



Changes to Lending and Inter-library Loans Policies

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Background

We will move to a new library management system in April 2019 and have taken this opportunity to review our lending and inter-library loans policies. We have used the same policies for a long time, they are complex, don't maximise access to books as well as they could, and are out of step with many competitor institutions. We know from your feedback that you cannot always access the right book at the right time.

Based on a combination of academic and student feedback in recent years, experience from other libraries and our professional expertise we are making changes to maximise easy and timely access to resources for all University members to support your teaching, learning and research. These changes have been agreed by the Integrated Scholarly Information Project Board, University of Nottingham Libraries Senior Management Team, Teaching and Learning Committee and Students' Union.

1. We will move to flexible loan periods that automatically adjust to demand.

Rather than use fixed loans periods (short loan and ordinary loan) we are moving to flexible loans which automatically adjust how long you can borrow the book for based on current demand. Books will normally issue for one week, unless there is a queue for the title in which case they will issue for two days.

2. We will move to auto-renewals, where a book will automatically renew each week unless someone else requests it.

This prevents items going overdue and library privileges being withdrawn for no valid reason.

3. Fines will only be charged on overdue books if someone else is waiting for them.

Moving to auto-renewals means we will no longer fine where books are overdue but not needed by someone else, but where others have been disadvantaged by a late return we do think fines are

justified. Following a student survey in November 2019 we will raise the fine rate to £1 per day with the maximum fine per book remaining at £10.

4. Where there are multiple copies of the same book, reservations will be made at title level rather than you having to choose which copy to reserve.

Feedback from student focus groups and library staff tells us that students are often reluctant to make reservations, and the current system can be complicated to understand and get the best from. This will be a lot simpler and will ensure that the copy that was borrowed first will be recalled first.

5. Pick-up time for reserved books is reduced to two days for full-time academic staff and students

Many books sit on the reserved shelf for several days before being picked up, or in many cases are not picked up at all. This can add a lot of wasted time for others in the queue, and reducing the time for full-timers seems reasonable, particularly as you can nominate the most convenient library for pick up. The reduced pick-up time is also in line with the two day loan period for high demand items, keeping circulation moving as promptly as we can. Pick up time for reserved books remains at seven days for part-time academic staff and students.

6. There is no change to the number of books that can be borrowed, which remains at 60 items for the vast majority of University members.

The borrowing limit was increased two years ago and has been welcomed by the small minority who wanted to borrow a lot of items at once. There have been no requests to increase it further.

7. From 1 August 2019 inter-library loan (ILL) requests within quota are free.

We have charged £1 per request within quota for many years but the system is administratively cumbersome and does not integrate well with our automated request and delivery system. Offering free ILLs should have a very positive impact for individuals, schools/departments and library staff. Under the new policy, up to three renewals are free of charge and if there is still interest in the item then a recommendation for purchase is made. Inter-library loan quotas remain the same.

8. ILL requests over the normal quota will be charged at an increased cost that more realistically reflects the British Library rate, £10 each for 2019/20.

The vast majority who use the ILLs service do so well within their annual quota and a small increase can sometimes be agreed for specific needs. However, where larger numbers are required, usually 20+ for specific research projects and systematic reviews, we feel a more realistic charge is appropriate that reflects the British Library cost. This charge will be reviewed annually.