



Interlibrary and Document Delivery Agreement
Among the
**Medical Libraries in the Eastern Mediterranean
Region of the World Health Organization**

This document is a voluntary agreement among the Medical Libraries in WHO/EMR in terms of Interlibrary Loan exchange. Parties of this agreement shall be willing to cooperate among each other and exchange journal articles, (Document Delivery) and monographs in different formats where and when needed.

I. Definition

Interlibrary Document Delivery (**ILDD**) is the process by which a library makes its materials or copies of these materials available to the clientele of another library upon request, taking into consideration not to violate the Copyright Law.

It is the process of borrowing & lending materials among Medical Libraries in the WHO/EMR. The process has two functions: borrowing and lending.

II. Purpose

In pursue of the WHO Regional Office's objective of building the Eastern Mediterranean Regional Virtual Health Sciences Library, exercise is to promote sharing of resources between medical libraries by providing the requesting libraries with materials that are not available in their collection.

Medical Libraries in the Region, in all sizes, should share their resources in order to cover the broadest range of user's needs, and intercommunicate among each other to avoid unnecessary duplication of materials and to facilitate the delivery of health information in order to improve the quality of health care in the region.

III. Scope

- A. Under the terms of this agreement, the materials of partner libraries can be requested, and all these libraries are encouraged to supply photocopies of Journal articles and chapters of monographs when requested.
- B. Libraries signing this agreement must be willing to supply the requested materials.

IV. Responsibilities of the Requesting Library

- A. Interlibrary Document Delivery should serve as an adjunct to, not as a substitute to collection development. No library should depend upon another to supply the recurring needs of its clients.
- B. Requesting library is responsible for compliance with the Copyright Law.

- C. Requesting libraries should exhaust all available local resources before initiating interlibrary loan requests.
- D. Requesting libraries should identify the libraries that own the requested materials before sending their requests, using the union list of holdings <http://www.emro.who.int/Medical/MedLibJournals.htm>.
- E. Requesting library should attempt to spread their borrowing requests to a broad number of libraries.
- F. Requested items should be described completely and accurately. Regardless of means of transmission, requests should be identified with standard bibliographic format.
- G. The libraries must use electronic transmission. Speedy response is encouraged.
- H. Requests shall be sent by participating libraries. Individual and user requests will be ignored.

V. Responsibilities of the Supplying Library

- A. The supplying library should establish and maintain an interlibrary loan policy, make it available on paper and / or electronic format and provide it upon request. One staff member should be identified as a contact person. It is expected that photocopies will not exceed 50 pages/week in most cases for each library.
- B. Each library should submit an annually revised list of journal holdings to the union list maintainer.
- C. The supplying library should process requests within the timeline established by the electronic network. Requests not transmitted electronically should be handled in a similar frame.
- D. The supplying library should include a copy of the original request, or information sufficient to identify the request, with each item. (Stamp & date received might be helpful.)
- E. Requests must include the signature of the authorizing contact person, in addition to LIBID # (The BL list of coded replies can be used when the item is not available.)
- F. The supplying library should notify the requesting library promptly when unable to fill a request, and if possible, state the reason why the request cannot be filled.
- G. The supplying library may suspend services to any requesting library that fails to comply with the provisions of this agreement.
- H. Libraries with overdue items may have their borrowing privileges suspended.
- I. The supplying library should maintain statistics of the number of requests (incoming/outgoing), date, etc.

VI. Expenses

Libraries shall not charge each other for:

- Fees for handling interlibrary loan requests;
- Postage or any other transmission charges;
- Photocopies.

VII. Urgent Requests

- A. Urgent requests are those in which:
 - The requesting library designates the request as urgent;
 - The requesting library receives delivery of the item within 24 hours;
- B. The supplying library may, by its policy, choose not to offer services for urgent requests;
- C. Libraries are encouraged to send requests by e-mail and provide photocopies of materials by e-mail using the Internet as much as possible,

VIII. Violation of the Agreement

The requesting and supplying libraries are responsible for compliance with the provisions of this agreement. Continued violations may result in suspension of this agreement privileges.

**IX. Withdrawal from the EMR Medical Libraries
Interlibrary Document Delivery Agreement.**

If the participating library wishes to withdraw from this agreement, as statement in writing to that effect should be submitted to Regional Advisor, Health Information Management at the WHO Regional Office or to SLA-Gulf Chapter Roundtable Chairperson within 30 days.

Signed by.....Signature.....Date.....

On behalf of(name of institution).

Address.....

