

Part E - University of California Guidelines for Shared Access to Special Collections Materials

The special collection departments at the University of California campuses in partnership with their interlibrary loan departments will continue to participate in the program to loan or provide best available copies of special collections materials whenever possible. -November 21, 2004, Joint UL SOPAG meeting

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Effective: Date, 2006

- I. SUPPORTING STATEMENTS
 - a. Heads of Special Collections

Under the “one University one Library” policy, the University of California special collections departments participate in a program to lend special collections materials between the UC special collections departments. Requests are made via the interlibrary loan request system. Materials loaned (generally, non-manuscript material in the form of books, pamphlets, serials, and microform) are carefully considered through a curatorial review process by the head of special collections. Requests may be filled by the provision of facsimile copiers. Loaned materials are made available for use under the careful oversight of the special collections staff

under regular special collections reading room rules at the request or borrowing library.

Requests will be considered if they can be met without damaging and/or endangering rare and unique materials. Each request will be reviewed on a case-by-case basis to determine the rarity and condition of the item. Whenever possible, it is recommended that patrons check with their reference or interlibrary loan department staff for assistance in locating alternate editions or works that may be more readily accessible for loan and check out without the restrictions required for special collections material.

For further information regarding this program contact your local interlibrary loan or special collections department.

- b. Resource Sharing Committee – Interlibrary loan Advisory Group
These guidelines build upon the *(UC) Manual of ILL Policies and Procedures* and specifically address concerns and issues related to the interlibrary loan of special collections materials. They also are consistent with:
 - *Manual of ILL Policies and Procedures*
 - *Response to the UC Interlibrary Loan of Special Collections Materials Report, 7/28/05*
 - *ACRL Guidelines for the Interlibrary Loan of Rare and Unique Materials.*

II. Definition

Special Collections Materials are generally either rare or unique, often they are also fragile. Formats are variable: books, manuscripts, maps, pictures, photographs, master microforms, papyri, scrolls, etc. Special Collections Departments also house non-unique material, facsimile editions, duplicate microfilms for use, etc.

III. Guidelines

a. Responsibility

The safety of borrowed materials is the responsibility of the borrowing institution. The lending institution is responsible for packing the borrowed material so as to ensure its return in the condition in which it was sent. The borrowing institution is responsible for returning the material in the same condition as received, using the same, or equivalent, packing material and the same level of insurance as the lending institution.

If damage or loss occurs, the borrowing institution is responsible for the cost of repair, replacement or appropriate compensation, in accordance with the preference of the lending institution. The borrowing institution may specify that the materials be delivered directly to its interlibrary loan

department. The lending institution may specify that the material be returned to its special collections department and may also specify use of a preferred shipping service, insurance and/or special wrapping requirements. Verification of transfer and delivery should be made through the respective ILL staff, regardless of method of shipment.

b. Flexibility

Procedures may be modified due to unusual circumstances at one campus or another such as construction projects or temporary loss of staff. Campuses need to be flexible to accommodate such circumstances.

c. Processing of Requests for Special Collections Materials

Description of how Special Collections requests are currently processed in the Request system.

1. If only some owning locations of a requested item are special collections units, then those units are omitted from the lender list and the request is processed normally.
2. If all owning locations of a requested item are special collections, the following processing is applied:
 - a. all locations that are identified as "will not lend" are dropped from the lender list .
 - b. all locations that are identified as "might lend" are retained in the lender list
 - c. the request is sent to the patron's home campus ILL unit through the VDX idle queue where ILL staff review the request before processing (unless the request is from a UCB patron and the item is at NRLF or the item is for pickup at UCD Law or Bodega Bay)

3. Requests may also be sent by other means, for example a Request may be facilitated by staff.

4. Whenever possible staff will attempt to obtain a circulating copy before requesting a copy from a special collections unit.

d. Communication Between Special Collections & Interlibrary Loan Staff

Interlibrary loan procedures for special collection materials vary from campus to campus and decisions to loan special collection materials are made on a case by case basis. ILL requests that arrive via automated systems need a prompt response. Materials may arrive in one department, but both departments need to know. Therefore, it is important that special collection and interlibrary loan staff communicate with each other in a timely manner.

IV. Guidelines for Lenders

a. Responding to Requests

- i. Intercampus requests should be handled on a priority basis; i.e., evaluated promptly and a decision communicated to the requestor within one week.

- ii. Libraries may need to use the “conditional” messaging procedures and Interlibrary Loan units need to respond promptly to conditionals.

Special collections or interlibrary loan department staff may need extra time to conduct the research necessary to determine whether a requested items readily available in general collections, to make a judicious decision regarding whether to loan an item or copy an item in lieu of loaning and to determine whether an item is too fragile to be shipped. In some instance an item must first be called back from a regional library facility for review. Most special collections are able to make a decision within the time, but when extra time is needed, ILL departments need to use conditional messaging that will “stop the clock”.

b. Lenders’ Prerogative

- i. Special collection unit head (or designate) will determine if the request can be filled using their material. Each request will be evaluated on a case by case basis.
- ii. Copies may be provided in lieu of loan at the discretion of the head of special collections (or designate). Copies will be provided in various formats as appropriate:
 - o PDF
 - o microfilm
 - o photocopy
 - o photographic prints
 - o color slides
 - o etc.

c. Due Date

The lending institution should make the due date clear. The borrowing institution should indicate to the patron that the due date will be honored.

d. Sending

- i. Staff responsible for packing and shipment of materials should be instructed in proper handling and packing of rare material.
- ii. The borrowing special collection contact name and information should be on the address of the package as well as inside.
- iii. Any special instructions should be included inside. Lenders may have specific instructions regarding:
 - o due date.
 - o use restrictions (e.g. no photocopy, etc.)
 - o whom to ship to when returning.
 - o shipping vendor.
 - o insurance requirements

- iv. Lender should notify the borrowing campus by updating VDX that an item will be shipped, and by notifying staff at the borrowing campus with the shipment date so that they can anticipate arrival.

V. Guidelines for Borrowers

a. Receiving

- i. HOSC recommends that the borrowing institution notify the lending institution of the safe receipt for the item.

b. Securing

- i. Provide secure storage for borrowed items during the loan period.
- ii. Provide storage under environmental conditions that meet accepted standards for house special collections.

c. Using

Special collections items may not be used outside the special collections reading room without the express permission of the lending library, as determine through follow up contacts by phone or email from one head of special collections (or their designate) to another.

Use by the patron of an ILL special collections item should be tracked in a manner similar to that used for regular special collections reading room materials, so that there is as good control of ILL materials in the reading room as the institution's own special collections materials.

d. Renewing

Due to workload and the risk of shipping materials, an extension is preferable to a future request for a loan that could be denied. If the patron finishes earlier than the due date, the item should be returned promptly to the lending institution.

e. Returning

i. Packaging

Material will be carefully wrapped and shipped for use only in the borrower's Special Collections Unit. The borrowing library will use equivalent wrapping and shipping to ensure safe return. If possible the same shipping material should be used to repackage borrowed items (unless deemed insufficient by the borrowing library). Using the lending library's packing precludes any complaints about the packing material. However, space considerations or staffing at some campuses may make it difficult to save and track shipping materials. As long as equivalent or better packing occurs this should be acceptable.

ii. Shipping

Determine if lending Special Collections unit has preferences or requires specific shipping vendors, insurance, or other handling.

iii. Notifying

When the loan is completed the borrowing institution should notify the lending institution of the return shipment date of the item.

VI. Completing the Transaction

It is then the responsibility of the lending institution to notify if a package has not been received in return. Notification that a package has not been received should be done by the lending institution within a 10 working day period to facilitate timely tracking and recovery.

VII. HOSC Responsibilities

The RSC-IG website has a list of special collections contact person for each campus. It is the responsibility of each HOSC member to maintain up-to-date contact information on this website. Additionally, backups or designates should be in place to assist with transactions in case the contact person listed is not available.