

## Interlibrary Loan Frequently Asked Questions

### **What is Interlibrary Loan (ILLO)?**

Interlibrary Loan is a resource sharing system that is managed by the Southern Ontario Library Service and OLS-North. If you're interested in borrowing something that the St. Catharines Public Library doesn't have, we can try to borrow a copy from another library in Ontario on your behalf. We also lend our materials out to other libraries in Ontario.

### **What is the Southern Ontario Library Service (SOLS)?**

SOLS provides support for Southern Ontario public libraries on behalf of the Minister of Tourism, Culture, and Sport in a variety of ways, including resource sharing, and staff and library board training.

### **How did the recent provincial funding cut affect SOLS?**

In April, the provincial funding for SOLS was abruptly cut by 50%. To accommodate the unanticipated budget cut, SOLS dismantled the Interlibrary Loan delivery service.

### **How were ILLO materials delivered before the cut?**

Most ILLO items were delivered through a van courier service run by Southern Ontario Library Service at no cost to libraries and their municipalities. ILLO items that were requested by libraries not on the delivery route were mailed through Canada Post. Postage costs for mailing Interlibrary Loans within Ontario were fully reimbursed by SOLS. It made lending easy and affordable for libraries, which helped to provide fair access to library materials for all communities in Ontario.

### **How will ILLO materials be delivered now?**

Interlibrary Loan materials will have to be sent through Canada Post now that the SOLS delivery service has been eliminated. Canada Post provides affordable rates through the Library Materials Service, but libraries will still have to pay for postage.

In an effort to make participation in Interlibrary Loan more affordable for libraries, SOLS managed to set aside \$340,000 for postage reimbursement from their diminished budget. They will divide up this fund in January, based on the Interlibrary Loan lending statistics of all public libraries in Southern Ontario. Until then we will not know exactly how much of the postage costs will be reimbursed.

### **How will this impact St. Catharines Public Library patrons?**

Due to increased costs associated with the new delivery model and additional staff time we have implemented the following changes:

1. We will no longer be able to borrow DVDs through ILLO. Most libraries will not be loaning out non-traditional formats anymore. We still hope to be able to borrow audiobooks on CD, but they may be more difficult to find.
2. ILLO requests will be limited to 3 submissions at a time. While we aim to maintain the same overall volume of requests for our patrons, we anticipate that there will be more staff effort involved in each step of the ILLO process. This limit will hopefully keep ILLO wait times more manageable.

Most libraries have changed their policies to maintain a manageable workload and budget. This may result in longer wait times and less overall availability for Interlibrary Loans.

### **Is it still possible to have materials sent from one location of St. Catharines Public Library to another?**

We have our own internal delivery system for transferring materials between St. Catharines Public Library locations (Central, Dr. Huq, Merritt, and Port Dalhousie). Patrons can continue to place holds and have them sent to their preferred St. Catharines Public Library location for pickup.

### **How can I make an ILLO request?**

Contact a staff member at your local branch to place a request or call us at 905-688-6103, Ext. 211.