

## Interlibrary Loan Policy

SUNY Orange Library (OCLC: VGA)  
 Interlibrary Loan  
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 Middletown, New York 10940  
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Interlibrary loan services are provided to current students, faculty, and staff as well as retirees and emeritus. Other individuals may use their local libraries to request our materials. We do not charge for lending and accept requests from libraries within the United States. International requests may be feasible under certain circumstances.

The SUNY Orange ILL service is governed by the conditions set by the [U.S. Copyright Law Section 107](#) and [Section 108](#), [ALA Interlibrary Loan Code](#), [CONTU](#), [regional Interlibrary Loan agreements](#), and the regulations set by individual lending libraries. [IFLA guidelines](#) will be observed to the extent possible for international requests.

### **Affiliations**

We participate in OCLC, SUNY Alma Resource Sharing, and the SEAL system.

We are affiliated with the following OCLC profiled groups:

IDS PROJECT (IDSZ)  
 EMPIRE LIBRARY DELIVERY/ELD (LAND)  
 LIBRARIES VERY INTERESTED IN SHARING (LVIS)  
 NEW YORK CONSOLIDATED ULS (NYUL)  
 NEW YORK STATEWIDE GAC (GNYS)  
 NORTHEAST GAC (NE@R)  
 NYLINK INTERLIBRARY CODE GROUP (ZERO)  
 OCLC TRAINING & ILLIAD PARTICIPANT (ILLD)  
 SOUTHEASTERN NEW YORK GAC (SYGC)  
 SOUTHEASTERN NEW YORK LIBR COUN ULS (SNYC)  
 SUNY UNION LIST OF SERIALS & ILL GROUP (RSUN)  
 US NEWSPAPERS PROG (NEPU)  
 LVIS LIBRARIES WITH LOAN PERIODS OF 12+ WEEKS (LLLL)  
 LIBRARIES WITH LOAN PERIODS OF 12+ WEEKS (LONG)

Requests are usually processed and shipped on weekdays. We ship via Empire Library Delivery (ELD) three times a week and USPS using courier bags, jiffy bags and boxes. UPS and FedEx are utilized when the lending library requires it.

**CONTU (Commission on New Technological Uses of Copyrighted Works)  
guidelines: suggestion of five**

We can request five copies of an article, book chapter or other portion of a work or five articles from a periodical published in the last five years per calendar year. Excluded from this are items owned by the library that are currently unavailable (e.g. at the bindery or missing) or items for which the library has an active print or electronic-subscription, excluding embargoed time periods. If more than five recent articles have been ordered in a given year, copyright fees will need to be paid for additional item(s). SUNY Orange Libraries may require that the user pay these charges. A requestor will be contacted prior to fulfillment in this instance.

**CONTU guidelines: rule of two**

Multiple requests from a single issue periodical or monograph by the same individual may require payment of copyright fees. SUNY Orange Libraries may require that the user pay these charges. A requestor will be contacted prior to fulfillment in this instance.

**Accessibility**

Color copies may be requested but are not guaranteed.

Consultation with IT and the Office of Accessibility Services may be required to ensure that Interlibrary Loan content is accessible. The Office of Accessibility Services is the final determinant of what changes and conversions can take place.

Changes to files made by the Libraries will occur if deemed feasible by the Interlibrary Loan Librarian. Please allow extra time for the handling of these requests.

Read&Write is available on our public computers for work with files.

**Patron Privacy**

NYS law (CPLR § 4509) requires protection of patron information at all times. Borrowing information, user address, cash transactions, and other account information should not be made available to anyone other than the user. Identification must be presented.

Students need to complete a FERPA form prior to us revealing their status as students to parents and legal guardians. If the student is not present, please refer to this form that the student needs to complete. This includes but is not limited to student status, cash transactions, and loans of all kinds. Returns may be accepted if no receipt is given.

The link to the FERPA form is <https://machform.sunyorange.edu/view.php?id=611596> . It is available at <https://sunyorange.edu/registrar/forms.html>.

Also, the telephone guidelines outlined in the SUNY Orange Procedures manual will be observed. This includes, but is not limited to, p.14 Red Flags and BP 3.12 for employees. We can describe how to access online sources of information (My Library Card in Primo) and the ILLiad main menu page.

All complex inquiries, including cash transaction questions, should be referred to the Interlibrary Loan Librarian.

Any law enforcement or investigative inquiries should be directed to the Library Director or Security with no information provided.

### **Borrowing**

SUNY Orange single sign on is used to manage current user accounts. Requests can be created from Primo, WorldCat Local, and most of the databases. Direct requesting to ILLiad and Alma are options.

Up to 25 active requests are allowed at any given time. Requests for material will be filled for a single user who is responsible for the item and its appropriate use. We reserve the right to cancel requests when the item is available for loan or through our online database services or an open access resource. A request that is determined to be outside the parameters of fair use may also be cancelled.

Articles become the property of the patron and are subject to the conditions set by the U.S. Copyright Law [Section 108](#). Books must be checked out using your SUNY Orange ID or a government issued photo ID and returned on or before the due date. Renewals may or may not be granted by the lending library, so it is advisable to request a renewal from 3 days prior to the due date up to the day the item is seven days overdue. An additional sixty (60) days will be sought. Up to two renewals are allowed. The second renewal request needs to be made by staff. We do allow re-requesting if the lending library recalls the item.

International borrowing requests will be comprehensively searched for availability in the United States and evaluated for purchase on demand prior to considering an international request. The requesting patron will be responsible for all immediate and delayed charges. A written agreement outlining use restrictions may be required. We will work with national and individual libraries and attempt to provide a cost estimate prior to initiating a request. Payment arrangements may need to be made in advance. Please allow extra time for this complex processing to occur.

Notices will be issued on the following schedule:

1<sup>st</sup> notice 2 days prior to the due date

2<sup>nd</sup> notice at 7 days.

3<sup>rd</sup> notice at 28 days. All library privileges are suspended at this time.

Fines will be applied to student accounts upon overdue notice generation according to the following schedule:

7 days overdue	\$1.00
28 days overdue	\$5.00

Return ILL books and audio-visual materials to the circulation desk. The requestor is responsible for the safety of the item(s) borrowed and must pay for loss, damage, and/or replacement plus any fees charged by the lending library. Lost payments must be made once the Library has received a bill from the lending library.

Interlibrary Loan privileges may be suspended or revoked if a user is not responsive when contacted by the Interlibrary Loan department or a situation is created that damages our working relationship with other libraries. In this instance, the Library Director, Security, and/or a higher level administrator will be consulted.

### **Lending**

Requests from within the United States are accepted via ILLiad or WorldShare (OCLC symbol: VGA), SEAL (Southeastern Access to Libraries), email and ALA forms. Requests from SUNY libraries are accepted via Alma Resource Sharing.

For International requests, [IFLA submission guidelines](#) (section 4. Sending the request) content will be requested if it is not provided initially. Additional data required on either the [IFLA request form](#) or the forms in the International ILL Toolkit will be collected prior to fulfillment.

Circulating, FOLIO, and Leisure Reading collections, periodicals, CDs and the TECH collection are available for lending. Videocassettes, DVDs, e-books, course reserves, local history collections, and reference are not available for loan. Chapter requests will be provided for these print collections if the condition of the item allows for it. Articles from our bound and microform collections are provided when a good copy can be obtained without damaging the material and ALIAS approved ejournal requests are filled for IDS Project Libraries. Some ejournal requests are filled for other libraries. For international requests, e-resources will not be lent and requested resources that are in print may not be fulfilled.

Material is loaned for 16 weeks with up to two (2) renewal(s) for an additional 60 days per renewal request. Items are recalled on an as needed basis. There is a 7 day grace period for overdues, followed by:

1<sup>st</sup> notice at 7 days overdue

2<sup>nd</sup> notice at 28 days overdue

3<sup>rd</sup> notice (invoice) at 120 days overdue. A \$5 processing charge is added to the replacement cost.