

AUSTRALIAN INTERLIBRARY RESOURCE SHARING (ILRS) CODE

Best Practice Guidelines

About

The Interlibrary Resource Sharing (ILRS) Code sets out best practice standards for Australian libraries providing Resource sharing services. It is designed to benefit Australian libraries and their users by providing greater predictability, consistency, and flexibility in obtaining materials.

The ILRS Code works with the Best Practice Guidelines to support a multi-faceted approach to resource sharing based on reciprocity, cooperation and fairness between libraries, respect for the moral and intellectual rights of creators and publishers, and compliance with legal and contractual obligations.

The ILRS Code has been endorsed by the Australian Library Peak bodies including Australian Library and Information Association (ALIA), National and State Libraries Australasia (NSLA), the Council of Australian University Librarians (CAUL) and the National Library of Australia.

In supporting the ILRS Code, Australian libraries recognise that resource sharing is important in meeting the needs of library users but that it should not be a substitute for the purchase of library materials to meet the primary needs of its users. The purpose of resource sharing is to obtain those materials that a library cannot purchase because they fall outside the scope of the library's collection development policy or are otherwise not available, such as the material being out of print.

Scope

Although the ILRS Code is voluntary, all libraries participating in resource sharing are encouraged to operate under the principles and implement the service level standards specified to ensure an efficient and effective system.

Libraries are encouraged to offer all three service levels (Core, Rush and Express) where possible. To be code compliant, a service must offer Core Service at a minimum. Core and Rush levels must both be provided before offering the higher Express level.

Recommended prices for each service level are provided in Schedule 1. These prices represent the maximum prices that should be charged for the service level. In applying charges libraries should only seek to recover costs and should alert other libraries where costs exceed the ILRS Code recommended prices. When a supplying library fails to meet the turnaround time, the charge should be dropped to the service level delivered.

Principles

Libraries participating under this ILRS Code agree to observe the following principles:

Both requesting and supplying libraries assume responsibility for:

1. Complying with the service-level standards.
2. Maintaining their ILRS directory entry including (as appropriate):
 - a. publishing their resource sharing policy
 - b. listing the service levels supported

- c. listing all charges; and
 - d. ensuring contact details are correct.
- 3. Processing requests promptly, improving services and reviewing processes following best practice under each service level standard.
- 4. Maintaining their holdings by:
 - a. recording up-to-date holdings including holdings of electronic resources
 - b. ensuring where possible availability for resource sharing (insofar as contractual agreements permit).
- 5. Ensuring that, if the Australian National Bibliographic Database (ANBD) is used to identify holdings for requests, where possible holdings are made available and up to date.
- 6. Complying with obligations under the Copyright Act.
- 7. Ensuring the confidentiality of the requesting patron is respected.
- 8. Undertaking regular housekeeping and completing processes such as received, check-in, returned.

Requesting library assumes responsibility for:

- 1. Complying with the policies and any special provisions on the use of material specified by supplying libraries, as published in their ILRS Directory entry.
- 2. Providing the most complete bibliographic details and call numbers of the supplying library possible.
- 3. Checking holdings, availability, acceptable formats and licence permissions as much as possible before sending the request
- 4. Ensuring requests comply with the Copyright Act (including unmediated requests).
- 5. Where the requesting library allows unmediated requesting by its users:
 - a. authenticating and authorising users
 - b. ensuring delivery details are accurate
- 6. Paying all authorised charges imposed by the supplying library including express delivery.
- 7. Paying postage or freight costs associated with returning borrowed items to the lending library.
- 8. Ensuring the safety of borrowed material, and payment for the loss or damage of material whilst at the requesting library or in transit back to the supplying library.
- 9. Ensuring borrowers know the date for the return of loans, honouring the due date and, where lending libraries permit renewal, placing the renewal before the due date.

Supplying library assumes responsibility for:

- 1. Considering all requests for material regardless of format, i.e. to avoid blanket restrictions where possible; however, the decision to supply materials is at the discretion of the supplying library and subject to any licensing conditions that may apply.
- 2. Supplying an item within the turnaround time of the service level requested and, if unable to supply, advising the requesting library promptly.
- 3. Supplying the item requested and confirming details with the requesting library if your holdings do not exactly match the requested material and format.
- 4. Where a copy is requested, supplying the best copy possible in accordance with efficient work processes, and notifying the requesting library if a quality copy is not available.

5. If the material cannot be supplied, adding a reason for non-supply where possible; for example, “not found as cited” or “request appears to breach provisions of the Copyright Act.”
6. Offering a range of efficient payment methods where possible, such as automated payment services through Trove Partner Resource Sharing (TPRS) and other similar services, electronic funds transfer (EFT) or credit card.
7. Providing a loan period of 4 weeks minimum; however, a longer period is preferred to allow for transit between libraries.
8. Ensuring the material is addressed correctly when sending to the requesting library.
9. Replacing or repairing material damaged or lost in transit to the requesting library.

Definitions

Supplier turnaround time	The time between when a supplying library receives a request to when the supplying library dispatches the item, communicates with the requesting library or indicates it cannot supply the item.
Library	(a) a library all or part of whose collection is accessible to members of the public directly or through interlibrary loans; or (b) a library whose principal purpose is to provide library services for members of a Parliament; or (c) an archives all or part of whose collection is accessible to members of the public. <i>Copyright Act 1968 (Cth) s.50(10),</i> http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/s50.html
Working day	9.00am to 5.00pm Monday to Friday, excluding public holidays. Always check ILRS directory entries for the operating hours if time is critical.
Recommended prices	Recommended prices show the subtotal exclusive of GST, GST amount, and GST inclusive total charge.
Default delivery modes	To be used when the requesting library has not specified a delivery method.
Best copy possible	The copy is the highest possible quality for readability by the user, obtainable within efficient work processes.

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