Unlocking the Interlibrary Loan Code for the United States

Brian Miller (OSU) and Tina Baich (IUP)
ALA RUSA STARS Codes, Guidelines, & Technical Standards Committee

Great Lakes Resource Sharing Conference
June 9, 2016
Purpose

• To establish principles that facilitate the requesting of material by a library and the provision of loans or copies in response to those requests.

• To regulate the exchange of material between libraries in the United States.
3. Material Which Should Not be Applied for
(Practice will vary according to the nature of both applicant and lender.)
Current fiction; any book requested for a trivial purpose, or which is available in other libraries more readily accessible to the applicant; also, if applying to a public library, current publications that can readily be purchased and for which there is a natural demand in a public library.

10. Expenses in Connection With Loan
All expenses of carriage (both ways) and insurance, when effected, must be borne by the borrowing library.

12. Responsibility of Borrower
The borrowing library must assume complete responsibility for the safe-keeping and due return of all material borrowed.

13. General Provisions and Suggestions
Disregard of any of the foregoing rules, injury to books from use, careless packing, or detention of books beyond the time specified for the loan, will be considered good ground for declining to lend in future.

“The graduate student who has a thesis to prepare stands midway between these two extremes. It is often taken for granted that the needs of the graduate student should be met as a matter of course. But it would seem at least equally reasonable that the graduate student should choose his subject of study largely according to the means he has at hand. Not that he should be prevented from making use of an occasional inter-library loan, but that his choice of a subject ought not to be such as to involve securing a large part of his material from a distant library.
Interlibrary Loan Code for the United States


Download:
- ILL Code with Supplement (Printable PDF)
- ILL Request Form (Fillable PDF)

For more detailed information about the provisions of this code, please see the accompanying Explanatory Supplement.

Table of Contents:
- Introduction
- Definitions
- Purpose
- Scope
- Responsibilities of the Requesting Library
- Responsibilities of the Supplying Library

Introduction

The Reference and User Services Association, acting for the American Library Association in its adoption of this code, recognizes that the sharing of materials between libraries is a core library service and believes it to be in the public interest to encourage such an exchange.

In the interest of providing quality service, libraries have an obligation to obtain material to meet the informational needs of users when local resources do not meet those needs. Interlibrary loan (ILL), a mechanism for obtaining material, is essential to the vitality of all libraries.

http://www.ala.org/rusa/resources/guidelines/interlibrary
Structure

Requesting Library

Supplying Library
Interlibrary Loan Code for the United States Explanatory Supplement

For use with the Interlibrary Loan Code for the United States (2016)

Download:
- ILL Code with Supplement (Printable PDF)
- ILL Request Form (Fillable PDF)

Table of Contents

Introduction
- Definitions
- Purpose
- Scope
- Responsibilities of the Requesting Library
- Responsibilities of the Supplying Library

This Explanatory Supplement is intended to amplify specific sections of the Interlibrary Loan Code for the United States, providing fuller explanation and specific examples for text that is intentionally general and prescriptive. Topical headings refer to the equivalent sections in the Code. Libraries are expected to comply with the Code, using this Supplement as a source for general direction.

Introduction

The U.S. Interlibrary Loan Code, first published in 1917 and adopted by The American Library Association in 1919, is designed to provide a code of behavior for requesting and supplying material within the United States. This code is intended to be adopted voluntarily by U.S. libraries and is not enforced by an oversight body. However, as indicated below, supplying libraries may suspend service to requesting libraries that fail to comply with the provisions of this code.

http://www.ala.org/rusa/resources/guidelines/interlibraryloancode
Effectiveness of the national interlibrary loan system depends upon the voluntary participation of all libraries.
ILL Code provides guidance when no other individual, consortial, state, or regional agreement applies.

Sample ILL agreements:
Revising the ILL Code and Supplement

- Reviewed and updated every 7 years per ALA RUSA guidelines

- Revised by the Codes, Guidelines, & Technical Standards Committee of RUSA’s Sharing and Transforming Access to Resources Section (STARS)
Revising the ILL Code and Supplement

STARS Codes, Guidelines, & Tech Standards Committee (2015-2016)

• Brian Miller (Chair), The Ohio State University
• Tina Baich, Indiana University-Purdue University Indianapolis
• John Brunswick, Atlas Systems
• Nora Dethloff, University of Houston
• Margaret Ellingson, Emory University
• Sue Kaler, Massachusetts Library System
• Ryan Litsey, Texas Tech University
• Candice Townsend, Library of Congress

Also . . .

• Denise Forro, Michigan State University (2014-15)
Start of revision process:

- Planning begins (Jan 2014)
- Document markup begins (Aug 2014)
- 1st survey of ILL community (Oct 2014)
1st ILL Community Survey (October 2014)

• Our committee requested feedback regarding what revisions are needed to ILL Code and Supplement

• Survey sent to ILL-L, Workflowtoolkit-L, STARS-L

• Also distributed to the ALA Video Roundtable Community
October 2014 Survey Question

Q: What revisions, if any, would you like to propose to the ILL Code and its Supplement concerning:

• The Responsibilities of the Requesting Library?

• The Responsibilities of the Supplying Library?
A: Responsibilities of the Requesting Library

Top five themes (Code & Supplement) by survey respondents

- ILL items for single patron use
- Secure packaging, no staples
- Labels on borrowed materials
- Renewals
- CONTU guidelines vs. Fair Use
A: Responsibilities of the Supplying Library

Top five themes (Code & Supplement) by survey respondents

- Ship to correct location
- Renewals
- No fax or mail for copy requests
- Secure packaging
- Communication issues
October 2014 Survey Question

Q: Which definition of “due date’ do you prefer?

• Current definition:
  Due date = date item should be back at the **supplying library** (includes return shipping time)

• Previous definition:
  Due date = date item should be back at the **requesting library** (excludes shipping time)

• No preference
A: Majority prefer previous definition

Please indicate which definition of "due date" you prefer.

- Current definition: Due date = date item should be back at the supplying library, includes return shipping time: 41%
- Previous definition: Due date = date item should be back at the requesting library, excludes return shipping time: 54%
- No preference: 5%
Regarding DUE DATE . . .

Respondents wanting to **exclude** return shipping time:

a) Maximizes user time with item.
b) Difficult to predict shipping times which vary by library.
c) One due date for requesting library.
d) Grace periods common among supplying libraries.

Respondents wanting to **include** return shipping time:

a) Already encourages long loan periods with sufficient use and return time.
b) Overdue notices are sent from circulation system (not ILL system) on same schedule as for local patrons.

c) Not indicating when item due at supplying library “encourages laxness in ILL staff concerning returns.”
Revision Continues:

- **Markup continues** (Nov 2014–Apr 2015)
- **Initial draft submitted to STARS and RUSA** (June 2015)
- **Draft and 2nd survey sent to ILL community** (Sept-Nov 2015)
2nd ILL Community Survey (Sept-Nov 2015)

- Draft of changes shared with ILL community and feedback requested

- Survey sent to ILL-L, Workflowtoolkit-L, STARS-L
Fall 2015 Survey Feedback

• Feedback on redefined due date is overwhelmingly positive by almost 6-to-1 ratio.

• Criticism regarding purpose of ILL for an individual’s “relatively short term use”.

• Criticism of ILL for locally checked out items.

• Many grammatical/punctuation changes for clarity.
Revision Concludes:

Final edits made (Dec 2015)

RUSA and STARS approval (Jan 2016)
Complete Timeline:

- **Planning** begins (Jan 2014)
- **Document markup** begins (Aug 2014)
- **1st survey** of ILL community (Oct 2014)
- **Markup continues** (Nov 2014–Apr 2015)
- **RUSA and STARS approval** (Jan 2016)
- **Final edits** (Dec 2015)
- **Draft and 2nd survey** sent to ILL community (Sept-Nov 2015)
- **Draft** submitted to STARS and RUSA (June 2015)
What hasn’t changed?

and

What’s NEW?
Interlibrary Loan Code for the United States


Download ALA Interlibrary Loan Request Form (Fillable PDF).

The Interlibrary Loan Code below is accompanied by clarifying text from the Explanatory Supplement in the box insets. The supplementary material is intended to amplify specific sections of the official Code, providing fuller explanation and specific examples for text that is intentionally general and prescriptive. Libraries are expected to comply with the Code, using the Supplement as a source for general direction.

Introduction

The Reference and User Services Association, acting for the American Library Association in its adoption of this code, recognizes that the sharing of material between libraries is a core library service and believes it to be in the public interest to encourage such an exchange.

In the interest of providing quality service, libraries have an obligation to obtain material to meet the informational needs of users when local resources do not meet those needs. Interlibrary loan (ILL), a mechanism for obtaining material, is essential to the vitality of all libraries.

The effectiveness of the national interlibrary loan system depends upon participation of libraries of all types and sizes.

This code establishes principles that facilitate the requesting of material by a library and the provision of loans or copies in response to those requests.

From the Explanatory Supplement:
The U.S. Interlibrary Loan Code, first published in 1917 and adopted by The American Library Association in 1919, is designed to provide a code of behavior for requesting and supplying material within the United States. The code is intended to be adopted voluntarily by U.S. libraries and is not enforced by an oversight body. However, as indicated below, supplying libraries may suspend service to requesting libraries that fail to comply with the provisions of this code.

This interlibrary loan code describes the responsibilities of libraries to each other when requesting material for users.

2.0 Purpose

2.1 The purpose of interlibrary loan as defined by this code is to obtain, upon request of a library user, material not available in the user’s local library. Interlibrary loan is primarily intended to provide a requesting individual with a physical loan of a defined duration or a non-returnable copy or scan from another library.

From the Explanatory Supplement:
Interlibrary loan (ILL) is intended to complement rather than to substitute for good library collections built and managed to meet the routine needs of local library users. ILL is based on a tradition of sharing resources between various types and sizes of libraries and the belief that no library, regardless of its size or budget, is completely self-sufficient. When policy and circumstances warrant, interlibrary loan may also be used to obtain materials that are owned by the local library but which are not available because they are damaged, missing, or checked out. Though some libraries are not borrowers (borrow more than they lend) and others are not lenders (lend more than they borrow), the system of interlibrary loan rests on the belief that all libraries have something to contribute and should be willing to lend if they are willing to borrow.

3.0 Scope

3.1 This code regulates the exchange of material between libraries in the United States.

From the Explanatory Supplement:...
NEW Printable PDF containing Code and Supplement

http://www.ala.org/rusa/sites/ala.org.rusa/files/content/sections/stars/resources/ILL_Code_with_Supplement.pdf

Interlibrary Loan Code for the United States


Download:
ILL Code with Supplement (Printable PDF)
ILL Request Form (Fillable PDF)

For more detailed information about the provisions of this code, please see the accompanying Explanatory Supplement.

Table of Contents:

Introduction
Definitions
Purpose
Scope
Responsibilities of the Requesting Library
Responsibilities of the Supplying Library

Introduction
Purpose of Interlibrary Loan

• To obtain materials not available in a user’s local library

• **NEW (Code):** Primarily intended to provide a requesting individual with:
  
  • A physical loan of a defined duration, or
  
  • A non-returnable copy or scan

• **NEW (Suppl):** ILL may be used if local copy missing, damaged, or checked out when policy and circumstances warrant
Scope of ILL Code and Supplement

• Regulates exchange of material in the United States when no other agreement applies

• **NEW:** ILL with libraries in other countries is encouraged.
  • Governed by IFLA rather than the U.S. ILL Code.
  • *International Resource Sharing and Document Delivery: Principles and Guidelines for procedure*
Responsibilities of the Requesting Library
What hasn’t changed for Requesting Libraries in both ILL Code and Supplement

4.1 Make available a borrowing policy to your local users.
4.2 Ensure confidentiality of your user.
4.3 Provide a complete bibliographic citation when possible to supplying libraries.
4.5 Identify appropriate suppliers.
4.6 Unverified requests are OK to libraries likely to own.
4.7 Transmit requests electronically.
4.9 Assume responsibility for items borrowed.
4.11 Assume responsibility for user-initiated transactions.
4.12 Honor due date and usage restrictions.
4.14 Respond immediately to recalls.
4.15 Package to prevent damage/loss and comply with shipping instructions.
4.16 Breaches to Code may result in service suspension.
What’s **NEW** for **Requesting Libraries**?

4.1 (Suppl) Requesting libraries **no longer required to have** paper copy of borrowing policy at service desks.
What’s NEW for Requesting Libraries?

4.2 (Suppl) Discourages sharing of names with supplying library.
What’s **NEW** for Requesting Libraries?

4.4 (Code/Suppl) Requesting library must **specify any special requirements** (e.g. format, shipping address, special use).
What’s **NEW** for Requesting Libraries?

4.8 (Code/Suppl) Requesting library must **comply** with Copyright Law and be **aware** of related guidelines (e.g. CONTU).
What’s **NEW** for Requesting Libraries?

4.9 (Suppl) *Never affix adhesive labels or tape* to items borrowed.
What’s **NEW** for Requesting Libraries?

4.10 (Code/Suppl) **Pay promptly** any service, replacement, damage fees.
What’s **NEW** for Requesting Libraries?

4.12 (Code/Suppl) **Due date** is date material due to be checked in at requesting library for return to supplying library.
What’s **NEW** for Requesting Libraries?

4.13 (Code) Request a **renewal** before due date whenever possible.
What’s **NEW** for Requesting Libraries?

4.15 (Suppl) **Staples** are strongly discouraged.
What’s **NEW** for Requesting Libraries?

- Reference **retained** to *Guidelines for Interlibrary and Exhibition Loan of Special Collections Materials*
  - Supplement sections: 3.1, 4.15, 5.4
  - [http://www.ala.org/acrl/standards/specialcollections](http://www.ala.org/acrl/standards/specialcollections)

- References **removed** to outdated and retired guidelines for magnetic tape, microforms, A/Vs.
Responsibilities of the Supplying Library
What hasn’t changed for **Supplying Libraries**

in both ILL Code and Supplement

5.1 Have a lending policy with contact info and a service schedule.
5.2 Ensure confidentiality of library user.
5.4 Lend as liberally as possible.
5.5 Process requests in a timely manner and state reason if unable to fill.
5.6 Send sufficient info to identify request when filling or communicating about a request.
5.8 Ship by fastest method possible, package to prevent loss/damage, and include a return address.
5.9 Respond promptly to renewal requests.
5.10 Loaned items may be recalled at any time.
5.11 Deliver copies electronically.
5.12 Supplier may suspend service for breaches to Code.
What's **NEW** for Suppling Libraries?

5.1 (Suppl) **Generous loan periods** are encouraged.
What’s **NEW** for Supplying Libraries?

5.3 (Code/Suppl) Encourages request fulfillment without **fees**. But if necessary, make available a fee schedule and bill promptly.
What’s **NEW** for Supplying Libraries?

5.4 (Code) Consider filling regardless of **format** or **collection** where housed.
What’s **NEW** for Supplying Libraries?

5.4 (Suppl) Work with those negotiating **licenses** to include favorable ILL terms.

---

**STANDARD LICENSE AGREEMENT**

**PUBLISHER**

AND

**MY LIBRARY**

(Note: Information that will often vary from case to case is in brackets)

This License Agreement (this "Agreement") is made effective as of [Effective Date] between [Publisher], [Address of Publisher], City of Publisher, State of Publisher, County of Publisher, Postal Code of Publisher ("Licensor") and [Library], a nonprofit academic institution, with its principal offices at [Institution Name] ("Licensee").

In consideration of the mutual promises contained herein and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

**1. CONTENT OF LICENSED MATERIALS COMPANY OF LICENSE**

The materials that are the subject of this Agreement shall consist of electronic information published by [Publisher] (hereinafter referred to as the "Licensed Materials").

Licensor and any Authorized Users acknowledge that the copyright and other intellectual property rights associated with the Licensed Materials are owned by Licensor. Neither Licensor nor any Authorized Users shall have any interest in the Licensed Materials except as expressly set forth in this Agreement.

Licensee has been granted the license, non-transferable, non-exclusive, worldwide, perpetual right to the Licensed Materials and to provide the Licensed Materials to Authorized Users in accordance with this Agreement.

**2. DELIVERY OF LICENSED MATERIALS TO LICENSEES**

Licensor will provide the Licensed Materials to the Licensee in the following manner:

- [Licensee]
- [Location of Licensee]
- [Licensee Access]

The Licensed Materials will be stored in a secure location and distributed to Authorized Users.

---

**RUSA**

Reference and User Services Association
What’s **NEW** for Supplying Libraries?

5.4 (Suppl) Consult with requesting library before turning copy request into loan.
What’s **NEW** for Supplying Libraries?

5.5 (Suppl) Negotiate any **special loan terms**, **use restrictions**, or **shipping requirements** before updating due date with item. Include instructions and item.
What’s **NEW** for Supplying Libraries?

5.7 (Code/Suppl) **Due date** is date material due to be checked in at requesting library for return to supplying library. Implement a **grace period** before sending overdue notices.
What’s **NEW** for Supplying Libraries?

5.11 (Suppl)  Comply with **Copyright** Law and licenses.
What’s **NEW** for Supplying Libraries?

5.11 (Suppl) **Copies should closely reproduce the original** in appearance, legibility, and completeness with attention paid to image color, clarity, margins, page orientation, and accompanying references, plates, or appendices.
ALA ILL Request Form
### ALA Interlibrary Loan Request Form 2002

<table>
<thead>
<tr>
<th>Field</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request date</td>
<td></td>
</tr>
<tr>
<td>Need before</td>
<td></td>
</tr>
<tr>
<td>Request number</td>
<td></td>
</tr>
<tr>
<td>Client information</td>
<td></td>
</tr>
<tr>
<td>Borrowing library name and address</td>
<td></td>
</tr>
<tr>
<td>Citation Information</td>
<td></td>
</tr>
<tr>
<td>Book author</td>
<td></td>
</tr>
<tr>
<td>Book title</td>
<td></td>
</tr>
<tr>
<td>Publisher</td>
<td></td>
</tr>
<tr>
<td>Place</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Series</td>
<td></td>
</tr>
<tr>
<td>This edition only</td>
<td></td>
</tr>
<tr>
<td>ISBN</td>
<td></td>
</tr>
<tr>
<td>Serial title</td>
<td></td>
</tr>
<tr>
<td>Volume / issue</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Pages</td>
<td></td>
</tr>
<tr>
<td>Author of article</td>
<td></td>
</tr>
<tr>
<td>Date of publication</td>
<td></td>
</tr>
<tr>
<td>Other bibliographic number</td>
<td></td>
</tr>
<tr>
<td>Lending library name and address</td>
<td></td>
</tr>
<tr>
<td>Lending library phone</td>
<td></td>
</tr>
<tr>
<td>Lending library fax</td>
<td></td>
</tr>
<tr>
<td>Lending library email</td>
<td></td>
</tr>
<tr>
<td>Lending library electronic delivery address</td>
<td></td>
</tr>
<tr>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>Request complies with</td>
<td></td>
</tr>
<tr>
<td>[ ] 108(g)(2) Guidelines (CCG)</td>
<td></td>
</tr>
<tr>
<td>[ ] other provision of copyright law (CCL)</td>
<td></td>
</tr>
<tr>
<td>Authorization</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Electronic delivery address</td>
<td></td>
</tr>
<tr>
<td>Estimate for</td>
<td></td>
</tr>
<tr>
<td>Loan</td>
<td></td>
</tr>
<tr>
<td>Copy</td>
<td></td>
</tr>
<tr>
<td>Microfilm</td>
<td></td>
</tr>
<tr>
<td>Microfiche</td>
<td></td>
</tr>
<tr>
<td>Borrowing library report</td>
<td></td>
</tr>
<tr>
<td>Date Received</td>
<td></td>
</tr>
<tr>
<td>Date Returned</td>
<td></td>
</tr>
<tr>
<td>Returned via</td>
<td></td>
</tr>
<tr>
<td>Insured for</td>
<td></td>
</tr>
<tr>
<td>Payment Enclosed</td>
<td></td>
</tr>
<tr>
<td>Renewals</td>
<td></td>
</tr>
<tr>
<td>Date Requested</td>
<td></td>
</tr>
<tr>
<td>New Due Date</td>
<td></td>
</tr>
<tr>
<td>Renewal Denied</td>
<td></td>
</tr>
</tbody>
</table>
New ALA ILL Request Form (Fillable PDF)

http://www.ala.org/rusa/sites/ala.org.rusa/files/content/sections/stars/resources/ALA_ILL_Request_Form.pdf

<table>
<thead>
<tr>
<th>ALA Interlibrary Loan Request Form</th>
<th>For Use by Supplying Library</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Request Date:</strong></td>
<td><strong>Max cost:</strong> $</td>
</tr>
<tr>
<td><strong>Request Number:</strong></td>
<td><strong>Need by:</strong></td>
</tr>
<tr>
<td><strong>Requesting Library Name and Address:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>E-Mail:</strong></td>
<td><strong>Phone:</strong></td>
</tr>
<tr>
<td><strong>Request for:</strong></td>
<td><strong>Loan:</strong> title, author.</td>
</tr>
<tr>
<td><strong>Year/Edition</strong></td>
<td><strong>Volume</strong></td>
</tr>
<tr>
<td><strong>Request complies with:</strong></td>
<td><strong>108 (g) (2) Guidelines (CCG)</strong></td>
</tr>
<tr>
<td><strong>Supplying Library Name and Address:</strong></td>
<td><strong>Notes:</strong></td>
</tr>
<tr>
<td><strong>E-Mail:</strong></td>
<td><strong>Phone:</strong></td>
</tr>
<tr>
<td><strong>Date Shipped:</strong></td>
<td><strong>Shipped via:</strong></td>
</tr>
<tr>
<td><strong>Due Date:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Cost:</strong></td>
<td>$</td>
</tr>
<tr>
<td><strong>Restrictions:</strong></td>
<td><strong>Library Use Only</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Copying not permitted</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Return insured for:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Packing/shipping requirements:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Other:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Not supplied due to:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Renewals</strong></td>
<td><strong>Date Requested:</strong></td>
</tr>
<tr>
<td><strong>New Due Date:</strong></td>
<td></td>
</tr>
</tbody>
</table>
Photo credits

“Desk with key” by Brian Miller (slide 1)

“Built-Rite United States Map Puzzle” by Tom (slide 2) is licensed under CC BY 2.0


“Library Police” by Michael Sauers (slide 4) is licensed under CC BY-NC 2.0

“IUPUI Library” by Tom Haymes (slides 6 and 28) is licensed under CC-BY-NC-SA 2.0

“Thompson Library” by cp_thornton (slides 6 and 40) is licensed under CC BY-NC-SA 2.0

“Student” by CollegeDegrees360 (slide 9) is licensed under CC BY-SA 2.0

“Applause” by Scott Schiller (slide 10) is licensed under CC BY-NC 2.0

“tick” by yarranz (slide 12) is licensed by FreelImages.com Content License

“1959 U.S. Flag with 49 Stars” by Rob Weir (slide 13) is licensed under CC BY-NC 2.0

“Gator Staple Remover...” by Wicker Paradise (slide 14) is licensed under CC BY 2.0

“Elvis Return to Sender” by Herbert Maruska (slide 15) is licensed under CC BY-NC 2.0
More photo credits

“Feedback” by SumAll (slide 20) is licensed under CC BY-NC-ND 2.0
“Who-Wants-Change-Crowd-Change-Management-Yellow-Portrait” by Alan O’Rourke (slide 24) is licensed under CC BY 2.0
“Interlibrary Loan – busy!” by Kennedy Library (slide 26) is licensed under CC BY-NC 2.0
“Air Mail Labels” by wackystuff (slide 27) is licensed under CC BY-NC 2.0
“stack” by hobvlas sudonelghm (slide 30) is licensed under CC BY 2.0
“Please!” by Josh Hallett (slide 31) is licensed under CC BY 2.0
“COMMUNICATION” by Austin Kleon (slide 32) is licensed under CC BY-NC-ND 2.0
“Copyright reasons” by gaelx (slide 33) is licensed under CC BY-SA 2.0
“Taped label” by Brian Miller (slide 34)
“Ripped package” by Brian Miller (slide 35)
“Due Date” by GotCredit (slide 36) is licensed under CC BY 2.0
“Renewing” by Thomas Hawk (slide 37) is licensed under CC BY-NC 2.0
Even more photo credits

"A Tribute to Milton" by JD Hancock (slide 38) is licensed under CC BY 2.0
"Relics" by Ryan Hyde (slide 39) is licensed under CC BY-SA 2.0
“Calendar” by Dafne Cholet (slide 42) is licensed under CC BY 2.0
“Homer Inc. Invoice” by Burns Library, Boston College (slide 43) is licensed under CC BY-NC-ND 2.0
“Cherry Creek Library: DVDs” by Clare McBride (slide 44) is licensed under CC BY-ND 2.0
“ASK” by Anne Thornlley (slide 46) is licensed under CC BY 2.0
“Instructions” by Stef (slide 47) is licensed under CC BY-NC-ND 2.0
“Grace Period” by Simon Cunningham (slide 48) is licensed under CC BY 2.0
“Copyright Symbol – White Background” by David Wees (slide 49) is licensed under CC BY 2.0
“Graphs” (slide 50) by Brian Miller
“3/366: "There are years that ask questions and years that answer." ~ Zora Neale Hurston ~” by theunquietlibrarian (slide 53) is licensed under CC BY-NC 2.0
Brian Miller
Head, Interlibrary Services
Ohio State University Libraries
miller.2507@osu.edu; 614-688-8456

Tina Baich
Head, Resource Sharing & Delivery Services
IUPUI University Library
cbaich@iupui.edu; 317-274-0470