

Agreement for ILL SBN inter-library loan and document delivery services

This agreement must be compiled by the Library/Institution/Centre by selecting, whenever requested, the most suitable options for ensuring the best possible service to users, and mailed in duplicate to ICCU; in order to shorten the procedure, it can also be sent via fax to: 06 4959302 or e-mail address: ill@iccu.sbn.it.

Agreement for ILL SBN interlibrary loan and document delivery services

between the

Central Institute for the Union Catalogue of Italian Libraries and for Bibliographic Information

located in viale Castro Pretorio, 105 - 00185 Roma
tel. 06 4989510 – 0649210419 - 0649210418
fax: 06 4959302
e-mail: ill@iccu.sbn.it

and

the Library/Institute/Centre

.....
located in
tel.
fax:
e-mail:

The Central Institute for the Union Catalogue of Italian Libraries and for Bibliographic Information (abbreviated below as ICCU) makes available both to SBN and non-SBN libraries the ILL SBN service for interlibrary loan and document delivery, accessible 24/7 at : <http://prestito.iccu.sbn.it/ILLWeb/servlets/ILL/>

ICCU undertakes to:

- act as system manager;
- manage ILL SBN procedures and make any necessary software updates and modifications;
- organize periodical training courses, including long-distance training, to the staff of libraries undersigning the agreement.

**The Library/Institute/Centre.....
undertakes to:**

[] provide the interlibrary loan service, thus ensuring to all ILL SBN partners, in compliance with the copyright rules currently in force, the availability of the documents holded, either as temporary loan of the original or as supply of a copy thereof; it also undertakes to provide its users with the request service of interlibrary loan to other libraries taking part in in ILL SBN;

or

[] provide the interlibrary loan service as a requesting library only, thus ensuring the interlibrary

loan request service to other libraries taking part in ILL SBN to its users;
or

[] provide the inter-library loan service as a loaning library only, thus ensuring the availability of the documents held to other libraries taking part in ILL SBN, either as temporary loan of the original or as supply of a copy thereof;

- meeting the interlibrary loan requests from the participating libraries both via the postal service and other, previously agreed-upon systems;
- meeting, the requests for the supply of copies carried out by participating libraries on behalf of their users, in compliance with the copyright rules currently in force, and supplying these documents via the postal service, fax, or other, previously agreed-upon systems;
- performing a daily examination of the requests;
- answering, preferably within 48 hours, to all requests received, and undertaking to communicate promptly to ICCU (via email or the ILL/SBN discussion group) any suspending of the service due to holidays or other grounds;
- providing the documents requested within one week and for an adequate amount of time for their use;
- making its regulations public (specifying where: website, service charter, paper publications, etc.) along with the types of documents in its own holdings for which circulation is allowed, any existing constraints related to loaned documents and payment procedures;
- should charges be requested, make public the bank account details for bank transfers on its own behalf: name and IBAN of the Bank and/or name and number of the post office current account.

**The Director of the Library /
Institute /
Centre**

The Director of ICCU