

NSCLS ILL Procedure Manual

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As of 12/02/05

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INTRODUCTION

The North State Cooperative Library System consists of twelve library jurisdictions in twelve northern counties of California.

The total area served is 37,099 square miles, with a population over 731,250. With the principal industry being agriculture, a good portion of the area population lives in Butte, Humboldt, and Shasta Counties. The terrain ranges from the typical flatland of the Sacramento Valley to the high mountains of the Sierra Nevada and Cascade Ranges.

The North State Cooperative Library System is the result of years of careful planning to bring to this area the library services that today's citizen requires. With the improvements in technology and techniques for disseminating information, the participating libraries are combining their efforts to serve the wide variety of interests of the public.

Through grants under the Library Services and Construction Act (LSTA) and the California Library Services Act (CSLA), the North State Cooperative Library System was established in January 1969.

In order to meet the reference needs of the residents served by the member libraries, a System Reference Center (SRC) has been established at the Butte County Library Headquarters in Oroville. Through the SRC, System resources will be more accessible. Staff from the member libraries may refer questions to the SRC when they feel that the patron's request for information goes beyond the scope, mission or resources of their library.

The SRC is allocated funds to purchase resource materials, coordinated for System purposes. The materials are housed in the reference collection of the library hosting the SRC. This enables the System to obtain access to needed but expensive reference books and other materials. Selection of materials for member libraries is the responsibility of each library. Member libraries may request the assistance of the System Administrator or the Reference Coordinator with collection development.

A delivery service transports various library materials throughout the System. With the distances to be covered in this area, the delivery service is a focal point to System activity.

Patrons in good standing with their home libraries, may borrow from any member library that currently participates in Interlibrary Loan. Library materials may be returned to any library in the System and the delivery van will return the materials to the owning library.

OBJECTIVES

1. To provide equal access to library resources for the residents of the area served by the member libraries, by means of reciprocal borrowing privileges and by the installation of a communications system combining the capabilities of telephone, fax, regular and electronic mail, and delivery services.
2. To provide a wider variety of library materials, through the enrichment of individual library collections by means of the purchase of special materials to be placed in individual library collections.
3. To improve reference service to the public by means of establishing a Reference Center, building up reference collections, providing access to regional resources through appropriate union lists, providing trained reference personnel, and instituting an in-service training program.
4. To introduce new services to communities as needs are identified and funding becomes available.

FIVE ELEMENTS OF A SYSTEM

1. **Service** - the sole purpose of forming a library system is to better serve the library user present and future.
2. **Resources** - a basic feature of the library system concept is the sharing of resources. Sharing techniques, which facilitate exchange of information and materials, bring a steady flow of items that are new to each community library.
3. **Accessibility** - the fact of making the resources of all libraries in a system legally, physically, and bibliographically accessible provides an immensely significant improvement in the service potential of all.
4. **Organization** - the cooperative type of system organization offers the greatest degree of flexibility within the System, while at the same time offers the greatest degree of local control.
5. **Management** – once professional judgments and policies are established, the best management techniques should be employed for the efficient and economic provisions of library service.

LENDING POLICIES

Who May Use System Libraries

All residents within the areas served by the member libraries, and residents of other systems as reciprocal agreements are made, are entitled to full borrowing privileges. Such privileges are subject to the borrowing regulations of the individual library. Some members participate in the Universal Borrowing Program of the California Library Services Act. All participate in Equal Access.

Library Cards

Each borrower using System facilities should present a card from his/her own community before using the facilities of any other library. If the borrower is from an area where cards have not been issued, satisfactory identification should be required.

Each library will follow its own procedures for issuing temporary cards to non-resident borrowers. Each library will determine what records to keep on non-resident borrowers.

Returning Materials

Books and other materials may be returned to any outlet within the System without penalty, other than overdue charges where applicable. Films and records should be returned by the patron to the issuing library unless other arrangements have been made. The issuing library is the library that charges out the material directly to the patron. It is not the owning library that loaned the materials through ILL. In all cases, materials should be returned on time.

Overdues and Fines

The library where overdue material is returned will collect the fine, according to its own fine schedule. The library that collects the fine will keep it. It should be the responsibility of the issuing library to send overdue notices.

Lost or Damaged Materials

The issuing library must bear the replacement cost for lost or damaged materials. The issuing library will follow its own procedures for settling with the borrower,

unless the library where the book is returned can collect the damages. Money will be returned with the damaged material to the library that owns the material. The issuing library is responsible for the materials from the time the item leaves the owning library until the item is returned to the owning library, including when the item is in transit. (See p. 8 for rule on safety of borrowers.)

SAFETY OF BORROWED MATERIALS

National Interlibrary Loan Code

IV. Responsibilities of Borrowing Libraries.

1. The safety of borrowed material is the responsibility of the borrowing library from the time the material leaves the lending library until it is received (back) by the lending library. The borrowing library is responsible for packaging the material so as to ensure its return in good condition. If damage or loss occurs, the borrowing library must meet all costs of repair or replacement, in accordance with the preference of the lending library.

[Boucher, Virginia. Interlibrary Loan Practices Handbook.
(Chicago: American Library Association, 1984), 140.]

ILL Charges and Fees

NSCLS does not charge for ILL since state laws and CLSA regulations provide for and require public library services to be free.

However, some private and academic libraries do have interlibrary loan and other fees. If the requested item(s) are not available from a "free" source, the patron is to be advised of the fee(s) charged by the lending library. NSCLS, or the member library, will process the request if the patron agrees to the fee(s). NSCLS will not pay for ILL or related fees or charges for patrons.

DELIVERY SERVICE

Delivery vans, operating on regular schedules, transport library materials among member and affiliate libraries, some branches, and from the System Headquarters and Reference Center. Materials may be sent to other designated areas, also (see current System delivery schedule.).

In addition to distributing materials within NSCLS, the System sends materials via UPS to MVLS, 49/99, and North Bay Cooperative Library System. Materials for BALIS, Peninsula, and South Bay Library Systems should be sent to Peninsula Library System (PLS). Be sure to use the correct routing slip for each system.

If a library is not listed on routing slips, NSCLS does not deliver to that library. Each library is responsible for mailing materials to owning libraries outside the NSCLS service area according to the routing methods described in the paragraph above.

What May Be Sent By Delivery

The delivery service may be used to send any library materials, including interlibrary loans and books returned by patrons, to and among member libraries, to branches on the delivery routes, and to the System Headquarters. Books to go to Recycling Centers may also be sent. All materials must be clearly marked for destination. (See System Delivery schedules and route slips.) If a route slip is not used for materials, the sender will be held responsible if the material is delivered incorrectly.

Memos, written requests, and other communications should be placed in routing envelopes, with routing clearly indicated on them. It is not necessary to use a route slip on a delivery envelope when the envelope has a white route sheet on the face. Unsolicited materials arriving in the delivery are handled at the discretion of the receiving library.

Alternatives to Delivery Service

If the delivery van is not scheduled to pick up at your library in time to send materials when needed, the U. S. Postal Service, UPS, Greyhound, or other carriers may be used. Branches should follow the policies of their own headquarters libraries.

PREPARING MATERIALS FOR SHIPMENT

Request Forms

Media Forms

1. Do not fold or remove the strip on the side of the Media request form.
2. When returning videos, please draw an "X" through the loan information and circle NSCLS HQS.

Delivery Envelopes

1. Black out all previous addresses on the envelope.
2. Put the name of the library and the name of the person to whom the material is being sent on the envelope. Do not put the name of the sending library on the envelope as this may cause confusion over proper delivery location.
3. Do not use staples to fasten envelopes unless heavy materials are enclosed. (Envelopes and materials are damaged and extra time is taken to remove staples to get to the materials.)
4. Photocopies, magazines, request slips, etc., should be placed in envelopes for shipment. For security, these items should not be sent with just a route slip attached.

Packaging of Books

1. Put a route slip in or on each item. Do not tape route slip to any books. Use the correct color of route slip.
2. Black out all previously circled libraries on route slip. Circle the new library designation boldly for easy reading by the driver. Add the branch name if appropriate.
3. Position the route slip so that the circled destination is easily visible.
4. Limit stacks of materials to no more than two (2). If more than one item is sent, use a second heavy-duty rubber band to hold the books together.

Tote Boxes

1. Place items in a tote box. Boxes should not be overfilled, the metal bails need to be able to be folded down to permit stacking of tote boxes.
2. Have a designated place for pick-ups and deliveries.
3. Keep the weight of the tote boxes and other shipments within reasonable limits to prevent back strain.

Packaging of Media

1. Use appropriate shipping cases. Be sure that the top of the shipping case is securely fastened.
2. Please place DVD's in padded envelope.

Lost Materials

1. If an item is lost, notify the driver and NSCLS Headquarters. The borrowing library pays for lost items.

Recycles

1. Boxes for recycling must be securely taped or secured to insure they will not open during transit.
2. All boxes must be marked "Recycle" in bold letters across the top and at least two sides. Please use marking pens.
3. Because Shasta County Library has limited space to store recycles, it is essential that drivers accept no more than **two** boxes of recycles per jurisdiction. When the storage space overflows, it is necessary to ask all libraries to stop sending recycles until the situation is cleared. Van Route #1 drivers have limited space in the vans and cannot accommodate large loads of recycles.

INTERLIBRARY LOANS AND REFERENCE SERVICES

Purpose

One of the main functions of the System is to provide a framework so that any library within the System may effectively use the resources of other System libraries. In order to do this, a network has been established so that in the event a community library cannot fill a request, it is channeled to the headquarters library. Then, if it cannot be filled there, the headquarters library will search the NSCLS Union Catalog and OCLC for holdings. The request will be forwarded by the headquarters library to the holding library. OCLC and ALA forms are often used outside the System, but NSCLS does not require their use within the System. CSU-Chico however, does require their use. HSU has set up the ILL System on the web for libraries that don't request via OCLC.

Author/Title requests that cannot be verified may be sent to the NSCLS Reference Center for additional searching.

Requests for information should not be dropped if the library does not have the material, but should be forwarded to the next level of service. Unanswered reference questions will be referred by the System Reference Coordinator to appropriate resource centers.

Academic affiliates may refer reference requests to the System Reference Center. In turn, the System libraries shall have access to resources of the academic affiliates.

When it is feasible, member and affiliate libraries should request materials directly from the owning library to make effective use of System catalogs, union lists, OCLC, and RLIN.

Routing of Requests

Community Libraries: Each community library will refer unfilled requests to its headquarters library.

Headquarters Libraries: Each headquarters library will refer unanswered reference requests to the System Reference Center.

System Reference Center
Hours: Monday - Friday 8:30 am - 5:30 pm
Telephone No. (530) 538-7326
FAX (530) 538-7235

The Reference Center will check its own resources for requested material. If assistance is needed, the Center will forward the request to another source. Types of requests handled by the Reference Center:

1. Interlibrary Loans - Member libraries may ask the System Reference Center to locate books in the host library, or to send the request on to the appropriate resource center. The SRC will also help find full citations for articles.
2. Reference Questions - Member libraries may ask for books on a certain subject, or for reference information requiring the use of specialized sources available at the Center.
3. Research Questions - The System Reference Center may be called on to answer questions requiring extensive use of library facilities, or searching beyond the library, using other local or research resources.
4. Rush Requests - Rush requests will be given priority service. The System Reference Center will reply as soon as the information is found, or will notify the requesting library if the deadline cannot be met and that more time will be needed for locating the information. It is required that the requesting library include as reason, such as: Rush, patron cannot use after _____; city official needs before noon, cannot use after _____. This provides a cut-off date for processing the request.
5. Photocopy - Replacement pages for mutilated books and magazines will be supplied free on a reciprocal basis to libraries. Photocopy of library materials will be made for patrons. Full bibliographic information for both periodicals and books should be given. Photocopies from microforms are also available through the Information Center. There are no charges for these prints. Since it is a time consuming process, large numbers of requests should not be encouraged.

Conditions of Loans

Interlibrary loan service is a courtesy and a privilege, not a right, and is dependent on the cooperation of member libraries.

The safety of borrowed materials is the responsibility of the borrowing library from the time the material leaves the lending library until the time the material is received back at the lending library.

In case of loss or damage, the borrowing library is to arrange for payment, repair, or replacement of interlibrary loan books.

The borrowing library is bound by any conditions or limitations of use imposed by the lending library. Materials should be loaned without restriction, except as individual libraries make restrictions on their own borrowers. Non-resident borrowers placing reserves for materials will take their turns along with the local residents. Due to funding constraints, some member libraries may not loan new books or best sellers.

Duration of Loan

In general, duration of loan depends on the type of material borrowed. Books will normally be checked out for 35 days by the loaning library. The borrowing library will issue the books for its regular loan period. The 35 days allows for delivering the book, notifying the borrower that the book has come, and sending the book back to the loaning library. Books in demand can be loaned for shorter periods. Also, reference books, if loaned, will be loaned for shorter periods.

Not on Shelf

Materials not on the shelves at the time of the request will not be reserved unless the requesting library requests a reserve. If a reserve is placed, the requesting library will be notified.

If material is not on the shelf, the request will be forwarded to another NSCLS library only if the requesting library has listed additional NSCLS holdings. The requesting library will not be notified that the request has been sent on.

Renewal

Materials might be renewable. Check addendum for local library policies. *Please see page 23 for the Loan Table.*

Delivery of Interlibrary Loans

Materials on interlibrary loan will be sent to the requesting library, by van delivery, or mail or fax, if necessary to meet a deadline. Materials should be returned directly to the lending library.

Responsibility of Each Member Library to the System Reference Center

Interlibrary Loans

Each member library is responsible for giving clear and accurate information to the Reference Center on requested material. Unless complete information is given, the member cannot expect, and probably will not receive, prompt service.

If requested material, or a report about it, is not received within a reasonable time (such as one month), member should query the Reference Center.

Other Responsibilities

1. The member library has the responsibility to communicate any problems or dissatisfaction with service to the Library Director at the Reference Center so that the Director can work out the problem with the Center Staff.
2. Each member library is responsible for purchasing its own best-sellers and current popular books.
3. Members should inform the System Reference Coordinator of any subject strengths in their collections, and any specialties of their staff members.
4. If a member wishes specific books to be considered for purchase by the System Reference Center, the member should recommend them to the System Reference Coordinator.
5. The member may determine areas in which assistance is needed, and may initiate a request for a visit from the Reference Coordinator.
6. The member may make requests for other special information as needed and as specified under "Responsibilities of the System Reference Center Coordinator."

Responsibilities of System Reference Center Librarian to Member Libraries

1. The System Reference Coordinator is responsible for all services of the SRC to the member libraries, and is responsible for supervising the SRC's staff.
2. The Coordinator will give prompt and satisfactory service on member's requests for information and materials.

3. The Coordinator will see that adequate progress reports on requested materials are sent to members.
4. Periodically, the SRC will provide the member libraries with lists of newly acquired reference books.
5. The Reference Coordinator may contact member libraries and schedule visits to them. The member library should request specific topics or areas of concern for the visit.
6. The Reference Coordinator may be scheduled for visits of assistance to a member library on request of the member.
7. The Reference Coordinator will develop a list of suggested ways in which she/he can be of assistance to member libraries, and send a copy of this list to each member.
8. The Coordinator will prepare special bibliographies as requested, and as time permits.
9. The Coordinator will compile other practical items of special information. (Example: compile a list of rare book dealers with a procedure a patron can follow to determine the value of a book.)
10. As requested by Council, the Coordinator will send members typed reports of special meetings attended.
11. Weeding is the responsibility of the member library, but the Reference Coordinator may assist in weeding in certain specific areas, and make recommendations for purchase and up-dating.

Procedures for ILL Requests

Routing and Workflow of ILL Requests

1. Originating Library

To verify an item and find holdings, search the NSCLS Union Catalog first, then OCLC and/or RLIN.

For periodical photocopy requests, search CDL (California Digital Library) periodical database on the Internet as a first source, then OCLC or RLIN. If you are unable to verify an item you may send it to the Reference Center as a subject request for verification.

- A. First priority. If NSCLS public libraries own the item, request from them via e-mail or fax. NSCLS academic libraries are the second choice.

If you wish to have the owning library forward the request to another NSCLS library if necessary, then list the other NSCLS libraries that own the item. If you prefer to be notified that the item is not available, do not list any other libraries that own it.

If you choose to have the NSCLS library reserve the item for you, state that on the request. Otherwise it will not be reserved.

- B. Second priority. If no NSCLS libraries own an item, request it from libraries in adjacent systems in California if possible. Public libraries are generally chosen over academic libraries.
- C. Third priority. Libraries in California. (Try to request from libraries that have no fees if possible).
- D. Libraries outside California.

2. NSCLS Library Locations

NSCLS library receives and processes a request:

If the requested title is on the shelf, the request is filled and sent directly to the originating library. Be sure to include a copy of the library's request or necessary identifying information, such as the request number and/or the patron's name.

If the requested title is owned by the library but not on the shelf, the item is reserved if a reserve is requested by the originating library.

If the requested title is not available a copy of the request is forwarded by fax or electronic mail to the next NSCLS location that is listed.

If an item is unavailable and no other NSCLS locations are listed, return the request to the originating library.

3. System Reference Center

If the System Reference Center verifies an item for interlibrary loan, it will fill the request if possible through local sources and notify the member library.

If the Reference Center cannot fill the request it will return the request to the

member library with ILL information.

In the case of libraries without access to electronic mail or OCLC, the Reference Center will assist them in obtaining ILL information.

4. Rush Requests

Rush ILL requests should be sent by fax to an NSCLS library or to the System Reference Center. The request should conform to a standard format.

5. Formats for Requests:

Electronic mail and fax messages should follow this format:

To:
From:
Subject: ILL Request(s)
Date of Request:
Author:
Title or Periodical Name:
Edition and/or Publication Date: (if patron specifies, or if new item)
(or complete date and page numbers for photocopy requests)
Verified in: NETPAC or OCLC (include OCLC number)
Local call number (if known):
Deadline: (don't use ASAP, but state "cannot use after")
CCG (or CCL)
Requesting Library

Limit of three requests per page, unless a library request fewer

CCG and CCL are copyright compliance notices. They must be on each ILL photocopy request

Be sure to give publication date on titles. For some libraries this is an indication of the location of the book.

Always include the other library's call number if it is available from the Union Catalog.

Uniform loan date is 35 days. Each individual library can make an exception to the loan date for special material.

6. A final way to initiate requests for interlibrary loans is with ALA forms. These may be used if for some reason you are unable to use electronic mail or OCLC. Although ALA forms are not generally used among public libraries within NSCLS, they may be used when you choose to request an interlibrary

loan via van shipment. They may be used for faxed requests, too, if you prefer to have multiple copies of the request. Another way to use ALA forms is to separate the copies, then fax one copy for each request.

NSCLS REQUESTS

Legibility of requests is essential, whether requests are sent via fax or shipment. Names, particularly, need to be written clearly and carefully.

Verified Photocopy Requests

For photocopy requests, write the full name of the journal if possible. If you are not able to verify journal abbreviations given to you by a patron, use the abbreviation instead of guessing at the full name of the journal. If you have an ISSN number available for a journal, be sure to give that.

Include the title or the article to be photocopied, or at least the subject, never just the page numbers. Also give dates, of course, and volume and issue numbers if provided. If the author's name for the article is available, include that, too.

If a request is a RUSH, include the date by which the article is needed. A date plus CANNOT USE AFTER if appropriate must be used instead of ASAP, which can cause uncertainty about whether or not to fax, when the article is really needed, etc.

Verified Book Requests

Include author, title, publisher and date of publication on all book requests if possible. When this information is unavailable in the NSCLS Union Catalog or on OCLC, go ahead and request the material with incomplete information.

If you are requesting one edition of a work, but another edition would be acceptable to the patron, note "Any Edition" in the request or in the notes field on the OCLC work form.

Unverified Requests

If you are sending a photocopy request or book request to the Reference Center because you have been unable to verify it, include all the information you have, including patron comments. For example, if the patron is certain about an author, but less sure about a title, note that on the request. If the patron has an idea of the date of material, but is not positive, note that also. If you are sending

an unverified request, note the subject of the material if it is not obvious from the title.

INTERLIBRARY REFERENCE/SYSTEM REFERENCE CENTER

Goals and Objectives

Service Specifications Adopted

1. The highest possible percentage of questions shall be answered.
2. The answers shall be delivered to the user within an acceptable time period.
3. Answers shall meet the user's need in terms of amount, format, language, and accuracy.
4. Specifications 1 and 2 should be carried out at the lowest possible cost.

Performance Objectives Adopted

1. Answers shall be provided for 90% of all questions referred from member libraries.
2. 70% of answers shall be returned to the originating member library within ten (10) working days of the question having been transmitted by that library into the System's reference referral structure.

Procedures for Reference Referral

1. Because of the limited time frame established for the answering of reference requests, subject requests should be transmitted to the System Reference Center by Electronic Mail or FAX rather than by System delivery. Rush requests should be sent by FAX.
2. Each member library should keep a copy of the request in its own files on the NSCLS Subject Request Form, or on its own internal form.
3. The request should be transmitted by FAX or Electronic Mail, being sure to include subject request number, date, deadline, library and branch, patron information, full details on question, verification, purpose or level of information required, and sources checked.

The reference interview is very important for understanding what the patron wishes and finding an acceptable answer to the patron's information need. NSCLS has videocassettes and other resource that can help improve the ability of staff to conduct reference interviews.

NSCLS SUBJECT REQUEST FORM

DATE: _____ DEADLINE: _____

Subject Request No.: _____

Library: _____

Librarian's Name: _____

Patron's Name: _____

Patron's Phone No. _____

QUESTION: (be as specific as possible and include all details that may narrow down the search)

VERIFICATION: What is the patron's source of information? This is essential information for the Reference Center.

PURPOSE OF REQUEST: (The Reference Center staff can only answer many questions appropriately if the intended use is given.)

Are any languages other than English acceptable? If so, which ones: _____

What level of information is needed? **Juvenile Adult Technical**

SOURCES CHECKED:

TITLE	DATES	KEYWORDS
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SUGGESTED SOURCES:

Is the patron willing to pay photocopy charges of 10 cents per page (30 cents for microfiche or film) if more than 15 pages are necessary to answer the question? If so, what is the patron's dollar limit? _____

REFERENCE REFERRAL GUIDELINE

The Reference Center Cannot Supply

Lengthy bibliographies compiled on-demand

Original market surveys

Patent, trademark or copyright searches

Original translations

Answers to medical questions that
involve interpretations or advice

Genealogical searches—original research to
develop family trees or locate coats-of-arms

Individual occult forecasts (astrology,
numerology, tarot, etc.) or dream
interpretations

Legal advice on interpretation of laws, court
decisions or regulations

Appraisals or evaluations of art, books,
antiques or collectibles

Proof or disproof of opposing theories or
conflicting data

On-demand database searches

Original theory or interpretations of literary
works

Credit information for companies

Locations of missing persons

The Reference Center Will Supply

Published lists and/or suggestions for sources

Published surveys

Verification and/or copy of patent if a specific
patent number is provided

Material previously translated and/or referrals
to translators

Definitions of medical terms and descriptions of
diseases and syndromes

Citations to printed family histories and/or
referrals to appropriate agencies, archives and
associations

Definitions and general information on occult
beliefs and the meaning of dream symbols
from published sources

Copies or references to legal codes, court
decisions, regulations and ordinances and/or
referrals to appropriate legal agencies

General background information on objects
and their values from published sources and/or
referrals to appropriate experts

Material on each side of the issue, provided
published, objective evaluations are available

Database searches at the discretion of the
Reference Center staff

Citations or material from published sources

Published information on companies, officers
and number of employees, etc.

Citations to sources of public records and/or
referrals to appropriate agencies

**NORTH STATE COOPERATIVE LIBRARY SYSTEM
INTERLIBRARY LOAN TABLE – UPDATED OCTOBER 2005**

	Butte College	CSU Chico	College of the Redwoods	College of the Siskiyou	Feather River College	Humboldt State	Lassen College	Shasta College	Simpson College
Audiocassettes	N/A	Yes-to academics	Yes-4 wks.	NO	NO	NO	NO	NO	NO
Books on Tape	N/A	Yes- to academics	Yes-4 wks.	NO	N/A	NO	NO	NO	NO
New books	YES	Yes- to academics	Yes-8 wks.	Yes-30 days	Yes-2 wks.	Yes-2 wks.	YES	Yes-3 wks.	NO
CDs	N/A	Yes-to academics	N/A	NO	NO	NO	NO	NO	NO
Current best-sellers	YES	N/A	Yes-8 wks.	N/A	N/A	Yes-2 wks.	Due back in 6 wks.	NO	NO
Exam/test study guides	YES	Yes- If not ref/reserve	Yes-8 wks.	Yes-30 days	N/A	Yes-2 wks. If not ref/reserved	Yes-6 wks.	Yes-if holds-LUO No if on"Reserve"	Yes-if in main collection
Genealogy	N/A	Some	N/A	Yes-30 days	N/A	Yes-2 wks.	Yes-6 wks.	Yes-book form	Yes-if in main collection
Microforms/microfilms	N/A	Selective	NO	NO	NO	NO	NO	NO	NO
Periodicals	NO	No	NO	Yes-30 days	No-will copy	NO	NO	Yes-copies	NO
Records	N/A	Yes- to academics	N/A	NO	NO	NO	NO	NO	NO
Reference Materials	NO	NO	NO	Yes-some	No-may copy	NO	NO	NO	NO
Auto repair manuals	YES	Yes- If not ref/reserve	Yes-8 wks.	Yes-30 days	N/A	Yes-2 wks.	Yes-6 wks	Yes-if no holds-LUO	Yes-if in main collection
Scores/Music Sheets	N/A	YES-if in main coll.	Yes-8 wks.	NO	N/A	Yes-2 wks.	Yes-6 wks	Yes-book form if no holds-LUO	Yes-if in main collection
Standards/Specifications	YES	Yes- If not ref/reserve	N/A	N/A	N/A	Yes-2 wks.	NO	Yes-if no holds-LUO	Yes-if in main collection
Videocassettes	NO	Yes- to academics	Yes-4 wks.	NO	NO	NO	NO	NO	NO
Software	NO	N/A	N/A	NO	N/A	NO	NO	NO	NO

NORTH STATE COOPERATIVE LIBRARY SYSTEM INTERLIBRARY LOAN TABLE Continued

	Butte County	Del Norte	Humboldt County	Modoc County	Orland	Plumas County	Shasta County	Siskiyou County	Susanville	Tehama	Trinity	Willows
Audiocassettes	NO	NO	NO	NO	NO	NO	NO	NO	Yes-4 wks.	NO	NO	NO
Books on Tape	NO	NO	NO	NO	NO	NO	NO	NO	Yes-4 wks.	NO	NO	NO
New books	Yes-if no in-house holds	NO	Reciprocal ly	Yes-if no holds	Yes	Yes-4 wks.	Yes-after held 6 months	NO	Yes-1 wk.	Yes-after 6 mos. If no holds	Yes-2 wks. if no in-house holds	Yes
CDs	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO
Current best-sellers	NO	Yes-if no holds	Only if available on shelf	Yes-if no holds	Yes-if no holds	Yes-4 wks.	Yes-after held 6 mos.	NO	NO	Yes-if no holds	Yes-2 wks. if no in-house holds	Yes
Exam/test study guides	YES	Yes-if available	YES	NO	Yes-4 wks.	Yes-4 wks.	Yes-4 wks.	Yes-5 wks.	Yes-4 wks.	NO	Yes-4 wks.	Yes
Genealogy	Yes-2 wks. Ref. only	NO	Some: LUO	Yes-4 wks. LUO	Yes-4 wks circ. Copies	Yes-4 wks.	Yes-4 wks. circ copies	Some-5 wks.	Yes-4 wks.	Some: LUO	LUO	Yes
Microforms/microfilms	Yes-3 wks.	NO	NO	Yes-3 wks.	Yes	Yes-usually LUO	Yes-4 wks.	Yes-5 wks.	NO	No-will copy	NO	No
Periodicals	Yes-3 wks.	Yes-copies	Yes-copies	Yes-copies	Yes	Yes-4 wks.	Yes-2 wks.	YES & will copy	Yes-4 wks.	No-will copy	Yes-2 wks.	Yes
Records	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	N/A	NO
Reference Materials	Yes-2 wks. if not in demand	NO	Some: LUO	Some-LUO	LUO	Yes-4 wks. Prefer LUO	Yes-if not in demand	Some-5 wks.	NO	Some-LUO	NO WILL COPY	Yes
Auto repair manuals	No-will copy	NO	Some: LUO	No-will copy	NO	Yes-4 wks	No-will copy	NO- will copy	Yes-4 wks.	NO	NO	Yes
Scores/Music Sheets	N/A	NO	NO	No-will copy	NO	NO	No-will copy	Yes-5 wks.	NO	NO	N/A	NO
Standards/Specifications	N/A	NO	NO	NO	NO	N/A	NO	N/A	Yes-4 wks.	NO	N/A	Yes
Videocassettes	NO	NO	NO	NO	NO	NO	NO	NO	Yes-4 wks.	NO	NO	NO
Software	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO

LISTEN- IN AUDIO CASSETTE AND COMPACT DISC MANUAL

AUDIO CASSETTE AND COMPACT DISC SERVICES

Introduction

A LSCA grant in 1972 inaugurated Listen-In, an audiocassette program, to the System. This program was designed to expand the System's non-print resources. Most cassettes are "informational" in content and feature the spoken word. The System offers over 7,000 titles in its central pool of audiocassettes. Written permission is secured from the producers to individually duplicate tapes from this master tape file. This program's original intent was to reach the blind and functionally illiterate. In 1975 the program was broadened to include the general population of the area. The System recognizes that many people prefer to hear as well as read information. In 1983 the program expanded to include a selection of classical, country, jazz and popular music styles.

Although the master tape and CD collection is housed at Butte College, member libraries have supplementary collections of commercially produced cassette tapes purchased with special project funds.

Objectives

1. To improve the level of non-print resources available to all libraries within the System's service area.
2. To enhance and supplement inter-type library cooperation by making the audiocassette and compact disc collection available to both public and academic libraries in the region.
3. To provide audiocassette and compact disc service to libraries in the area as an adjunct to the Listen-In collection.
4. To aid member libraries in developing permanent collections of audiocassettes directly available to the public.
5. To encourage the sharing of audiocassette and compact disc resources among the public and academic libraries of the region.

Extension of System Services to Outside Agencies and/or Individuals

"Staff time and budget restraints preclude the North State Cooperative Library System from directly extending specialized services to other agencies and/or individuals. The System will honor requests for all available services channeled through all member public library outlets and its academic affiliates."

Adopted by the Council of Librarians, June 18, 1976.

Requesting and Borrowing Audio Cassettes and Compact Discs

Any person in the System area, including students and faculty of the Northeastern California Higher Education Council, may request and borrow Listen-In tapes and compact discs.

System staff will fill the requests within three days of the receipt of the request at Listen-In headquarters.

The requested tapes and compact discs will be sent to the patron's local library which will notify the patron when the cassette or disc is ready to be picked up.

Patrons and System library members can submit new titles that are not represented in the Listen-In catalog. The System staff will attempt to locate cassettes on the topic in the next buying cycle.

Patrons may request cassettes or compact discs on the form reproduced below. Audiocassettes are requested on the white form, compact discs on the blue form.

Requesting Library	Branch	Date
CASSETTE COPY REQUEST		
PROGRAM CATALOG NO. _____		

NAME _____		
ADDRESS _____		
CITY _____ TEL. _____		
DATE MATERIAL NEEDED _____		
COMMENTS _____		
2		

This form must either be sent to the jurisdictional headquarters library or directly to Listen-In headquarters by the System van.

Requests for Listen-In tapes or compact discs may be sent, e-mailed, or phoned directly by designated staff members to Listen-In headquarters at Butte College Library. Requests should contain the following information:

1. Master Tape number (MT), Master Disc (MD), or Compact Disc (CD) number.
2. Patron's name, address, and telephone number.
3. Date tape is needed, if applicable.
4. Date of patron's request.
5. County name and library branch to which filled tape requests should be sent.

Requesting Of Music Compact Discs

Requests for music compact discs may be submitted on the blue form as previously described. Please list discs on the blue form, and non-music requests on the white form. Music requests will be filled on a first come, first served basis with a maximum of six (6) titles requested at a time.

Compact discs are loaned for a maximum of one (1) week with patron assuming full responsibility for loss or damage.

Lending Policies for Audio Cassette Program

There is no rental fee for borrowing audiocassettes. Circulation procedures for Listen-In tapes are determined by the individual jurisdiction.

Requested tapes may be kept by the patron for three (3) weeks. The tapes may be renewed as many times as the patron wishes, except those tapes that have not been duplicated. Cassette tapes belonging to the "Tapes of the Month" program may be kept by a library as long as there is a demand for them.

Using Tapes and Compact Discs

The following suggestions are designed to help patrons get the most benefit from these resources.

1. Library staff should be familiar with the use of cassettes and compact discs.
2. Library personnel should check each cassette and CD box as it is returned by the patron. It is very common for patrons to accidentally leave CD's or cassettes in their players and return empty boxes.

3. If a cassette tape appears to be wound in its case properly, but it will not play, or it "drags," it could be improperly aligned. Instruct the patron to rewind the tape once or twice, then gently tap the cassette on a hard, flat surface.
4. Compact Discs have earned a reputation for durability they don't deserve. It is very important to remind patrons to be careful when handling CD's. Always hold them by the edges, and avoid touching the playing surface. They scratch easily, and fingerprints on the playing surface are enough to ruin the play sequence.

Returning Audio Cassettes and CD's

Listen-In tapes and compact discs should be returned to the library from which they were borrowed. The lending library will return the tapes and CD's to Listen-In headquarters by the System delivery service.

Reports on Audio Cassettes and CD's

If a tape or CD is unsatisfactory for any reason, the problem is to be reported to Listen-In headquarters to insure prompt correction of the problem.

Circulation counts are made by member libraries and added to their own statistical reports. System staff makes quarterly reports on the number of requests received and progress toward System goals.

Lost or Damaged Audio Cassettes and Compact Discs

Lost or damaged audiocassettes or compact discs are the responsibility of the patron. The borrowing library will be billed for the amount of replacement (see page 12 Interlibrary Loan & Interlibrary Reference Manual). Listen-In charges a flat rate for lost compact discs and cassettes.

- | | | | |
|----|---------------------|-----------------------------|-----------------------------------|
| 1. | Compact Discs: | \$20 | per disc |
| 2. | Books-on-CD: | Cost of item to be replaced | per book |
| 3. | Master Tape copies: | \$1
\$1 | per tape +
per storage
case |
| 4. | Master Tapes: | Cost of item to be replaced | per book |

Listen-In Overdues

Listen-In audiocassettes and books-on-disc are checked out for a three week period.

The master tape copies are renewable for as many times as the patron wishes. The master tape books are not renewable.

Listen-In music cassettes and compact discs are loaned for a one week period. CD's are not renewable.

Overdue notices are sent by Listen-In staff when materials are a month or more overdue.

VHS VIDEOCASSETTE & DVD MANUAL

This catalog and the services described herein are supported by grants from the United States Department of Education, funds provided by the California Library Services Board through the California Library Services Act, and by funds contributed by member and affiliated libraries.

Compiled by
NSCLS Video Center Staff
August 2003

VHS Videocassette and DVD Manual
International Standard Book Number: 1-891367-14-5
Compiled by North State Cooperative Library System Video Center Staff.

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Where Can VHS Videocassettes and DVDs Be Requested

Library patrons can request videocassettes and digital video discs (DVDs) through their local library. The library will complete the borrowing arrangements with NSCLS Headquarters. The library has print catalogs or the catalog can be found online at <http://nscls.library.net>.

Lending Policies for Videocassette and DVD Service

Videocassettes and DVDs are loaned free of charge to North State Public Library card holders, to NSCLS academic affiliates including their students and faculty.

Lending Rules for Videocassette and DVD Service

1. The borrower assumes the responsibility for videocassette and DVD damage or loss.
2. Videocassettes and DVDs are for private home use only. Without a separate license from the copyright owner, it is a violation of Federal laws to exhibit prerecorded videocassettes or DVDs beyond the scope of the family and its social acquaintances.
3. The entire NSCLS videocassette collection is 1/2 inch VHS format and can only be played on VHS equipment. NSCLS videocassettes can not be used on Beta-format machines.
4. A maximum of four videocassettes or DVDs may be borrowed at one time for a loan period of two days each with no renewals allowed. Instructional videos or DVDs may be borrowed for a maximum of seven days each with no renewal. Local libraries may limit requests or adjust the loan period.
5. Some videos or DVDs are sent to the patron with supplies to be used when viewing. It is essential that these supplies be returned with the item.
6. Videocassettes and DVDs must be circulated in the order they are requested. No reservations for specific dates will be accepted. If a title you request is not available, a reserve will be placed. You will be shipped the title as soon as prior requests have been filled.
7. Videocassettes and DVDs must be returned on time so that other requests can be filled. Your local library will charge a fine for overdue item. Please check with library staff to determine what the overdue fine schedule is.

8. Videocassettes are to be rewound after use and before returning them to the lending library.
9. Please handle DVDs by the edges only. Do not touch the non-label side.
10. Borrowers should not attempt to repair videocassettes or DVDs. They are to report damage to the lending library at once.
11. Requests for videocassettes and DVDs should be submitted on NSCLS Videocassette/DVD Request Forms. See following page for instructions.

Lost or Damaged Videocassettes and DVDs

In case of loss or theft, the borrower will be charged full replacement cost of the videocassette or DVD. Charges for damage will be determined by NSCLS Headquarters staff. Videocassettes and DVDs which need to be checked for quality or damages should be sent to NSCLS Headquarters with a note describing the problem or how the videocassette or DVD was damaged.

Extension of System Service to Outside Agencies

Staff time and budget constraints preclude the Library System from directly extending specialized service to other agencies and/or individuals. The System will honor requests for all available services channeled through all member public libraries as well as academic affiliates.

Audience Ratings

No self-imposed ratings are listed. The ratings are the latest from the distributor.

- G** General Audiences. All ages.
- NC-17** Restricted. No one under 17 admitted.
- PG** Parental Guidance Suggested. Some material may not be suitable for children.
- PG-13** Parents Strongly Cautioned. Some material may be inappropriate for children under 13.
- R** Restricted. Under 17 requires accompanying parent or adult guardian.

TV-Y7 Directed to Older Children. This program is designed for children age 7 and older.

X Restricted. No one under 17 admitted.

Video Initialisms

B&W Black and White
CC Closed Captioned
ND Not Dated
NR Not Rated
CC Close Captioned
OC Open Captioned

Instructions for Completing Request Form

Use the *NSCLS Videocassette/DVD Request Form* when requesting NSCLS videocassettes or DVDs. Patron may request a maximum of 4 videocassettes per library visit or as specified by the local library.

1. The form is in three parts. Send the WHITE and YELLOW copies to NSCLS Headquarters. Keep the PINK copy for your library's record that you have forwarded the request to NSCLS Hqdttrs. When the videocassette or DVD is shipped to your library, the WHITE copy will be taped to the videocassette or DVD to identify the request. NSCLS Headquarters will use the YELLOW copy as a circulation record. When the videocassette or DVD is returned to NSCLS Headquarters attach the appropriate WHITE forms to the case with masking tape. **PLEASE DO NOT USE SCOTCH TAPE.**
2. Patron should:
 - a. Type or print clearly your library's name on this line.
 - b. Type or print clearly your library's branch name on this line.
 - c. Record the date the form is completed in this space, as videocassettes and DVDs will be circulated on a first come, first served basis.
 - d. Type or print clearly the patron's: name, address and phone numbers on these lines.
 - e. Type or print clearly the title **exactly as it appears** in the videocassette/DVD catalog.
 - f. If you are requesting a DVD, please check the DVD box or write "DVD" next to the title. If you fail to mark "DVD", you will receive a videocassette if that title is available on video.
3. When a videocassette or DVD is returned to NSCLS Headquarters, scratch out the name of the Library (2a) and circle NSCLS Hqtrs. When returning DVDs, please ship in a padded envelope.

4. NSCLS Headquarters will write the copy number of the videocassette or DVD on this line.
5. When the videocassette or DVD is shipped, NSCLS Headquarters will note the shipping date as a matter of record in case the videocassette is lost in delivery.
6. When the videocassette or DVD is shipped, NSCLS Headquarters will also note the approximate due date for purposes of the circulation file at NSCLS Headquarters.