

Interlibrary Loan (ILL) Policy

Policy Owner	Bibliographic Services Team Leader
Issue Date	March 2008
Last Revised Date	September 2025
Next Review Date	September 2026

1. Purpose

The purpose of this policy is to provide the framework for the provision of interlibrary loans (ILLs) to City of Melbourne Libraries members and other library services.

2. Definitions

Interlibrary Loans (ILLs) means items which City of Melbourne Libraries obtains from other libraries for its members, or items which City of Melbourne Libraries lends to other libraries for their members.

Member means anyone who has fulfilled the requirements of membership of the Library and has a current membership card.

3. Policy Statement

3.1. General

City of Melbourne Libraries will endeavour to supply items by ILL from external libraries to library members if it does not own the item, and if it is an item unsuitable or unavailable for purchase in the required time. The availability of an ILL item is subject to the lending policy of the library which owns the item.

3.2. Eligibility

All members of City of Melbourne Libraries are eligible for the ILL service with the following exceptions:

- Members with overdue items on their record;
- Members with lost/damaged charges or lost ILLs on their record;
- Members who have previously failed to collect ILLs, unless the matter has been resolved to the satisfaction of City of Melbourne Libraries, including any payments due;
- Unverified or temporary members;
- eLibrary-members who only use the digital library;
- Internet only members whose membership does not permit borrowing.

3.3. Restrictions

A library member may have two ILLs in process at any one time. 'In process' includes items out on loan.

City of Melbourne Libraries will obtain and lend books, audiobooks, journal articles, DVDs and CDs on ILL. It will not obtain or lend games, toys, makerspace kits, Library of Things items, or reference items.

In general, City of Melbourne Libraries will obtain items for its members from Australian libraries. Similarly, City of Melbourne Libraries will only lend items to libraries within Australia. However, if a requested item is unique or in short supply the request should be raised with the library manager.

Some libraries place restrictions on items they lend on ILL. City of Melbourne Libraries will observe these restrictions.

City of Melbourne Libraries does not obtain ILLs from State Library Victoria as restrictions apply.

3.4. Charges

City of Melbourne Libraries will endeavour, in the first instance, to obtain ILL items from libraries which do not charge. If this is not possible, patrons will be contacted by City of Melbourne staff to discuss any associated charges before proceeding with the request. The charge also applies to items not picked up, and to items which borrowers have requested and then cancelled and which have been processed by the lending library. In such cases City of Melbourne Libraries has already incurred the charge.

Borrowers are required to pay for any lost or damaged ILLs. The library which owns the item determines these charges.

City of Melbourne Libraries will lend its items for free to public libraries who don't charge us, and other libraries by prior reciprocal arrangement. Libraries whom we do not have a reciprocal arrangement will be charged the standard ILRS fee (2025-26 fee is \$34.40).

3.5. **Loan Period and Renewals**

The loan period for ILLs to members of City of Melbourne Libraries is three or six weeks depending on the lending library's loan. The loan period for ILLs to other libraries is eight weeks, allowing for delivery.

One renewal of three weeks may be allowed, subject to approval from the lending library depending on availability. Renewal requests must be submitted at least five days prior to the current due date.

3.6. **Copyright**

ILLs obtained and lent by City of Melbourne Libraries are subject to Australian copyright law.

4. **Implementation**

This policy is effective from 1 September 2025.

5. **References**

ALIA Australian Interlibrary Resource Sharing Code

<https://read.alia.org.au/australian-interlibrary-resource-sharing-ilrs-code>