

Interloaning from National Library of New Zealand

Handbook for interloan librarians

Author: Document Supply Services, National Library of New Zealand

Last updated: 27 November 2008

CLIO reference: #199741v5

Table of Contents

1. Background.....	2
2. Finding Tools	2
3. Interloan to New Zealand libraries - Standard service	2
4. Interloan to New Zealand libraries - Rapid Access (Urgent service within 24 hours)	3
4.1. Charges for Rapid Access	3
4.2. Contacting Rapid Access	3
4. Print Disabilities Service	4
5. Motor Manuals Service	4
6. Items held by Alexander Turnbull Library	4
7. Finding music items	5
8. Finding items not on the National Bibliographic Database (Te Puna Search)	5
8.1. Document Locating for New Zealand libraries	6
8.1. Document Locating - Urgent Service	6
9. International Interloans for New Zealand libraries	7
9.1. Urgent International Interloan	8
10. Subject Requests	8
11. Reference Questions	8
12. Library and information science literature	9
13. Frequently asked questions	9
14. Interlibrary loans for non-New Zealand libraries	11

1. Background

The National Library of New Zealand will supply specific items to any New Zealand library from the General Collections. The General Collections (WN) are made up of the General Lending Collection, General NZ Pacific Collection, Fiction Collection, Store Collection, the National Serials Collection, the National Children's Collection (W/SL), the Print Disability Collection (PNA) and motor manuals (PNM). We make available books, journal articles, newspaper articles, music scores, musicCD-Roms, microfiche, AV material.

Items in the Alexander Turnbull Collections are usually not available. Some items can be copied but this varies. See section on Alexander Turnbull Library in a later section.

2. Finding Tools

Our holdings can be found on the National Library catalogue and the National Bibliographic Database (Te Puna Search).

Non-current serials can be found by using the Finding List on microfiche.

Document Locating will assist with finding items not reported as being held by any New Zealand library. Reference will help with answering reference questions from library clients.

3. Interloan to New Zealand libraries - Standard service

Requests may be sent by Te Puna Interloan, mail, fax and e-mail. Holdings for items should be checked by the requesting library before sending in the request. Items will be supplied if the item is immediately available. Our standard processing time is two days. Items not immediately available will be put on a waiting list for non-interloan public libraries or if a hold is requested. Items held in our off site store may take longer than the standard time.

Document Supply Services is responsible for the supply of items held in the General Lending Collections (WN) and the National Children's Collection (W/SL). All items supplied to libraries in the standard turnaround time, are free of charge.

Contact Document Supply Services:

- through Te Puna Interloan
- by mail, at the National Library of New Zealand, PO Box 1467, Wellington
- by email: dss@natlib.govt.nz
- by phone (04) 474 3144
- by fax (04) 385 8077

4. Interloan to New Zealand libraries - Rapid Access (Urgent service within 24 hours)

Rapid Access is the National Library's charged fast document supply service for items held in the General Collections. Rapid Access will supply New Zealand libraries with photocopies of serial and newspaper articles and loans of books.

We undertake to deliver the requested items within the required timeframe by facsimile, Ariel or courier. We will advise you if the item is not available.

4.1. Charges for Rapid Access

Prices are on a per item basis and exclude GST. Clients will be invoiced weekly.

Service	Within Wellington		Outside Wellington	
	Timeframe	Cost	Timeframe	Cost
Front of Queue fax	1 hour	\$45.00	1 hour	\$45.00
Front of Queue courier	1 -2 hours	\$45.00	N/A	N/A
Fax/Ariel	Within 4 hours	\$25.00	Within 4 hours	\$25.00
Courier	Within 4 hours	\$25.00	Next day	\$25.00
Collection	Within 4 hours	\$15.00	N/A	N/A

4.2. Contacting Rapid Access

Contact Rapid Access from 9.00 am to 5.00 pm, Monday to Friday (except Public Holidays)

- by phone 04 474 3028
- by fax 04 474 3163
- by Te Puna Interloan (use "Service Level" Express)

Please do not use e-mail to contact Rapid Access, as your request will not be read within our service timeframe.

4. Print Disabilities Service

Items from the Print Disability collection can be requested for anyone who is unable to use printed material because of illness, vision impairment or a physical, perceptual or other disability. These items are available to libraries either by requesting a specific item or requesting a bulk loan of items. All items held in this collection are listed on the National Library catalogue. For more specific information contact the Service.

Print Disability Service is responsible for the supply of items held in the Print Disabilities Collection (PNA). All items supplied to libraries in the standard turnaround time, are free of charge.

Contact Print Disabilities Service:

- by email: audiobook.request@natlib.govt.nz
- by phone (04) 474 3001
- by fax (04) 385 8077
- through Te Puna Interloan
- by mail, at the National Library of New Zealand, P.O. Box 1467, Wellington

5. Motor Manuals Service

The Motor Manuals Collection, which was built up to 1992, consists of an estimated 6,500 unique titles. The collection is made up principally of car and motorcycle manuals. The bulk of the manuals are for models of the 1960s and 1970s, but there are strengths in older models, particularly British and Australian. Loaned items can only be used in your library.

Palmerston North Service Centre is responsible for the supply of items held in the Motor Manuals Collection (PNM). All items supplied to libraries in the standard turnaround time, are free of charge.

Contact Motor Manuals Collection:

- through Te Puna Interloan
- by mail, at the National Library of New Zealand, Private Bag 11 032, Palmerston North
- by email: cisreq@natlib.govt.nz
- by phone (06) 353 0475
- by fax (06) 350 0961

6. Items held by Alexander Turnbull Library

Items held the Alexander Turnbull Library (WTU) are generally for use in the Library only, however the following material is available on interloan:

- Manuscripts and archives on microfilm (Manuscripts and Archives section).
- Early printed material on microfilm and fiche - Incunabula (European books 1455-1500), Early English Books (Pollard and Redgrave 1475-1640; Wing 1641-1700), The Eighteenth Century (English books 1700-1800), The Nineteenth Century (English books on printing and publishing 1800-1900), Early English newspapers: The Thomason Tracts (Research Centre).
- Books on microfilm (Research Centre).
- Newspapers and serials on microfilm (Research Centre).
- Photocopies of articles from newspapers and serials not held elsewhere (Subject to conservation considerations).

Alexander Turnbull Library is responsible for the supply of items held in the Alexander Turnbull Library (WTU):

- through Te Puna Interloan
- by mail, Alexander Turnbull Library of New Zealand, PO Box 12 349, Wellington
- by email: atl@natlib.govt.nz
- by phone (04) 474 3000 ext 8662
- by fax (04) 474 3063

7. Finding music items

The Music Room will trace music bibliographically and provide New Zealand and overseas locations when these are not known

Send your request:

- through Te Puna Interloan to WNRI
- by mail, to Document Locating, National Library of New Zealand, PO Box 1467, Wellington
- by telephone, 04 474 3122
- by facsimile, 04 474 3070, Attention: Music Room
- by email: music.room@natlib.govt.nz

8. Finding items not on the National Bibliographic Database (Te Puna Search)

8.1. Document Locating for New Zealand libraries

Document Locating is a service for librarians, to find correct bibliographic information about, and holdings for, all types of material – e.g. books, articles, conference papers.

We aim to find you a reliable reference/bibliographic record for the item requested, and a source to get it from.

Sending your request

We welcome requests and enquiries via email: docloc@natlib.govt.nz

Please include your library symbol, a request number, and specify that you want "Document Locating"

If you have already tried NZ locations unsuccessfully, please let us know, to avoid duplication of work.

Charges

Standard charge is \$5.00 plus GST per item

There is no charge to small public libraries.

There is no charge if the item is located in and supplied by National Library of New Zealand.

Send your request

- through Te Puna Interloan to WNNRI
- by mail, to Document Locating, National Library of New Zealand, PO Box 1467, Wellington 6140
- by fax, to 04 474 3070, Attention: Document Locating
- by email: docloc@natlib.govt.nz

8.1. Document Locating - Urgent Service

If you need a response within one working day, please mark your request urgent, and either send it by fax to 04-4743070, or phone us on 04-474 3031.

The Urgent Document Locating charge is \$16.00 plus GST to all libraries.

You can contact Urgent Document Locating from 9.00 am to 5.00 pm, Monday to Friday (except Public Holidays)

- by telephone 04 474 3031
- by fax, 04 474 3070, Attention: Document Locating

9. International Interloans for New Zealand libraries

Reminder: Te Puna Interloan Libraries can use Trans Tasman Interlending to request items held by libraries that are Libraries Australia Document Delivery (LADD) members.

If you choose, we can act as your agent for International Interloan to other countries - locating holdings, requesting the item, and making payment to the supplying library.

We borrow from non-LADD Australian libraries, British Library at Boston Spa (BLDSC), some USA libraries (including Library of Congress), The National Library of Medicine (USA), and the National Library of Canada.

We can usually provide other libraries' contact details for requesting libraries to make direct contact.

We use electronic means and fax to make requests.

Delivery time depends on the supplying library, and we expect email or airmail to be the default delivery option.

Sending your request

We welcome requests by e-mail interloans@natlib.govt.nz

Please include your library symbol, the interloan number for this request, and specify that you want "International Interloan".

If you have already tried NZ locations unsuccessfully, please let us know, to avoid duplication of work.

Charges

Our standard handling charge is \$110.00 plus the supplying library's charge. These charges change, so please contact us for the current rate.

GST is calculated on the total.

Clients are responsible for returning any loans direct to the overseas supplying library via airmail at their own expense on or before the due date. Overdue notices will be sent on to client libraries.

Send your request

- through Te Puna Interloan to WNPRI

- by mail, to International Interloans, National Library of New Zealand, PO Box 1467, Wellington 6140
- by fax, to 04 474 3070, Attention: International Interloans
- by email: interloans@natlib.govt.nz

9.1. Urgent International Interloan

Requests will be sent within one working day, but supply time depends on availability at the supplying library. An article will usually be faxed or emailed, but loans will come by airmail.

Urgent Interloan is available only when the item is held in Australia or the British Library. The Urgent handling charge is \$16 plus suppliers charge.

Requests for Urgent International Interloan must be submitted by phone 04-474 3031 or by fax 04-474 3070

10. Subject Requests

This service is free to Level 2 (medium) and 3 (small) public libraries. There is a \$10 charge for Level 1 public libraries and all non-public libraries. National Library staff will send suitable resources to meet your borrowers needs. They may include books, articles, Internet printouts and references.

Please be as specific as possible and supply information about the borrower's use of the material to aid in the selection of materials.

Send your request

- by mail, to Reference Services, National Library of New Zealand, PO Box 1467, Wellington, (use a yellow subject request card)
- by fax, +64-4-474 3070
- by email: reference@natlib.govt.nz

11. Reference Questions

If you have a reference question that cannot be answered from your own resources send us a request.

Send your request

- use "Ask a Librarian for research help" form on our web site

- by mail, to Reference Services, National Library of New Zealand, PO Box 1467, Wellington,
- by fax, +64-4-474 3070
- by email: reference@natlib.govt.nz

12. Library and information science literature

The National Library of New Zealand acquires books and serials in the field of library and information science. Librarians and their staff are most welcome to request articles and books in this area to improve services in your libraries, assist with research, keep up your professional knowledge and assist with study. Librarians in Wellington can use the onsite service and read these journals and books in our Reading Room.

13. Frequently asked questions

Do you hold this item?

Most of the National Library's holdings are available on our catalogue however some older serials are not included on the online catalogue. Our other serials holdings can be found on the Finding List of New Zealand Serials. .

Do you hold microfiche?

The National Library houses an uncatalogued microfiche collection. Material held includes:

- IEEE (The Institute of Electrical and Electronic Engineers) conferences
- NTIS (National Technical Information Service)
- ERIC (Educational Resources Information Center) documents (now available full text on the internet)
- BOP (Catalogue of British Official Publications not published by HMSO)
- Microlog (reports published by Canadian government agencies)

This is a closed collection and items are no longer added to this collection.

How long is the loan period?

Material sent on loan to libraries has a loan period of five weeks. This includes time allowed for postage to and from your library.

What are Document Supply Services' business hours?

The Document Supply Services Helpdesk is open from 9.00 am to 5.00 pm, Monday to Friday.

Can my client come into the Library?

The National Library is open Monday to Friday, 9.00 am to 5.00 pm and Saturday, 9.00 am to 1 pm. Individuals can come to the Library and use resources in the Library.

What can I borrow?

The National Library lends to libraries items held in the General Lending Collections, the Fiction Collection, the National Children's Collection, the Print Disability Collection, motor manuals, monographs shelved in the Serials collection. We do not lend issues of journals.

Some items are held in Reference only collections and these are denoted by the Prefix on the call number.

We can supply copies of articles from journals and newspapers or chapters from books in the Reference only collections.

Alexander Turnbull Library items are generally not available for interloan.

What are the charges for interloan?

The National Library does not charge for loans or photocopies of articles from its own collections for standard service to New Zealand libraries. Charges will apply for urgent services, document locating and international interloans.

What are the fees for overdue items?

The National Library does not have fines for overdue items but we will invoice for lost items.

The charge for items not returned after two overdue notices is \$65.20 plus GST.

Can I renew an item?

Items can be renewed twice only, except when another borrower is waiting for the item, and then the item must be returned. Please telephone, e-mail or request a renewal on Te Puna Interloan.

What does the Call Number mean?

The following list shows our most commonly used prefixes with information on whether the material is available for loan.

[No prefix]	Available for loan
FHC	Family History Centre, Reference only
L	Available for loan
MAO	Reference only
MICFCHE	Microfiche format, monographs available for loan or serial articles will be copied
NZC	New Zealand Pacific Collection, Reference only
PAM	Available for loan
REF	Reference only
SERIALS	Journals, serials and newspapers are not available for loan, photocopies of articles will be supplied
SERIALS	Annuals, conference proceedings and monograph titles are available for loan
STORE	Available for loan, held off site and will take extra time
STORE FIC	Available for loan, held off site and will take extra time
STORE L	Available for loan, held off site and will take extra time
STORE NFHQ	Available for loan, held off site and will take extra time
STORE PAM	Available for loan, held off site and will take extra time
STORE XL	Available for loan, held off site and will take extra time
ZPAM	Available for loan

Who do I contact?

An up to date list of contacts is available in the front section of New Zealand Library Symbols book or in the special section of Directory of New Zealand Libraries.

14. Interlibrary loans for non-New Zealand libraries

We lend directly to non-New Zealand libraries.

Holdings for New Zealand Libraries are available on Worldcat. Not all of our items are available for borrowing, so check the 'Location' on our catalogue. See also Section 13 above.

The following locations are all available:

- Off-site store – Fiction
- Off-site store – General

- Wellington, General Lending Collection
- Wellington, General NZ Pac Collection
- Wellington, Music Collection
- Wellington, National Children's Collection
- Wellington, Serials Collection

If you are unable to locate an item or have a citation that is hard to identify, you can still submit an international inter-library loan request to us.

If we cannot satisfy your request, we will advise you of other holding libraries in New Zealand. Any resulting service will be organised and charged for according to the supplying library's policy.

Cost of borrowing

In general*, we charge (per copy or loan):

- A\$12 in ALIA vouchers or
- One full IFLA voucher or

Invoice for NZ\$16, payable by credit card or bank draft in NZ dollars.

For URGENT requests, the charge is double, and copies will be sent by fax or email.

Please advise your preferred method of payment when submitting your request.

*These charges do not apply to requests sent via the Shares scheme or via Libraries Australia Document Delivery Trans Tasman Interlending – they will be charged automatically by those systems.

Making a request

Australian libraries that are members of Libraries Australia Document Delivery should use Trans Tasman Interlending.

SHARES partners can submit requests via their interloans system, our symbol is NZ1.

Please check the National Library of New Zealand holds the item required.

Send your request

- by mail, to Document Supply Services, National Library of New Zealand, PO Box 1467, Wellington 6140, New Zealand
- by fax, +64-4-474 3163
- by email: dss@natlib.govt.nz