBN number with no hyphens> or sn <ISSN number with a single hyphen> then press <F11>. Note that many books have more than one ISBN because they appeared in different editions.
3. Choose the correct record from the phrase index list by pressing the corresponding line number then pressing <F11>.
4. If another list appears, choose the correct record from the list by pressing the corresponding number then pressing <F11>.
5. The bibliographic record appears on the screen.

NOTE: Searching by title, author, title, or author-title is also possible. It is also more expensive. Sca ti is the most expensive way of searching for an item on OCLC. It may, however, be necessary. If an item cannot be found searching by author, author-title, or ISBN/ISSN number, you may find it using sca ti.

2.5 Locate and Choose Lending Libraries

1. In general, choose lending libraries in the following order: 1- NASA Center libraries, 2- Federal and/or local libraries, 3- non-local libraries.
 - i. Have the bibliographic record on the screen.
 - ii. At the home position, type dha or dhfedl or dhr (all, federal, or regional) then press <F11>.
 - iii. Print list of holdings by pressing <F12>.
 - iv. Choose up to 5 OCLC symbols from holdings list and cross them off the holdings list.
 - v. To see Name-Address Directory (NAD) for a particular lender, which includes their lending policy, type :xxx and press <F11>. (xxx represents an OCLC symbol.)
 - vi. When choosing lenders for the lender string, some lenders must be entered twice. Use these lenders as a last resort.
4. When choosing local libraries, prefer those that have a good record of responding.
5. Some libraries are known to usually charge. Do not select these except as a last resort and get approval from the Library Manager first.

2.6 Place Request - NASA Libraries

1. Almost all NASA Center libraries are lenders on OCLC, but sending an American Library Association (ALA) ILL request form by fax incurs no OCLC charges.
Complete ALA ILL request form (see Appendix B). These forms are located on the
U:\code_cf\code_cfs\Job-2\Library\Ill\ALAdoc
2. Fax ALA form to that library.
3. Attach patron request and record printout to ALA form and file in ILL BORROWING file by patron's last name.

2.7 Place Request – Non-NASA

1. If item is not available from a NASA Center Library, place request on OCLC by completing an OCLC workform.

2. After you've pulled up the bibliographic record and identified holdings, at the home position of the bibliographic record or holdings list, type wf to pull of the OCLC workform, then press <F11>.
3. Using the arrow keys to navigate the screen, update fields then press <ALT><F10> to send the changes.
4. At the home position, type rf then press <F11> to reformat screen. (Or, instead of typing rf, press <F2>.)
5. At the home position, type p then press <F11> to produce the request.
6. Print workform by pressing <F12>. Attach printout of holdings to printout of workform and patron request and file in ILL BORROWING file by last name of patron.
7. If the Library Manager approved a charge with the request, record it on the printout and on ILLs We Agree to Pay For (see Appendix I).

2.8 Respond to Special Messages and Problems

1. Conditional

- a. If a lending library needs more information or wants to relay other messages, it will send a "conditional" response.
- b. On OCLC, respond to the question "Can you comply?" as follows: A response of yes means that you want that lender to try to fill the request. A response of no means that you want the request to go on to the next lender in the lender string.

Common conditions are:

- * There is a service charge or charge for photocopying: Obtain approval from the Library Manager, update MAXCOST field, and replace record by pressing <F7>. Go back into conditional record, type yes in the home position, and press <F11>. If an item is held by many other libraries, refuse the condition and send the request to the next lender, type no at the home position and press <F11>.
- * The item is non-circulating: Type no in the home position and press <F11>.

2. Unfilled - OCLC

- d. From home position of OCLC welcome screen, type mf to bring up message file. Select the number for "unfilled" and press <F11>. If there is more than one unfilled request, select number for desired request.
- e. If lenders have refused, from the home position, type new and press <F11>.
- f. Select 5 new lenders from holdings list and enter them into the lenders field.
- g. Press <alt><F10> to update field, and cross off new lenders from the holdings list printed during the initial request.
- h. At the home position, type rf and press <F11> to reformat screen.
- i. At the home position, type p then press <F11> to send new request.
- j. Print request by pressing <F12>.
- k. File new request with previous request(s) and holdings printout in BORROWING file by patron last name.
- l. At the home position, type mf to bring up message file.
- m. Select unfilled request for which new request was just sent. Type del in the home position and press <F11> or press <ctrl><F3> to delete unfilled request.

3. Unfilled - ALA Form (includes rush requests)

- a. If a lender has not responded, call the lender.
- b. If lender has refused, make note on original ALA form.
- c. Complete new ALA ILL request form with new lender.
- d. Fax ALA form to that library.
- e. Attach new ALA form to original and file in ILL Borrowing file by patron's last name.

4. Cancel - OCLC

- a. Pull up OCLC workform and use the DELETE command to cancel request. (Type del from home position of record and press <F11> or press <ctrl><F3>.)
- b. Pull request from the Borrowing file and discard.
- c. It is probably a good idea to call the lender where request is pending (indicated by the asterisk in the lender string) to inform them that the item is no longer needed.

5. Cancel – ALA

- a. Call lender and inform them that the item is no longer needed.
- b. Pull request from the Borrowing file and discard.

2.9 Place a Rush Request.

Patrons are allowed five rushes per day. Lists of up to five rush requests must be prioritized in order of urgency or importance by the patron. Follow the instructions for a routine request with the following exceptions:

1. Call the lending library. Ask if they have item requested. Often, they will take your name and number and promise to call back. Tell them you need a response TODAY.
2. Offer a faxed ALA form or an OCLC transaction.
3. For short photocopy: Ask to have article faxed.
4. For long photocopy or loan: Ask for street address and for directions to library. Ask about special procedures that courier should know about (e.g. does courier need to sign-in to gain access to building?). Obtain courier through Library Manager. Occasionally, library staff will serve as the courier.

2.10 Receive and Process OCLC Loan Request

1. Retrieve original request from the Borrowing file.
2. Pull up OCLC workform.
3. At the home position, type r and press <F11>.
4. Pull all paperwork from book.
5. Clip paperwork together.
6. Attach orange BORROWING card (see Appendix C) to book.
7. On orange card, write patron name, lending library, ILL number, your name, today's date, and date due back to NASA HQ Library. To be sure to receive an overdue notice before item becomes overdue, date due to NASA HQ Library should be the Friday before the due date specified by lender. This is because Galaxie sends overdue notices only on Mondays.
8. If lending library specified special restrictions (i.e. "no renewals"), write restriction on orange card and inform patron when he or she picks up the book.

9. Assign the item to an HQ ILL Loan card not currently in use in the card catalog at the circulation desk. Write patron name, book title, and due date on back of card. The due date should be the same as on the orange BORROWING card. Write the number of the HQ ILL Loan card on paperwork and on the orange Borrowing card.
10. In NASA GALAXIE, charge the HQ ILL Loan card to Headquarters ILL, a user card that is also in the card catalog at circulation desk. In the Alt Due Date field, enter the same due date as on the HQ ILL Loan and orange BORROWING cards. Press Enter and confirm the item is charged. File the HQ ILL Loan card in the In Use file.
11. Indicate date received on paperwork. File paperwork in BORROWING file by patron name.
12. Call patron. Place item on hold shelf.
13. If there is an invoice, check to see that we agreed to pay for the item in ILLs We Agree to Pay Forgive (see Appendix I). If we had agreed to pay, record today's date under Invoice Received and give invoice to the Library Manager. If we had not agreed to pay, call the lender to resolve disagreement.

2.11 Receive and Process ALA Loan Request

1. This procedure is the same as above except that there is nothing to enter on OCLC.
2. Date received should be indicated on ALA form.
3. Item still needs to be assigned an HQ ILL Loan card and charged in NASA GALAXIE.
4. Paperwork accompanying item should be attached to ALA form and filed in ILL BORROWING by patron last name.

2.12 Receive and Process OCLC Photocopy Request

1. Retrieve original request from the Borrowing file.
2. Pull up OCLC workform.
3. At the home position, type r and press <F11>.
4. Pull all paperwork from book.
5. Clip paperwork together.
6. Write date received and the word "photocopy" (for statistics) on paperwork.
7. File paperwork in BORROWING file under 'complete - copies'.
8. Call patron. Place item on hold shelf.
9. If there is an invoice, check to see that we agreed to pay for the item in ILLs We Agree to Pay For (see Appendix I). If we had agreed to pay, record today's date under Invoice Received and give invoice to the Library Manager. If we had not agreed to pay, call the lender to resolve disagreement.

2.13 Receive and Process ALA Photocopy Request

This procedure is the same as above except there is nothing to enter into OCLC.

2.14 Request Borrowing Renewals

1. Patrons requesting ILL renewals must return the items to the library. Overdue materials are held at the library until a renewal is granted.
2. Pull paperwork from BORROWING file.

3. If ILL request was on an ALA form, call or fax lending library to request renewal.
4. If ILL request was on OCLC, place renewal request online.
 - a. Pull up OCLC workform using the ILL number.
 - b. Place cursor on “renewalreq” field.
 - c. Type date or “any” if no specific date is desired. Date should be typed in the following manner: Year/month/day. For example, January 31, 2000 would be entered as 20000131.
 - d. Press <alt><F10> to update field.
 - e. Type <rf> then <F10> or press <F2> to reformat.
 - f. Press <F7> or type <rep>then <F11> to replace record and send renewal request.
5. A response to a renewal request could take a day or two. There are two fields in the message file referring to renewal requests. One is called “Renewal OK” and the other is called “No Renewal.” These will indicate whether renewal has been approved. If renewal is eventually approved enter new due date on orange card and on paperwork. Enter the same new due date in Galaxie using barcode in ILL card catalog. This may require an override (see Circulation procedures).
6. File paperwork in BORROWING file.
7. Call patron. Place item on hold shelf.
8. If renewal is refused return item to lending library (see Section 2.16, Process and Return Loan). Call patron and ask if they would like to borrow item from another library.

2.15 Borrowing Overdue Notices

1. Overdues are received each Monday by email. They are in two files – one of overdues and one of memos. Memos are for items that are 5 weeks overdue or more.
2. Print out the overdue notices and bill memos.
3. Pull the ILL borrowing card for each overdue item and note the patron and title on the overdue notice/bill memo.
4. For first, second and third overdue notices, call the patron and inform them of the overdue status, write the date the call is placed on the overdue notice/memo.
5. For fourth overdue notices and any memos, notify the Library Manager to contact the patron.
6. Place the overdue notices and bill memos in the Overdue Notice File.
7. Throw out any notices in the overdue Notice File that are more than one month old.

2.16 Process and Return Loan

1. Pull up OCLC workform.
2. At the home position, type rd and press <F11>.
3. Remove orange card from book. Discard orange card.
4. Pull paperwork from BORROWING file and insert in the book the papers originally sent by the lending library.
5. Return item to lending library using the NASA HQ Mail Center. Item should be thoroughly packaged to prevent damage and in accordance with any requirements of the lender (see Appendix H, Interlibrary Loan Packaging and Wrapping Guidelines). All Fedex requests must be signed by the Performance Monitor or COTR.

6. Discharge item from NASA GALAXIE using HQ ILL Loan card in card catalog at circulation desk. Draw a line through the book information on the back of the card and file it under ILL Not in Use.
7. Indicate date returned on paperwork and file paperwork under "complete - books" in BORROWING file.

2.17 Lost Materials

1. Lost by the Library:

- a. It is NASA Headquarters Library's responsibility to replace materials it borrows which it loses or are lost in the mail (see Appendix G, Interlibrary Loan Code for the United States).
- b. Notify the Library Manager of any materials that are lost.
- c. Notify the lender that the item was lost and request recompense instructions.
- d. Record the charge in ILLs We Agree to Pay For (see Appendix I).
- e. Give all invoices for lost materials to the Library Manager.

2. Lost by the Patron:

- a. It is the patron's responsibility to replace materials borrowed from them which they have lost.
- b. Notify the Library Manager of any materials that are lost.
- c. Notify the lender that the item was lost and request recompense instructions.
- d. Patrons should recompense the lending library according to the lender's instructions.
- e. Notify the patron that they will have all borrowing privileges suspended until recompense has been made. (See Circulation Procedures: Editing Patron Records for help on blocking patrons.)
The patron should give copies to the HQ Library of any payments made to the lender.
- f. Contact lender to ensure payment has been received.
- g. Remove any patron blocks in NASA GALAXIE.

3.0 LENDING

* All requests for lending must be done through OCLC or with an ALA form.

3.1 Download OCLC Requests

1. The message file in OCLC should be checked at least twice a day.
2. Pull up the message file by typing mf at the home position and then pressing <F11>.
3. If there are any items "pending," type 1 and press <F11>.
4. Print each of the pending records. Go to next record by pressing <F9>.
5. Search each item in NASA GALAXIE, RECON+, or ASAP to determine availability.
6. Check 1.2 Lending for policies.
7. Pull book or journal from shelf. If item is unavailable or cannot be lent, see 3.7 Respond to Requests We Cannot Fill.

3.2 Process OCLC Loan

1. Display ILL request on OCLC.

At home position, type "yes" and press <F11>

3. Print two copies of ILL record by pressing <F12> twice.
4. Press <F7> to replace (update) record.
5. Charge books to Headquarters ILL in NASA GALAXIE. Headquarters ILL card is in card catalog at front desk of library. Barcode number for Headquarters ILL is 21780000035784. Since all items loaned through ILL are loaned for 4 weeks, the date in NASA GALAXIE may have to be altered for video tapes and audio tapes.
6. Insert one copy of ILL record into book.
7. Package book thoroughly to prevent damage (see Appendix H, Interlibrary Loan Packaging and Wrapping Guidelines). Mail book to borrowing library using NASA HQ Mail Center.
8. Indicate date sent on other copy of ILL record and file under "open" in LENDING file by title of book.

3.3 Process OCLC Photocopy

1. Pull journal issue containing article.
2. Photocopy article. We do not copy articles that are over 50 pages. If the article is over 50 pages, see 3.7 Respond to Requests We Cannot Fill.
3. Display ILL request on OCLC.
4. At home position, type "yes" and press <F11>.
5. Change due date field so that it reads "N/A."
6. Press <ALT><F10> to update field.
7. Press <F2> to reformat.
8. Print two copies of ILL record by pressing <F12> twice. If faxing the article, only print one copy.
9. Press <F7> to replace (update) record.
10. Stamp the first page of the copy with the Copyright stamp. Attach one copy of ILL record to front of photocopy. Mail or fax photocopy to borrowing library. Indicate date sent on other copy of ILL record and file under "complete - copies" in LENDING file.

3.4 Process ALA Loan

1. Search each item in NASA GALAXIE, RECON+, or ASAP to determine availability.
 2. Check 1.2 Lending for policies.
 3. Pull book from shelf.
 4. Charge books to Headquarters ILL in NASA GALAXIE. Headquarters ILL card is in card catalog at front desk of library. Barcode number for Headquarters ILL is 21780000035784. Since all items loaned through ILL are loaned for 4 weeks, the date in NASA GALAXIE may have to be altered for video tapes and audio tapes.
- Write due date on ALA form and photocopy the form. Include one copy of ALA form with book.
- 5.
 6. Package book thoroughly to prevent damage (see Appendix H, Interlibrary Loan Packaging and Wrapping Guidelines). Mail book to borrowing library using NASA HQ Mail Center.
 7. File other copy of ALA form under "open" in the LENDING file alphabetically by title.

3.5 Process ALA Photocopy

1. Check 1.2 Lending for policies.

2. Pull journal issue containing article.
3. Photocopy article. We do not copy articles that are over 50 pages. If the article is over 50 pages or the request cannot be filled due to library policies, see 3.7 Respond to Requests We Cannot Fill.
4. Stamp the first page of the copy with the Copyright stamp. Photocopy ALA form. Attach one copy of ILL record to front of photocopy.
5. Mail or fax photocopy to borrowing library.
6. Indicate date sent on other copy of ILL record and file under “complete - copies” in LENDING file.

3.6 Conditional Response

1. If there is a question regarding an item that is being requested, a conditional response can be sent on OCLC. This is not a yes/no response. It is a temporary response awaiting an answer from the borrower.
2. For example: The borrower is requesting an entire issue of a journal. This is not an item that can ordinarily be borrowed. But the question of whether there is any portion of the journal that can be photocopied can be asked. Conditional responses are also used to notify the requester of bad citations.
3. Do not use the conditional response to explain why items cannot be loaned unless we are the only library on the lender string. This will only delay the borrower's request from being passed to the next lender.
4. If an OCLC request:
 - * At home position of record, type “cond” and press <F11>. Place cursor in “lending notes” field, and type your question or comment. (It is probably a good idea to use the “insert” mode for this.)
 - * Type <alt> <F10> to update field, and <F2> to reformat.
 - * Hit <F7> or type <rep> at the home position then <F11> to send conditional response.
5. If an ALA request:
 - * Simply call the requesting library and discuss conditions.

3.7 Respond to Requests We Cannot Fill

1. See 1.2 Lending for a list of what the Library will and will not loan.
2. For OCLC requests, at home position type “no” and press <F11>. On ALA form, mark reasons we cannot fill (i.e., not owned, in use, missing, non-circulating, etc.).
3. Keep track of each time a request is turned down (for monthly statistics) by making hash marks on a sheet of paper to record in the statistics each month.

3.8 Respond to Loan Renewal Request – OCLC

1. Renew in NASA GALAXIE if no holds exist and item has not already been renewed twice. It will probably be necessary to use an override code to renew an item charged to Headquarters ILL.
2. If item cannot be renewed: Move cursor to “new due date” field. Type <no>. Press <alt><F10> to update field, and then <F7> or <rep> then <F11> to replace and update record.

3. If item can be renewed: In OCLC access the message file by typing <mf> then <F11>. Locate the field titled "Renewal Request." To bring up the request type the number of the file and press <F11>.
4. On OCLC record, type in new due date in the "New Due Date" field.
5. Press <ALT><F10> to update field.
6. Press <F2> to reformat.
7. Press <F7> or type <rep> and press <F11> to replace (update) record.
8. Write the new due date on the paperwork for the item in the LENDING File.

3.9 Respond to Loan Renewal Request – ALA

1. Borrowing library will either call or fax request.
2. Renew in NASA GALAXIE if no holds exist and item has not already been renewed twice. If item cannot be renewed, call or fax borrowing library and tell them why.
3. Call borrowing library with new due date.
4. Write the new due date on the paperwork for the item in the LENDING File.

3.10 Loan Overdue Notices

1. Overdue notices are generated by NASA GALAXIE each Monday. The notices are emailed in two messages – one of overdues and one of memos. Memos are more stringent notices for items that are more than 4 weeks overdue.
2. Print out the overdue notices/bill memos. Pull the paperwork from the Lending File for each overdue item and note the borrowing library on the overdue notice/bill memo.
3. Call each library and inform them of the overdue. Phone numbers for the libraries can be found in the American Library Directory Ready Ref. Z 731 .A51 1998/99, the Washington Area Library Directory Ready Ref. Z732.D62 .W38, and the OCLC Name-Address Directory (see 2.5 #3.v. above). Write the date the call is placed on the overdue notice.
4. Place the overdue notice in the Overdue Notice File.
5. Throw out any notices in the overdue Notice File that are over one month old.

3.11 Receive and Complete Returned Loan

1. Display OCLC workform.
2. At home position, type "complete" and press <F11>.
3. Indicate date completed on paperwork. File paperwork under "complete - books" in LENDING file.
4. Discharge book from NASA GALAXIE.
6. Place item on shelving cart.

3.12 Lost Loans

1. It is the borrowing library's responsibility to replace materials it borrows which it loses or are lost in the mail. Items lost by patrons of borrowing libraries are the joint responsibility of the library and patron. Borrowing privileges for the library are revoked until the patron or library provides recompense for the lost item.

2. Notify the Library Manager of any materials being lost.
3. Determine the value of the item using Books-in-print, Amazon.com, or WorldCat.
4. Compose a Lost book letter (see Appendix F). Send it to the borrowing library.
5. Convey all recompense to the Library Manager.
6. If the recompense is a check, the Library Manager will convey it to the COTR. If it is a replacement book, it will go into the library collection.

4.0 STATISTICS

4.1 Borrowing

1. Pull forms from the monthly Borrowing Completed file.
Count the number of “Rush” and “Regular” requests for books and photocopies and record the totals for each on the monthly ILL Statistics Form (see Appendix E). This file is at
U:\code_cf\code_cfs\Job-2\Library\statforms\ill.xls.2.
3. Return forms to copies and books categories and file under appropriate month in the completed ILL Borrowing history file.

4.2 Lending

1. Pull forms from the monthly Lending Completed file.
 2. Count the number of NASA and non-NASA requests for books and photocopies and record the totals for each on the monthly ILL Statistics Form (see Appendix E).
 3. Return forms to copies and books categories and file under appropriate month in the completed ILL Lending history file.
 4. Count the number of hash marks on the monthly ILL Lending Refused form and record the total on the monthly ILL Statistics Form.
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TO: Martha Grimes/Barney & Miller Law Library, Interlibrary loan

FROM: Library Manager

SUBJECT: Lost or Missing Library Material

The following book, lent to your library on February 13, 1999, has not been returned to us and is therefore assumed lost:

Aviation Industry Quality Systems : ISO 9000 and the Federal Aviation
Regulations

Dreikorn, Michael J.

Milwaukee, Wis. : ASQC Quality Press c1995

Call # TL671.28 .D74 1995

The value of this book has been determined to be \$66.00

You or the borrowing patron may either purchase a copy of the book and give it to the Library or reimburse the Library for the cost of replacing the book by writing a check in the amount of \$66.00, made out to NASA.

If you have any questions regarding this, please do not hesitate to contact me at 358-0171.

Andrew Pedrick
Library Manager

Enclosure.