



INFO Resource Sharing Network Participation Policies and Standards

INTRODUCTION

Resource sharing provides Ontario's communities and citizens with access to information, regardless of its location and format. It links Ontario's public libraries to one another and to national and international networks.

PURPOSE

The purpose is to establish guidelines and criteria for the participation of Ontario's public libraries and the framework for efficient and effective operation of the network and to define the roles and responsibilities of libraries and the Ontario Library Service.

These Participation Policies were developed in 2001 in collaboration with libraries, reviewed in 2008, and updated in 2019.

Document Components

INFO Resource Sharing Network Participation Policies and Standards

Schedule A – Policies and Principals of INFO Network Service

Schedule B – INFO Network Interlibrary Loan Practices

Schedule C – Resolution of Service Issues

Schedule D - List of participating libraries is maintained on the OLS website at <https://www.olservice.ca>

Schedule A: Policies and Principals of INFO Network Service

1. PRINCIPLES OF NETWORK SERVICE AND MEMBERSHIP

This document is based upon the following principles:

1. The network is a shared partnership between the Ontario Ministry of Heritage, Sport, Tourism and Culture Industries and its agencies and the public libraries of Ontario.
2. The network strives for balance so that:
 - a. every Ontarian has the right to request any material he/she requires
 - b. every Ontario Public Library has the right to control their own collections

3. All libraries may participate in the network, provided they adopt these network participation policies.
4. Each participating library makes its users aware of locally and provincially held resources, since the network provides access to materials and information beyond local resources.
5. All libraries hold resources that are unique and valuable.
6. Resource sharing is a partnership between public libraries and the Ontario Library Service.

2. LEVELS OF NETWORK ACCESS

The network accommodates different levels of access and service to meet the requirements of libraries and their clients. The levels of access include:

1. mediated access, where non lending libraries with modest borrowing volume submit requests which are managed by OLS staff on their behalf. Mediated service is offered at OLS' discretion.
2. full access by library staff.
3. direct patron access.

3. PUBLIC LIBRARIES RESPONSIBILITIES

To ensure the equitable participation of all libraries, Boards must accept the service, staffing and hardware responsibilities outlined below.

1. Service

Libraries' general responsibilities as network members are to:

- a. direct users to the INFO resource sharing network, using a link on the library's home page and public access catalogue, where possible.
- b. in their commitment to be an entry point to the province-wide information system, provide access to the collections of other libraries and to the resources of municipal, cultural and community agencies who participate in INFO.
- c. if possible, minimize restrictions on what can be requested, and if required, limit those restrictions to in demand items e.g. recent bestsellers, course and project materials, items published within the past 6 months, items vulnerable to shipping mechanism or loss, for example, fragile or rare reference materials, DVD, Music CD) or items incurring non recoverable service or shipping costs for the library.
- d. ensure local collections are utilized fully and integrate resource sharing services into reference and information service.

- e. offer interlibrary loan service only to patrons in good standing
- f. agree to share their own materials or other resources and information requested through the network, according to local ILL lending policy.
- g. formulate internal policies and procedures for interlibrary loan
- h. adhere to the required ISO protocol in the ILL management software.
- i. adhere to the interlibrary loan policies and participation standards as outlined in this document.
- j. retain the right to refuse interlibrary loan service to libraries who fail to comply with the participation and/or interlibrary loan policies.
- k. protect interlibrary loan patron records as per the Municipal Freedom of Information and Protection of Privacy Act. While the creation of patron records in the INFO resource sharing network ILL management software is compliant with the use and disclosure of personal information under the Act, libraries that would like to make the process more transparent to their patrons are responsible for drafting waivers or consent forms as they see fit.

2. Staffing

Libraries assign staff to the resource sharing process. They are to:

- a. make trained staff available to meet network participation standards
- b. notify OLS of changes in local resource sharing staff contact information (phone, email address).
- c. designate a staff member to inform public service staff of any changes to policies and procedures for network access.

3. Hardware/Communications

Libraries are to provide computer equipment and connectivity at their own expense.

4. INFO Network Participation Performance Standards

It is recognized that performance standards exist for the efficient and effective operation of the network and for the provision of excellent service to library users. Working day is defined as any day the library is open, Monday to Friday. At minimum, it is expected that:

- a. lending libraries will check incoming activity every working day. This facilitates the expeditious processing of ILL transactions.

- b. libraries have trained staff to provide the ILL lending function every working day.
- c. libraries change status of incoming requests to borrow within 4 working days of receipt

4. OLS RESPONSIBILITIES

The Ontario Library Service is responsible for mechanisms related to the resource-sharing network.

1. Provision of a Network System

OLS provides a resource-sharing network which features:

- a. a virtual union catalogue with holdings information that may allow libraries to verify requests and identify locations.
- b. interlibrary loan management software.
- c. access to other information providers beyond public libraries.

2. Network Operation and Management

OLS is responsible for the operation of the resource sharing system. This includes system operations, documentation, service evaluation and management information.

a. System Operations

OLS will provide and support the following:

- creation and management of a virtual union catalogue, including maintenance of links to various Z39.50 targets
- network hardware and software vendor services.
- provision of HelpDesk services for problem-solving.
- monitor network participation.
- expedite service issues.

b. Documentation

- prepare and maintain documentation for systems/network procedures, access and utilization, and training.

- **Service Evaluation**

Provide service evaluation for functionality & efficiency.

c. Management Information

Provide resource sharing statistics on borrowing and lending.

3. Training

Training will be provided in the form of online training materials and documentation, with additional support provided by the INFO HelpDesk.

4. Planning

OLS has responsibility to Ontario public libraries for future network development and planning to:

- a. investigate new interlibrary loan technologies which may be appropriate for INFO.
- c. work with libraries in the development of value-added services.
- d. assist in developing standards for resource sharing services.

5. Delivery of ILL material

Materials are delivered via Canada Post using Canada Post Book Rate. Libraries are responsible for the costs of delivery packaging. Libraries are responsible for document delivery by fax or email.

6. Service Issues and Network Compliance

A library may become ineligible to use the network if its participation fails to meet the guidelines or its activity reduces the effectiveness of the overall service. In this event OLS will act on behalf of network participants, following the procedure outlined in Schedule C: Resolution of Service Issues. Access to the network may be withdrawn if the library does not comply.

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Schedule B – INFO Network Interlibrary Loan Practices

1. Types of Materials

All types of materials, at all intellectual levels, may be requested on interlibrary loan. Lending libraries may decide to place restrictions on the use of specific items or to refrain from the loan of whole classes of materials. When and where appropriate, copies both print and electronic may be requested in lieu of loan. Copies are not normally intended to be returned by the borrowing library to the lender.

Although all libraries are encouraged to loan all media, types of materials which may have restrictions or be unavailable include:

- a. rare, fragile and/or valuable books and manuscripts, for example:
 - i. 19th century or earlier imprints

- ii. limited editions
- b. microfilm
- c. books in current and/or recurring demand, for example:
 - i. bestsellers
 - ii. course and project materials
- d. current editions of standard reference materials, for example:
 - i. directories,
 - ii. dictionaries
 - iii. genealogical indices
 - iv. encyclopedia,
- e. materials in format or size not suitable for loan, for example:
 - i. kits
 - ii. loose-leaf materials
 - iii. pop-up books
- f. entire issues of periodicals

2. Bibliographic information

The requesting library should transmit all interlibrary loan requests in standard bibliographic format in accordance with ALA request forms.

3. Number of Requests per patron

The VDX interlibrary loan system limits requests to 25 per day, per patron. It is the responsibility of the borrowing library to further monitor the number of requests in the system for an individual, based on the type of material being requested.

Some lending institutions (e.g. Library & Archives Canada, Archives of Ontario) reserve the right to limit the number of requests received per institution per day.

4. Shipping

Libraries will send materials promptly, packaged to provide adequate protection. i.e. padded bags, microfilm boxes and appropriately labeled envelopes, and including a return label. The lender should check that all discs or cassettes are intact before shipping multi-part items.

The borrowing library should provide the lending library with the exact shipping destination required.

5. Loan Period

The loan period for each item should be indicated clearly and any restrictions to the loan, such as "In Library Use Only" noted prominently by the lending library.

It is the borrowing library's responsibility to ensure that material is returned to the lending library at the end of the loan period, and to adhere to any loan restrictions. Renewal, if permitted, must be arranged before the due date. The supplying library may recall materials at any time.

6. Receipt of Materials

It is the borrowing library's responsibility to ensure that any special instructions for use, handling or shipping are followed. Any obvious damage must be noted on the packing slip upon receipt. The requesting library is responsible for materials from the time they leave the lending library until they have been returned.

7. Return of Materials

Items returned by users should be checked against any note of condition made at time of receipt, to ensure they have not been damaged. Printed slips that help trace the item should be returned with the material.

Packing and shipping methods must be equivalent to the methods used by the lending library. Arrangements may be made with the lending library to return items by different means, e.g. RUSH ship by commercial courier.

8. Check In of Returned Items

The lending library is responsible for performing the Check In function on returned items to provide closure on both the lending and borrowing sides of the ILL transaction.

9. Non-receipt of Materials

A status report may be requested by the requesting library after a reasonable amount of time has elapsed from the date the request was initiated. It is the borrowing library's responsibility to check for the arrival of material, once notified of shipment by the lending library.

10. Lost or Damaged Materials

Material becomes the responsibility of the borrowing library from the time it leaves the lending library's premises until checked back in by the lending library. The requesting library is responsible to report the loss of borrowed items. Any obvious damage should be noted on the request form.

If lost material is not found within the time allotted by the lending library, charges should be paid as quickly as possible. This may include replacement,

processing and service charges levied by the lender.

11. Photocopying and Damage

Lending libraries may instruct "Copying not Permitted" on a packing slip. This instruction must be passed on to the patron. The borrowing library is responsible for any damage resulting from photocopying.

The requesting library must ensure compliance with the Copyright Act of Canada. All responsibility for the use of any copies made is assumed by the requesting library.

12. Service, Fax and Photocopying Charges

Borrowing libraries are responsible for service, photocopying, faxing and/or printing charges incurred through transactions with charging institutions.

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Schedule C – Resolution of Service Issues

Service issues may arise from time to time relating to the provision of resource sharing services to other libraries.

Examples of service issues are:

- library consistently disregards overdue or recall notices
- library with known resources consistently not lending any items
- ongoing inappropriate use of Will Supply status
- ongoing inappropriate use of Expiry as a method of request management
- ongoing long delays in sending ILL items after processing Shipped
- ongoing non check in of returned items impacting borrowing library transaction closure

OLS will act as facilitator for resolution of the issue or problem. The procedure will follow steps, as required:

1. library staff will be consulted about the issue by HelpDesk services;
2. a timetable for resolution will be established;
3. should the issue not be resolved, it will be referred to the Operations Director of OLS, who will write formally to the CEO of the library;

4. should the issue not be resolved, it will be referred to the OLS Chief Executive Officer for resolution with the CEO of the library.