



## STANDARD OPERATING PROCEDURE

SOP CODE

XLI-009-02

SOP TITLE

INTER-LIBRARY BOOK LOAN / OVERSEAS DOCUMENT SUPPLY

### PART 1

**Author**

MR. LUKE JOSEPH BRINCAT

ASSISTANT LIBRARIAN

### PART 2

**Approver**

MR KEVIN J. ELLUL

DIRECTOR LIBRARY SERVICES

### PART 3

**Authoriser**

MR SIMON SAMMUT

UNIVERSITY SECRETARY

**Date of issue:**

**Date of next revision:**

### PART 4 (To be filled in by OOTS, QSU or RSSD)

<input type="checkbox"/> This procedure has been revised and is no longer valid as from:  (Write date)	<input type="checkbox"/> Date of NEXT REVISION is extended until:  (Max. 4 years)	<input type="checkbox"/> SOP rendered obsolete on:  (Write date)
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## 1. Reason for revision

1.1. The entire procedure has been changed and shifted to an online method.

## 2. Purpose and scope

2.1. To assist UM students and academic members of staff with acquiring material (e.g. book-loans, journal articles etc.) that is not available at the University of Malta Library. The acquired material is to be used for personal research purposes only.

2.2. The intention of this service is to cater for the following requests:

- Inter-library book loan service
- Overseas document delivery service
- Libraries overseas that require material from UM Library.

## 3. Definitions

- 3.1 AWRF: Academic Work Resource Funds are UM funds allocated to UM academic members of staff to support continuous professional development and work-related expenses.
- 3.2 IFLA: International Federation of Library Associations and Institutions
- 3.3 IFLA Received: When the UM Library provides a service and supplies material to an International Library. The UM Library accedes to requests for the supply of a photocopy/scanned copy of the requested material being an article or part/chapter of a book, particularly if it belongs to Melitensia or research about Malta. The photocopy is sent by post to whoever requests this service, whereas scanned copies are sent by email. Books available for reference use only and all books pertaining to the Special Collections are not issued for inter-library loan purposes.
- 3.4 Inter-Library Loan (ILL): A form of resource sharing in print book lending format. Such loan service depends on the cooperation with other libraries worldwide.
- 3.5 IFLA Vouchers: The International Federation of Library Associations and Institutions (IFLA) is the leading international body which provides IFLA vouchers to be exchanged between libraries worldwide to facilitate payment for the Inter-library loans and overseas document supply service. The monetary values of these vouchers are as follows: full IFLA voucher costs €8.00 and a half-IFLA voucher costs €4.00. IFLA vouchers cannot expire and can be reused any number of times. The UM Library also accepts IFLA Vouchers as standard "payment" whenever it supplies material to other international libraries.

- 3.6 Document Delivery Service / Overseas Document Supply / Overseas Photocopying Service: This is a method of resource sharing that depends on cooperation between libraries worldwide. In the event that a registered borrower requires a specific research article which is not available at the UM Library, he/she may fill in an online ILL request form and forward it to the Reference Department for processing.
- 3.7 BLDSC: The British Library Document Supply Centre is the UK national centre for international lending
- 3.8 UM University of Malta
- 3.9 Vote Number: Vote Numbers are used by UM Faculties, Institutes, Centres and Schools to facilitate financial transactions. Transfer of funds is done by means of a Journal Transfer of Funds Request Form (Appendix 1)

#### 4. Responsibilities

##### 4.1. Roles and Responsibilities of the Reference Department

- 4.1.1. Reference staff are responsible to handle effectively and in a timely manner, check, evaluate, manage and submit requests to overseas libraries, depending on the request. Example: BLDSC request or IFLA request.
- 4.1.2. To provide monthly statistics that cover the Inter-Library Loans and Overseas Document Supply services.
- 4.1.3. The Head of the Reference Department is to ensure that members of staff at the Reference Department are trained in order to deliver an excellent service to registered patrons.
- 4.1.4. The Head of the Reference Department is to ensure that all payments and relative invoices or pro-forma invoices are dealt with and communicated to the Personal Assistant to the Director of Library Services for processing.

##### 4.2. Roles and Responsibilities of the Library Assistant within the Reference Department

- 4.2.1. Accepting and recording new incoming requests correctly whilst adhering to the agreed standards and procedures.
- 4.2.2. Handle current requests effectively and conduct any follow up if necessary.

#### 5. Health and Safety requirements

- 5.1. N/A

#### 6. Procedure

##### 6.1 Requesting a Book Loan

- 6.1.1 When a registered borrower requires a research publication which is not available at the UM Library, he/she has the possibility to submit a request to acquire the

material needed by completing an online form, titled [Inter-Library Loan & Document Delivery Online Request](#).

- 6.1.2 If the requester is an academic member of staff he/she may opt to utilise his/her departmental funds, thus it is essential that the departmental vote number is provided in the online request form under Vote Number.
- 6.1.3 Once the form is submitted, the Library staff responsible for the processing of ILLs process the request by searching for the availability of the requested material from a supplying library, document provider or other source. The Request Form is printed and kept in the ILL File together with any other relevant documents pertaining to that request.
- 6.1.4 Library staff would then calculate the cost of the service and add the fee to the patron's account or fill out a Journal Transfer Request Form with the vote number indicated by the patron. A common practice for lending libraries is to charge a service fee for the book requested which covers insurance, mailing and handling, royalties and sales tax where applicable. The estimated return postage would be calculated by utilizing a weighing scale provided by the Reference Department to weigh the item in grams and utilising the Malta Post Postage Calculator available at <https://www.maltapost.com/postagecalculator>. The maximum fees payable by the patron is Eur30 for book loans. Any extra charges shall be absorbed by the Library, excluding any charges incurred for rapid delivery service. If an item is lost or damaged, the requester is responsible for the replacement cost, including any additional processing fees. The Librarian will write the due date for the item to be returned, on a card which is placed inside the publication. The normal duration is of three (3) weeks.

## 6.2. Requesting an Article

- 6.2.1. In the case that a registered patron requires a particular article which is not available at the UM Library, he/she has the possibility to forward a request to acquire the material needed. This can be possible by completing an electronic form titled [Inter-Library Loan & Document Delivery Online Request](#). This form should have the patron's details, together with the title of the article and journal, and other bibliographical details pertaining to the publication which needs to be filled in and ensuring that the form is duly signed by the patron.
- 6.2.2. Once the form is submitted, Library staff would calculate the cost of the service and add the fee to the patron's account or fill out a Journal Transfer Request Form with the vote number indicated by the patron. A common practice for supplying libraries is to charge a service fee for the material requested which covers insurance, mailing and handling, royalties and sales tax where applicable. The maximum fees payable by the patron is Eur20 for articles or book chapters. Any extra charges shall be absorbed by the Library, excluding any charges incurred for rapid delivery service. If

a loanable item is lost or damaged, the requester is responsible for the replacement cost, including any additional processing fees.

### 6.3 Receiving the Requested Material

6.3.1 When the document is received either in physical form as photocopied material, or in electronic format either in PDF or in DRM (Digital Rights Management) protected format, it is made available immediately to the patron. The photocopied material needs to be collected by the patron from the Reference Department.

6.3.2 When the requested book loan is received by post, the Reference Department staff make sure that the item is correct and in good condition. Any receipts, email correspondence or any other document relevant to the request are also filed with the request form in the ILL File. The Reference Librarian must ensure to check the due date for the item to be returned back to the supplying library. On receipt of the requested item from the overseas library, an email is sent to the patron to inform him/her to collect the item from the UM Library, as soon as possible. Printed or photocopied items are normally non-returnable and can be kept for personal or private research by the patron with no return date.

### 6.4. Settlement of payment

6.4.1 If an ILL request is satisfied, that is, the requested item is received by the Library, then the patron is informed to come and collect the item. Payment for the Inter-Library Loan service is to be made prior to collecting the material. The payment indication will be visible to the patron as a fee labelled 'Document delivery service' on the patron's Library account on *HyDi* within *My Library Account* from where the patron can settle payments online. Once the payments are made and confirmed by the Library staff responsible for ILL, then the patron can proceed to collect the item/s.

6.4.2 Alternatively, the patron may prefer to pay in cash at the MaltaPost branch on Campus using "Code No. 71 – Library Fines- Refunds- Others". In this case, once payment is effect, the print receipt would be required by ILL staff before the collection of the item/s from the Reference Department. The MaltaPost print receipt needs to be Stamped with the PAID stamp and signed by the ILL staff. Meanwhile, the ILL staff would change the patron's record fee on ALMA as Paid.

### 6.5. UM Library settles payments with libraries and other service providers.

#### 6.5.1. Invoices

6.5.1.1 When invoices are received by post or email for the services rendered, these are printed and are given to the Library's Administrative Officer for processing.

#### 6.5.2. Vote Number

- 6.5.2.1. When academic staff would like to pay for the service with their respective departmental vote number, he/she need to provide the Vote number under the Vote Number Field on the Request Form.
- 6.5.2.2. For a successful transfer between departments, Reference Staff need to complete a Request for Internal Transfer Form (Appendix 1) which is then forwarded to the Library's Administrative Officer. A copy of this form is filed and kept together with the ILL request form in the appropriate Inter-Library Loan file.

#### 6.5.3. IFLA Vouchers

- 6.5.3.1. Some libraries provide the opportunity to pay for the services rendered to the UM Library by using IFLA Vouchers. Each IFLA Voucher has a unique number identifier (ID) (Appendix 2). Before the IFLA Voucher is sent to the supplier by post as payment, the Reference staff must take note, for record's purposes, of the IFLA Voucher ID number.

#### 6.4. Receiving a request to supply material to a foreign library.

- 6.4.1 When the UM Library receives a request from an overseas library to have access to or loan material which is held by the UM Library, each request is reviewed carefully by the Reference Staff. It is an ILL global policy that requests are generated by and made between libraries and not from individuals. Since the UM Library's Melitensia section is not a lending library, however, depending on the request, the Library may, in certain cases, offer to send a photocopy of one journal article or book chapter about Malta, against payment of (1) Full IFLA Voucher which costs (Eur8.00) and which is the standard pricing for IFLA libraries.
- 6.4.2. If the request is received by the UM Library, from an overseas library, to access a digital file, such as a thesis or a dissertation, which is available on the Open Access Institutional Repository, then the request will be forwarded directly to be handled by the Open Science Department's team in order to obtain the necessary consent from the author whereby such requests may no longer remain under the remit of the ILL service at the Reference Department but under the Open Science Department's responsibility.

#### 6.5 Receiving a payment for material supplied by UM Library to a foreign library.

- 6.5.1 When the UM Library supplies photocopied material to a foreign library, the UM Library is obliged to charge one (1) Full IFLA Voucher (Eur8.00) for each item submitted.
- 6.5.2 Reference staff urge the requesting library to send the IFLA voucher by Post on receipt of the item.

6.5.3 If the requesting library is unable to settle payments with IFLA Vouchers, then Reference staff will forward the relevant ILL item's details to the Personal Assistant to the Director of Library Services for processing to determine a different payment process.

## 7. References

- 7.1 Inter-library loans, 2020, Available at <https://www.um.edu.mt/library/guidelinespolicies/interlibraryloans> [Accessed 14<sup>th</sup> December 2020].
- 7.2 Inter-Library Loan & Development Delivery Online Request, 2020, Available at <https://docs.google.com/forms/d/e/1FAIpQLSdA9LNyvHJ4bVd-Xelh-tggwevYfAa1IOWyiz52FKqkmsr-GQ/viewform?pli=1> [Accessed 14<sup>th</sup> December 2020].
- 7.3 Postage Rate Calculator, 2020, Available at <https://www.maltapost.com/postagecalculator> [Accessed 14<sup>th</sup> December 2020].

## 8. List of appendices/worksheets

- 8.1. Appendix 1: Request for Internal Transfer
- 8.2. Appendix 2: IFLA Vouchers

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Appendix 1: Request for Internal Transfer

UNIVERSITY OF MALTA Request for Internal Transfer	
Date: <input type="text"/>	
<b>TRANSFER REQUESTED BY:</b>	
Name:	<input type="text"/>
Designation	<input type="text"/>
Department/Faculty	<input type="text"/>
Tel. No.	<input type="text"/>
Ext. No.	<input type="text"/>
Email:	<input type="text"/>
<b>Transaction required</b>	
Description of Transaction	Amount €
<b>Total</b>	-
We hereby authorise the above amount to be transferred as follows:	
Transfer from Vote	<input type="text"/>
Transfer to Vote	<input type="text"/> Dept: <input type="text"/>
Name:	<input type="text"/>
Signature:	<input type="text"/>
<i>For Office Use: (To be filled by Finance Office)</i>	
Approved by:	<input type="text"/>
Journal No.:	<input type="text"/>
Journal Date:	<input type="text"/>
Inputted by:	<input type="text"/>



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## 8.2 Appendix 2: IFLA Vouchers

