The Florida Library Information Network

The FLIN Manual

Florida Department of State
Division of Library and Information Services
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Introduction

What is FLIN?

The Florida Library Information Network (FLIN) is a statewide cooperative network for interlibrary loan (ILL) and resource sharing. FLIN was established in 1968 so that all Florida residents could have access to information and materials held in Florida's libraries. FLIN is only one part of the Florida Library Network.

The Role of the Division of Library and Information Services:

The Division of Library and Information Services (DLIS) develops policies that guide the activities of FLIN, and serves as network administrator. DLIS shares responsibility for coordination and administration of the network with the multitype library cooperatives.

Policies, Protocols and Procedures:

FLIN is administered through policies, protocols and procedures, which govern activities and services pertaining to ILL and resource sharing within Florida. FLIN policies, protocols, and procedures define the roles and responsibilities of borrowing and lending between libraries and agencies. Information pertaining to policies, protocols and procedures can be found within this manual..

FLIN policies, protocols and procedures conform to the *Interlibrary Loan Code for the United States*, approved by the Reference and User Services Association, American Library Association, February 8, 1994; revised 2001.

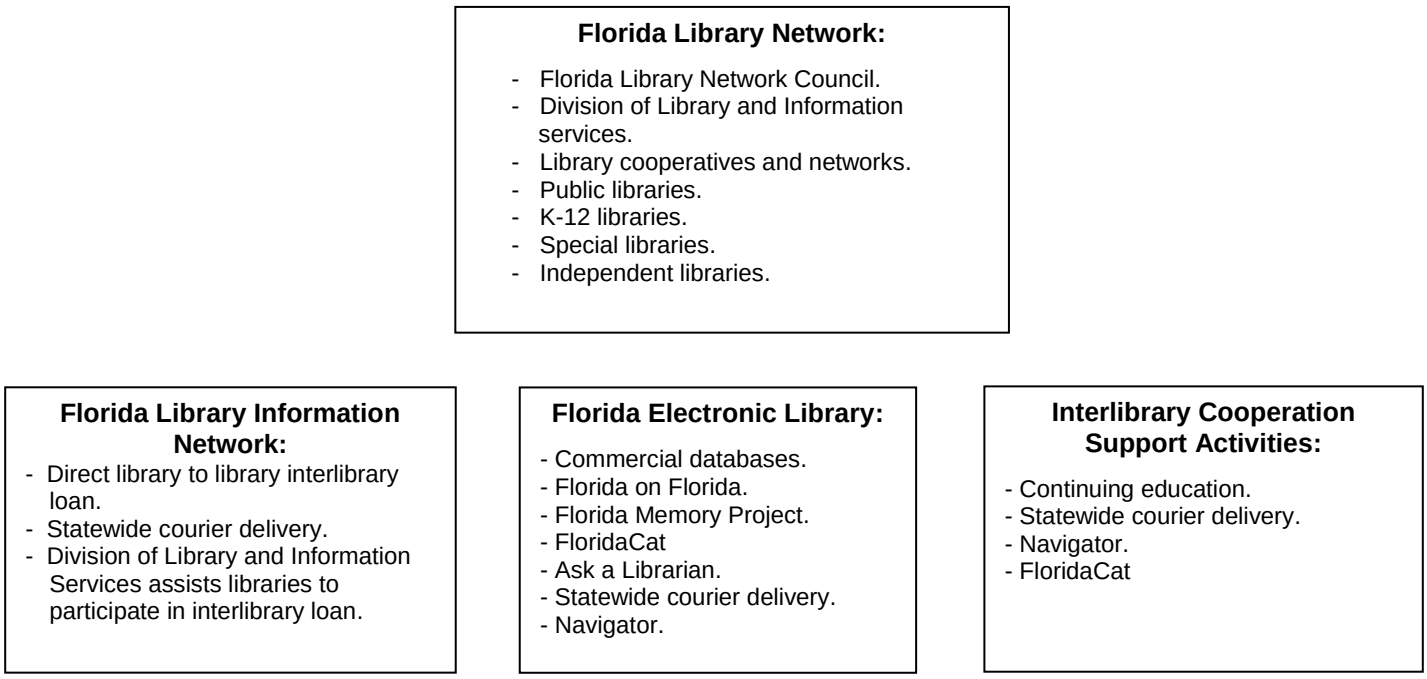
Resource Sharing Environment:

FLIN is based on the use of the Online Computer Library Center (OCLC), an international database of library holdings and its associated telecommunications infrastructure. OCLC is the major system supporting FLIN. However, the development of shared integrated library systems, the Z39.50 standard, and the Internet, have created additional possibilities for interlibrary cooperation and the exchange of bibliographic data.

Chapter One: The Florida Library Network

The Florida Library Network:

The Florida Library Network is an umbrella structure representing all types of libraries. It includes the Florida Library Network Council (FLNC); the DLIS; the multitype library cooperatives; existing academic networks, such as Florida Virtual Campus; and individual libraries. The following diagram shows key components of the Network:



DLIS is the administrative host for the FLNC. It is responsible for the development and coordination of library networking, and the provision of advice and consultation to support such activities.

The Florida Library Network Council:

FLNC provides advice to DLIS on the development of policies and issues related to statewide networking. This council includes representatives from all types and sizes of libraries throughout Florida: the multitype library cooperatives, the Florida Virtual Campus and the Division of Library and Information Services.

Participation:

Participation in FLIN includes libraries in the state that choose to loan and borrow materials from other libraries. The more libraries that participate, the more effectively and efficiently the network works, and the more benefits accrue to both Florida libraries and all Florida residents. Participants agree to freely share their materials, and to place their holdings in the statewide database.

Chapter Two: Resource Sharing Philosophy and Policies of the Florida Library Information Network

Library Networking: A Common Vision:

The following statement is taken from the Library of Congress Network Advisory Committee's, *Library Networking: Statement of a Common Vision*.

> "Our common vision of networking is an environment in which libraries can provide each individual in the United States with equal opportunity of access to resources that will satisfy their and society's information needs and interests. All users should have access on a timely basis to the information they require without being faced with costs beyond their own or society's means.
>
> To realize this vision, there must be technical and intellectual sharing of resources between the public and private sectors; local, state, and federal governments must fulfill their various responsibilities to individuals and society; and the diverse missions of the several types of libraries must be accommodated. As this vision becomes a reality, there will emerge a diverse but coordinated structure of networks rather than a monolithic one. Active research, rapidly developing technology, collaborative leadership, common standards, and shared communications will provide means by which the system will be further shaped as an interlocking series of local, state, regional, national, and international relationships that are capable of serving the nation's information needs."

Freely Shared Resources:

A primary goal of FLIN is to enable the free sharing of resources among the libraries of Florida in order to provide full access for citizens. . Free access to information contributes to the quality of life and promotes the economic, social and educational development of all segments of the population.

Responsibility to Primary Clientele:

Every library has a responsibility to provide for the needs of patrons in its service area. Local patrons should be considered before extending service to others. However, to provide service to its own clientele, the library has the obligation to reach beyond its own resources to obtain information and materials that are not in its collections, regardless of format. The *Interlibrary Loan Code for the United States* affirms that, "the sharing of material between libraries is an integral element in the provision of library service, and believes it to be in the public interest to encourage such an exchange." Florida libraries should establish and maintain an interlibrary loan policy for borrowers and make it easily available to patrons.

The mission to serve a library's primary clientele may have multiple facets and be broadly defined. For example, the State supported university and college libraries have as their primary responsibility the provision of service to support the curriculum and research of their students and faculty. As an added duty, these publicly supported institutions expect to contribute to the intellectual, economic and social well-being of the community and the state.

Mutual Benefit and Reciprocity:

In order to best satisfy the needs of individual clientele, libraries must rely upon each other to willingly share resources, materials and information. Materials are shared among libraries in many ways, including informal and structured arrangements.

Participation in resource sharing is part of the library's social responsibility, and does not necessitate compensation because there are benefits to both the lending and borrowing library.

Formal Agreements:

To participate in FLIN, libraries are required to sign formal resource sharing agreements with DLIS. This manual guides the use of the privileges available through FLIN.

Roles and Responsibilities of DLIS and FLIN;

DLIS is the administrative host for the Florida Library Network and FLIN. It has the primary responsibility for the development and coordination of library networking activities, as well as providing advice and consultation.

DLIS' activities in managing FLIN include the following:

- Facilitate the development and acceptance of statewide interlibrary loan policy agreements through FLNC.
- Facilitate, develop and maintain the state database.
- Review, accept and reject applications for FLIN membership.
- Maintain records that document, FLIN membership, the level of resource sharing and ILL activity.
- Review FLIN records to verify that members comply with agreements. Those libraries that are not upholding their FLIN agreements will be contacted by the Division and all efforts will be made to resolve the issue. If the issue is not resolved, the Division retains the right to remove a library.
- Report to the FLIN membership regarding development of the Florida Library Network and FLIN activity.
- Assist libraries in participating in interlibrary loans.

For more information, contact DLIS' Bureau of Library and Network Services at: 850.245.6687, or library@dos.myflorida.com.

Roles and Responsibilities of Florida's Multitype Library Cooperatives and FLIN:

Florida's multitype library cooperatives provide many services for FLIN members. However, the approach used to providing services is determined locally by the cooperative's Board of Directors. Contact the cooperative's office for more information.

Each cooperative offers the following services:

- Facilitates the FLIN membership application process for libraries.
- Facilitates training for new FLIN members.
- Monitors the initial loading of bibliographic holdings.
- Monitors ongoing maintenance of FLIN member holdings.
- Mediates problems in lending and borrowing within the region.
- Facilitates the sharing of information about new developments in interlibrary loan and resource sharing.

Chapter Three: General Policies of the Florida Library Information Network

FLIN facilitates the free exchange of materials consistent both with the policies and responsibilities prescribed in this manual, and with the library's customary lending policies. This includes, but is not limited to the following:

- Materials borrowed on interlibrary loan are the responsibility of the borrowing library until received back by the lending library.
- Fees or costs associated with damages or loss are the responsibility of the borrowing library regardless of whether or not the cost/fee can be recovered from patrons.
- All communication concerning lost materials should be between the borrowing and lending libraries.

The library will make every effort to provide material and services sufficient to meet the minimum needs of its clientele. The library should not be considered simply as a switching point for referring requests to other agencies. Interlibrary loan should not be used for these purposes:

- To fill heavy local demand for popular titles such as those currently on bestseller lists, or materials currently checked out to other patrons.
- To borrow a book that the requesting library owns but will not circulate.
- To borrow materials that the requesting library owns in electronic format. Exceptions can be made to this policy (for example, when the electronic format is not comprehensive, or lacks charts or other pertinent illustrations).

Borrowing libraries must accept the responsibility to abide by restrictions on, "use in library only" and, "no photocopy, no renewals, etc.," materials. Otherwise, rare or expensive material may be lost and interlibrary loan privileges jeopardized. If the material is sent for, "use in library only," the lending library expects to find it at the borrowing library at all times, and may contact the borrowing library for information contained in the material.

Requests filled by FLIN libraries are supplied without charge with the following exception: if the material supplied by another FLIN library exceeds 25 pages, the supplying library is permitted to charge a recovery fee for the additional photocopying or printing. This cost recovery charge can be passed on to the patron.

If material is supplied by a non FLIN library, and that library charges for the material, the cost of the material may be passed on to the patron.

Borrowing libraries will observe the date due and return the material to the lending library.t. Borrowing libraries will respond promptly to recall notices.

Borrowing libraries can return materials via the statewide courier delivery, or via U.S. Postal Service library rate, unless otherwise requested by the lending library. Insure materials if requested.

All Florida libraries that are members of FLIN are eligible to participate in the statewide courier delivery, which provides pickup and delivery of interlibrary loan materials for libraries throughout Florida. Federal Library Services and Technology Act (LSTA) grant funding is used to supplement matching funds paid by the participating libraries. Libraries that are members of a multitype library cooperative arrange statewide courier delivery service through their cooperative. Libraries that are not members of an MLC should contact the Tampa Bay Library Consortium at: 800.622.8252, or deliver@tblc.org.

Borrowing libraries should contact the lending library directly when requesting renewals, responding to overdue notices or paying for lost material.

Chapter Four: Guidelines for Interlibrary Loan Copyright Compliance

Each interlibrary loan service point should have readily available a copy of the Copyright Law of the United States of America (Title 17, *United States Code*, as revised February 1, 1993) Section 107 and 108. The Copyright Clearance Center maintains a website with many useful links to additional copyright sites. The American Library Association also provides information on its Copyright Advisory Network.

Accepting Orders for Photocopies:

Information concerning copyright restrictions should be provided to all patrons who submit interlibrary loan requests, whether they submit in person or electronically.

Following is a sample notice:

> NOTICE: WARNING CONCERNING COPYRIGHT RESTRICTIONS
>
> The copyright law of the United States (Title 17, *United States Code*) governs the making of photocopies or other reproductions of copyrighted material.
>
> Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be, "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.
>
> This institution reserves the right to refuse to accept a copy request if, in its judgment, fulfillment of the request would involve violation of copyright law.

Libraries Requesting Copies:

Libraries must indicate copyright compliance on all requests. This is generally done by indicating that the request complies with CCG (Copyright Compliance Guidelines) or CCL (Copyright Compliance Law).

CCG indicates that the request is for a copy from a periodical which falls into the "suggestion of five timeline" (see below) and will be counted. CCL is indicated if the periodical is over five years old, is a title on order, is a title that is owned but the issue is missing, or royalty arrangements are being made. For non -periodicals (for example, sections of a book), the library is limited to five requests per year during the entire term of the copyright.

ILL Suggestion of Five Timeline:

The ILL Suggestion of Five Timeline is defined as follows: a borrowing library may make five requests from one periodical title per year within a five-year publication span.

If the library has a need for more than five items from a periodical title within these dates, it is required to either:

- Subscribe to the periodical, or
- Order further copies through a document delivery service that pays royalties, or
- Join the Copyright Clearance Center or other center that has royalty agreements with publishers and pays the publisher the royalty for the library.

The *requesting* library must maintain records of all *filled* requests for copies of any materials falling under the CCG and retain those records until the third calendar year after the year the requests were made.

Supplying Photocopy Requests:

No request for a copy of any material should be filled unless the request is accompanied by an indication that the request is in compliance with copyright guidelines.
Section 108(a) of the *Copyright Law* states:

> (a) Except as otherwise provided in this title and notwithstanding the provisions of section 106, it is not an infringement of copyright for a library or archives, or any of its employees acting within the scope of their employment, to reproduce no more than one copy or phonorecord of a work, or to distribute such copy or phonorecord, except as provided in subsections (b) and (c), or to distribute such copy or phonorecord under the conditions specified by this section; if –
>
> (1) the reproduction or distribution is made without any purpose of direct or indirect commercial advantage;
>
> (2) the collections of the library or archives are (i) open to the public, or (ii) available not only to researchers affiliated with the library or archives or with the institution of which it is a part, but also to other persons doing research in a specialized field; and
>
> (3) the reproduction or distribution of the work includes a notice of copyright that appears on the copy or phonorecord that is reproduced under the provisions of this section, or includes a legend stating that the work may be protected by copyright if no such notice can be found on the copy or phonorecord that is reproduced under the provisions of this section."

NOTICE: The information in this section is not intended to be legal advice. FLIN members should seek the advice of legal counsel and refer to all applicable laws with regard to copyright matters.

Chapter Five – Responsibilities of FLIN Libraries

In addition to the general policies listed in Chapters Two through Four, all FLIN libraries are requested to be responsible for the following:

- Share machine readable records for inclusion in the state database, which is currently OCLC.
- Cataloging members of OCLC agree to maintain the library's bibliographic database.
- Libraries that do not use OCLC for cataloging, with machine readable records in MARC format, agree to load those records and the setting of the holdings information in the OCLC database.
- Provide DLIS with appropriate reports as requested.
- Identify themselves as FLIN libraries in the "borrowing information" section of the OCLC interlibrary loan request form.
- Note changes in interlibrary loan service in the library's OCLC Policies Directory record.

Chapter Six: How to Join FLIN

FLIN members are libraries who agree to lend materials to, and photocopy materials freely for, other FLIN members. In order to participate in FLIN, each library shall complete, sign and submit the FLIN Agreement to the Bureau Chief of Library and Network Services, whose address is given below. The agreement should be signed by an official of the organization who has the authority to commit the library to the conditions of participation. The Agreement may be mailed, faxed or submitted electronically. If it is submitted electronically, a scanned signature by the authority is acceptable. The Division of Library and Information Services will review the agreement and make a decision about FLIN membership for the requesting library. The requesting library will be notified of the Division's decision about membership.

In order to take advantage of the full extent of resource sharing opportunities in Florida, libraries are also encouraged to join one of Florida's multitype library cooperatives at the same time they join FLIN. Florida's cooperatives play a unique role in facilitating resource sharing in the state. While it is not a requirement that a library wishing to participate in FLIN join a cooperative, membership in a cooperative enhances the benefits available.

In the event that a library wishes to withdraw from FLIN, written notice should be submitted to the Bureau Chief of Library and Network Services.

For more information about joining FLIN, or to submit the FLIN agreement:

Bureau Chief, Bureau of Library and Network Services
Division of Library and Information Services
500 S. Bronough St.
Tallahassee, FL 32399-0250
850.245.6687
library@dos.myflorida.com
FAX: 850.245.6674

Florida Library Information Network Agreement

By signing and submitting this form, the institution identified below agrees to participate in FLIN and adhere to all FLIN requirements as outlined herein, including the following:

As a participant in FLIN, we agree to the following.

1. To commit to resource sharing with FLIN members.
2. To load and update records in the state database.
3. To provide loans of circulating returnables (i.e., books) to FLIN members at no charge.
4. To provide nonreturnables (i.e., photocopies) for a maximum of 25 pages per bibliographic citation to FLIN members at no charge.
5. Abide by the Interlibrary Loan Code for the United States (www.ala.org/rusa/resources/guidelines/interlibrary) and FLIN policies.

Director:

Institution:

Library:

Address:

Address 2:

City/State/Zip:

OCLC Symbol:

Phone:

Fax:

Email:

Signed:
Institution/Library Director

Signed:
State Librarian

Date:

Date:

Form Revised 11/2012