

Referral ILL Terms

To participate in the State Library of Florida's referral ILL service, libraries are required to adhere to expectations. This document lists expectations of you as the borrowing library and what you can expect from the State Library.

Expectations of the State Library:

- The State Library will attempt to place the borrowing library's request within three business days or less.
- Once the request is placed, the State Library will send the borrowing library the transaction number for tracking purposes.
- The State Library will have the lending library ship the material directly to the borrowing library.
- The State Library will send monthly statistics showing how many requests the borrowing library has placed through this service.

Expectations of the borrowing library:

- The borrowing library certifies that they do not have an OCLC Worldshare ILL account.
- Requests will be placed using the customized form that the State Library will create for the borrowing library.
- The borrowing library will not request material that is on a current best-seller list.
- The borrowing library will be limited to 50 requests per month.
- The borrowing library will be responsible for all charges incurred for lost or damaged materials.
- If the borrowing library has not received the material within two weeks of receiving the transaction number, they will notify the State Library by that transaction number so that we can investigate the status.
- When the borrowing library receives the material from the lending library, they will notify the State Library by the transaction number so the request can be updated.
- When the item has been shipped back to the lending library, the borrowing library will notify the State Library by transaction number so the request can be updated.