



# User Guide



800# Interlibrary Loan and  
Reference Backup Service

1-800-261-2838

# USER GUIDE

## 800# Interlibrary Loan and Reference Backup Service

Anchorage Public Library  
3600 Denali Street  
Anchorage, Alaska 99503  
Updated Spring 2013



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# INTRODUCTION

The 800# Interlibrary Loan and Reference Back-up Service was created to assist small libraries throughout Alaska by providing access to materials not available at their facilities. This service provides library materials and backup reference assistance to libraries all over the state.

The majority of materials are provided from the collection of Anchorage Public Library, while the remainder come from other Alaskan libraries or from libraries in the Lower 48. This service is an excellent resource specifically designed for Alaska's many small libraries that often have limited collections.

Through the 800#, your reference questions are forwarded to the reference librarian at Anchorage Public Library who is most knowledgeable in the specific area of your patron's request.

You can also interlibrary loan items from the Ready to Read Resource Center. These are early literacy materials for children age birth to 3 years old. These are available to libraries, child care centers, health clinics, licensed child care providers, and religious organizations in your community.

# Using the 800# Service

The 800# is a toll-free service available to small libraries all across the state of Alaska. Your library pays only return postage. This is a library-to-library service , so do not give this number to your patrons. If you have any questions about this service, please feel free to give me a call or send me an email at any time, and I will answer your questions as soon as possible. Remember, I'm here to help!

Anchorage Public Library (APL) is the primary source for all ILL materials . If APL does not own your patron's request, I will submit your patron's request to another library, in-state if possible, or anywhere within the United States, if necessary.

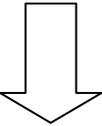
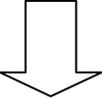
You can submit requests or questions to my office 24/7 by phone, email, or fax. My office hours are 11am-5:30pm, Monday-Friday. If I am away from my desk, I will return your call as soon as possible. On Saturdays, a reference librarian will be available to take your call from 12pm-6pm. I accept requests for specific titles, as well as general subject requests on topics from geography to geometry, from cars to canning fish.

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apl800@muni.org

# 800# ILL FLOWCHART



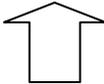
CAN'T FIND A BOOK?  
(OR CD? OR DVD? OR ARTICLE?)



**REQUEST!**  
CALL: 1-800-261-2838  
OR  
EMAIL: [apl800@muni.org](mailto:apl800@muni.org)  
OR  
FAX: 1-907-343-2837



**RETURNED AN ILL?**  
CALL: 1-800-261-2838  
OR  
EMAIL: [apl800@muni.org](mailto:apl800@muni.org)  
OR  
FAX  
1-907-343-2837



**RETURN ILL TO LENDING LIBRARY**

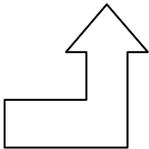
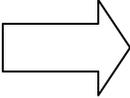


**RECEIVE ILL FROM LENDING LIBRARY**



**CHECK ILL OUT TO PATRON**

**RECEIVED AN ILL?**  
CALL: 1-800-261-2838  
OR  
EMAIL: [apl800@muni.org](mailto:apl800@muni.org)  
OR  
FAX: 1-907-343-2837



# Requesting an Interlibrary Loan

- ◆ Step 1: Get as much information as possible from your patron about what they want. The most important information for a book is usually the title and author. Your patron might also want a particular edition (or publication year) especially if the book is non-fiction. Fill out the ILL request form (page 16) and remember to include the type of material being requested (i.e. book, DVD, CD, photocopy, ect.)
  
- ◆ Step 2: Contact the 800#! You can do this by phone, email, or fax. Remember to include your name, your library name, and the name of your patron with the request. Please remember that “no news is good news” with the 800#. I will only call/email you back about your request if:
  - a) I need more information to process the request.
  
  - b) I was unable to fill your patron’s request.

# Receiving an Interlibrary Loan

- ◆ You've just picked up mail for your library from the post office. You have several boxes from other libraries.



- ◆ **Contact the 800#!** I need to let the lending library know that your ILL has arrived, and I can only do this if you call (or email, or fax) me. This step is VERY important. Please don't forget it!

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# Due Dates

- ◆ Books and CDs loaned from Anchorage Public Library can be checked out to your patron for 3 weeks. DVDs from Anchorage Public Library can be checked out to your patron for 1 week only. If your patron would like more time with a book or CD, make sure to contact the 800# to ask for a renewal.
- ◆ ILLs from other libraries will have different paperwork with different due dates. **This is not your patron's due date.** This is the date the ILL is due back at the lending library. You will need to calculate your patron's due date to make sure you have enough time to ship it back. Subtracting at least 2 weeks from the due date on the paperwork is a good rule of thumb for figuring out your patron's due date. Shipping to Alaska takes a long time, and sometimes libraries in the Lower 48 do not give us enough time with their materials when they assign their due dates. If you will not have enough time to check the ILL out to your patron, and mail it back before the due date given by the lending library, make sure to ask for a renewal when you contact the 800# for your "receive" call.
- ◆ Interlibrary Loan is a privilege, and some libraries may choose not to lend to us if we do not return their materials on time.

# Checking Out an ILL

- ◆ Step 1: Write the date you received the ILL on the paperwork that comes with your ILL.
- ◆ Step 2: Look at the ILL due date on your paperwork and subtract at least 2 weeks for return shipping time. Cross out the due date and write in your new due date. This is your patron's due date. (Make sure to keep all paperwork in a file at your library, as you will need to return it to the lending library when you return your ILL! )
- ◆ Step 3: Contact your patron and let them know that their ILL has arrived.

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apl800@muni.org

# Returning an ILL

- ◆ Step 1: When your patron returns their ILL, please remove any of your library's labeling. Write the date you are returning the ILL on the original paperwork.
- ◆ Step 2: **Contact the 800# Office!** Before you pack up the ILL, write down the ILL or "Request Identifier" number from the paperwork (or just the title if the ILL is from Anchorage Public Library) and contact the 800# to let me know that the ILL is being returned. Return the ILL directly to the lending library.



- ◆ **Please Note:** If you do not contact the 800# when you return an ILL, the lending library will assume you still have it and send you an overdue notice, or even worse—a bill for a lost book!

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# Overdue or Lost ILLs

- ◆ OVERDUE ILLS—If you have not returned an ILL by the due date you will probably get a gentle reminder. An overdue notice is usually an automated notification that the ILL department has no control over. Don't start worrying quite yet! Most libraries do not fine other libraries for overdue materials.
- ◆ HOW NOT TO GET AN OVERDUE NOTICE —**Contact the 800#!** In Interlibrary Loan, communication is key to success. To avoid receiving overdue notices, contact the 800# to let me know if you have not received an ILL, or if your patron needs more time. Submit renewal requests **before** the due date. Many libraries will deny a renewal request if the ILL is already overdue!
- ◆ LOST IN THE MAIL—Occasionally a ILL does not make it back to the lending library. Maybe the bag broke open. Perhaps the box split. Unfortunately, it is still the responsibility of the borrowing library to pay for the lost ILL & you will be billed by the lending library.
- ◆ PATRON LOST THEIR ILL — Let us know if your patron won't return an ILL , or has lost it. We will let the lender know, and they will send you an invoice. You can then bill your patron for the lost ILL.

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# Backup Reference Assistance

- ◆ Your patron has a specific question, your library has no books on the topic, and Google is no help. What can you do? **Contact the 800#!** If I am not able to answer the question myself, I can forward your request on to one of the highly knowledgeable reference librarians here at Anchorage Public Library and they should be able to help point your patron in the right direction.
- ◆ Ideally, we try to have an answer to your patron's reference request within 48 hours, but sometimes, due to the schedule of the librarian specialized in the subject of your patron's request, it may take a little bit longer.

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# The 3 R's of Interlibrary Loan (or, When to Call the 800#)

So in review, there are three times when you need to contact the 800# ILL Service:

**1) Request** - This one is easy!

Call 1-800-261-2838, email [apl800@muni.org](mailto:apl800@muni.org), or fax 1-907-343-2837 when your patron would like to borrow something that you do not have at your library.

**2) Receive** - Call 1-800-261-2838, email

[apl800@muni.org](mailto:apl800@muni.org), or fax 1-907-2837 **EVERY TIME** you get an ILL at your library. Remember to give either the title of the ILL or the ILL # on the paperwork that comes with the item.

**3) Return** - Call 1-800-261-2838, email

[apl800@muni.org](mailto:apl800@muni.org), or fax 1-907-2837 **EVERY TIME** you return an ILL. Make sure you send the ILL directly back to the library who sent it to you.

# ILL Forms for Your Library

The next two pages are forms you can copy and use to keep track of your interlibrary loans. The first form should be kept in a file at your library. Any paperwork you receive from the lending library with your ILL should get stapled to this form so you are sure to have it when it is time to return your ILL.

The second form is a slip you can put on your ILLs when you check them out to your patrons. You can write your patron's due date on this slip. Remember that the due date that comes on the ILL paperwork is **NOT** your patron's due date.

INTERLIBRARY LOAN & REFERENCE REQUEST FORM  
(To be completed by library staff)

PATRON NAME: _____ Date of Request _____
Patron contact information (for your library's records only) _____
TITLE: _____ AUTHOR: _____
MEDIA: BOOK _____ VHS _____ DVD _____ CD _____ AUDIOTAPE _____ OTHER _____
OR SUBJECT REQUEST: _____ _____
Adult? Or Youth? _____ How many books on this subject? _____
Reference Question? _____

**REQUESTS:**

Call, email, or fax the 800# with your patron's request. File this form.

**RECEIVES:**

Call, email, or fax the 800# with the **ILL#** and/or **Title** on your ILL paperwork. Staple all paperwork and return labels to this form. Return this form to file.

**CHECK OUTS:**

Calculate your patrons' due date by subtracting at least 2 weeks from the due date on the ILL paperwork. Contact your patron to let them know that their ILL has arrived. Keep all paperwork and return labels stapled to this form.

**RENEWALS**

Contact the 800# office immediately if your patron would like a renewal. **Do not** contact the lending library directly. Write your new due date on this form. Remember that your library's new due date and your patron's new due date is not the same date! You still have to leave enough time to ship the ILL back to the lending library.

**RETURNS:**

Call, email, or fax the 800# with the **ILL#** and/or **Title**. Pack item for return. All media must be returned IN A BOX via First Class. Books can be returned via Library Rate. Please remove or black-out all old shipping labels from your packaging. Remember to return your ILL directly to the lending library!

DATE DUE AT OUR LIBRARY _____
RENEWAL DATE _____

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**DO NOT REMOVE**

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**INTERLIBRARY  
LOAN**

**DO NOT SHELVES**

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**RETURN TO  
CIRCULATION  
DESK PLEASE**

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**Due Date**

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**DO NOT REMOVE**

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**INTERLIBRARY  
LOAN**

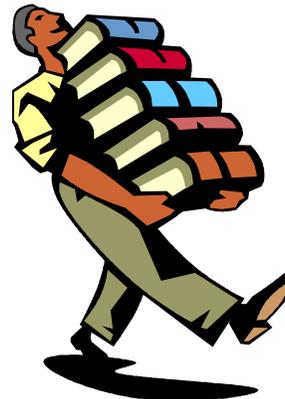
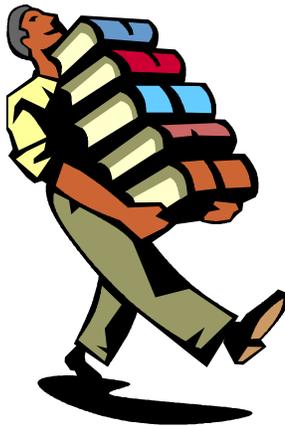
**DO NOT SHELVES**

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**RETURN TO  
CIRCULATION  
DESK PLEASE**

---

**Due Date**



# 800# ILL & REF SERVICE

Special Thanks to —

