

**ISEAS LIBRARY**  
**INSTITUTE OF SOUTHEAST ASIAN STUDIES (ISEAS), SINGAPORE**

**INTERLIBRARY LOAN (ILL)**  
**Letter of Agreement\***

This letter of agreement between the ISEAS Library, Institute of Southeast Asian Studies (ISEAS), herein referred to as the ISEAS Library, and the <sup>1</sup> \_\_\_\_\_ herein referred to as <sup>2</sup> \_\_\_\_\_ outlines the Interlibrary Loans (ILL) facilities made mutually available to each other. For all intents and purposes, the attached Reciprocal Terms and Conditions (T&C) shall form the basis of this agreement.

- 1 This ILL Agreement is on reciprocal basis, between both libraries. The requesting Library will bear all responsibilities, in case of forward/return delivery/postage costs; overdue fines; security of and loss or damage to the borrowed item(s);
- 2 The Lending Library's policy and procedures must be adhered to;
- 3 While it is understood that the Library's in-house or regular individual user shall receive priority in borrowing privileges, the Lending Library shall endeavour to fulfil the request of the Borrowing Library;
- 4 The Borrowing Library should ensure that the due date is observed and that all precaution is taken to ensure the security of the items on loan and that no damage is done to the materials;
- 5 The Agreement is effective upon receipt by each Library of the duly signed (by both parties) ILL Letter of Agreement and will remain valid until specifically terminated in writing upon mutual consent;
- 6 The ILL Borrower's card should be produced by the Requesting Library for use by the Lending Library.

\_\_\_\_\_  
(Name and Signature of Librarian-in-charge)

\_\_\_\_\_  
Head, ISEAS Library

\_\_\_\_\_  
(Designation)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Name of Library & Organization)

\_\_\_\_\_  
(Date)

\* Please fill in and fax or post to ISEAS Library, 30 Heng Mui Keng Terrace, Singapore 119614. Fax 67756184

<sup>1</sup> Your Library's full name

<sup>2</sup> Your Library's abbreviated name

# Guidelines for Interlibrary Lending Practice

*The following guidelines for interlibrary lending practice prepared by the LAS BILCO (Singapore)\* was endorsed by the 1991 Library Association of Singapore Council. Permission is granted to readers to reproduce the guidelines below.*

## 1. Objective

The objective of this code of practice is to provide standard procedures for libraries to follow in interlibrary lending in Singapore.

## 2. Definition

Interlibrary lending is the process whereby one library obtains from another specified library material requested by its users which is available from its own stock. The requested material may be sent as a temporary loan or a copy may be supplied or transmitted instead. Such loans or copies are made available on an institutional basis and payment must be made when required.

## 3. Principles

- 3.1 Interlibrary lending should be recognised as a vital element in making library materials available to users. Libraries are expected to acquire materials most likely to be required by their users but should also expect to borrow material that is not in stock from other libraries to meet legitimate demand by users. All libraries should make known their interlibrary lending services to their users. In the interest of mutual support and the widest available of published documents, libraries should be as liberal as possible in their interlibrary lending policies and should seek to develop and support a fast and efficient national interlibrary lending system.
- 3.2 Requesting library should consider more cost effective alternatives to interlibrary loans, such as personal visits to other libraries, refereeing to other documents on the same subject and even perhaps purchasing the document itself.
- 3.3 It is legitimate to request any kind of library material, but rare, fragile, or bulky items or items that cannot be photocopied and are in high local demand or other restricted materials may not be supplied. The supplying library has the right to decide whether to supply any requested item.
- 3.4 Requesting libraries should be aware of existing regulations and agreements on interlibrary lending of other libraries. Supplying libraries should make known their interlibrary lending policy and charges.

## 4. Procedures

### 4.1 Requesting

4.1.1 Requests made by users should be checked and despatched by the requesting library as quickly as possible. Where the details given by the user are inadequate the requesting library should make a reasonable effort to verify the information with whatever bibliographic tools it possesses. If unsuccessful, it should state the sources checked.

4.1.2 Details of the requested item should be adequate for its identification by the supplying library. A source of reference should be quoted wherever possible.

4.1.3 Decisions on where to send requests should be made after consulting location tools, whether printed or on-line, and union catalogue centres, where appropriate.

4.1.4 Official email request should be sent to [iseaslib@iseas.edu.sg](mailto:iseaslib@iseas.edu.sg).

4.1.5 Where copyright restrictions may apply, the requesting library should abide by them.

## **4.2 Supplying**

4.2.1 Libraries receiving requests should deal with them as expeditiously as possible. When a request cannot be satisfied or there is likely to be a serious delay in supplying, then the requesting library should be notified immediately.

4.2.2 The supplying library should ensure that items supplied on loan are clearly marked with the name and address of the owning library, the date by which the loan is to be returned and any special conditions that may apply to it. Loan periods should be adequate to allow for transmission in both directions as well as use by the borrower. Items supplied should be packaged carefully and addressed clearly, and despatched by fast postal or other delivery services.

## **4.3 Receipt and return**

4.3.1 The requesting library should take due care of material received on loan and respect any special conditions imposed. Loans should be returned in time to arrive at the supplying library by the due date. Requests for renewals should be made by the due date. Reminders for outstanding loans should be sent to the requesting library.

4.3.2 The requesting library is responsible for any loss or damage of material loaned to it from the time it is received by the requesting library to the time the supplying library receives it. Supplying and requesting libraries must take precaution of insuring any particularly valuable items before despatching them or sending them by registered post.

## **5. Charging**

Charging procedures should be simple and efficient. Supplying libraries should make information on their charging procedures and current charges readily available to requesting libraries.

## **6. Statistics**

All libraries should keep records of the number of requests sent and received and the number satisfied in each case. Individual libraries should forward their inter-library lending statistics annually upon request to the National Library. The National Library as the national centre for interlibrary lending would coordinate the compilation of these statistics for forwarding to IFLA office for International Lending.

*Prepared by BILCO (Singapore)  
Ad-hoc Committee on Interlibrary Lending  
Endorsed by the LAS Council 1991*

\* Committee on Bibliographic and Library Cooperation, Library Association of Singapore.

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