

The Interlibrary Loan Services of the University of Malaya Library

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Abstrak: *Makalah ini mengandungi maklumat tentang perkhidmatan pinjaman antara perpustakaan (PAP) di Universiti Malaya. Kajian perkhidmatan ini dibuat dalam jangka masa 10 tahun. Butir-butir yang dibincangkan meliputi topik-topik seperti cara pinjaman, bahan-bahan untuk pinjaman, masalah dihadapi semasa memproses permintaan-permintaan PAP dan pengubahsuaian syarat-syarat PAP disebabkan oleh penyalahgunaan kemudahan perkhidmatan ini. Carta-carta dan lampiran-lampiran disediakan untuk membantu dalam kajian ini.*

Interlibrary loans are 'transactions in which library materials are made available by one library to another for the use of an individual, a group or an institution'.

The University of Malaya Library's (UML) interlibrary loan services have long been in existence albeit the implementation by the Circulation Division was a bit haphazard. It was only in 1976 that a national interlibrary loan code was propounded and the services finally formalised. The purpose of the code was to improve and streamline the interlibrary loan network among libraries in Malaysia (See Appendix I) The ILL code briefly outlines the loan procedures, the types of materials available for loan, the bibliographical information required on the ILL requests' forms and the conditions of loans. Unfortunately, even after 10 years of implementation of the code, many libraries still do not abide closely to the requirements of the code and problems continue to be faced.

ILL Materials

The materials which are loaned out are books on open shelves. Those materials not available for loan include journals; theses; reference works; newspapers; microforms; 'red spot' undergraduate reference materials; braille books; and special collection materials. All loans are made on an institutional basis.

Requests for books and journal articles are received through ILL forms, by telephone or telex services. The borrowing libraries are charged for the provision of photocopies as substitutes for the loan of original materials. The respective libraries will be informed almost immediately if those items which they have requested cannot be located in the library.

ILL Participants

The libraries which have registered to borrow from the University of Malaya Library include libraries

from government/quasi-government bodies and from commercial or private organisations. Over the years UML has provided ILL services to more than 200 libraries, both local and overseas.

From Table I, one can see clearly that the most active participants of the ILL scheme from 1980—1983 (4 years) are the academic libraries, followed by libraries from government/quasi-government bodies. However, UML was unable to fulfill all requests received because of the following reasons:

- (i) item is not available in the library;
- (ii) item is for restricted use only (being kept in the Bahagian Koleksi Kebangsaan Preservation Collection, Red-Spot Collection, or in the Restricted Books Collection);
- (iii) item is a set of conference papers/proceedings;
- (iv) item is a journal;
- (v) item is temporarily misplaced;
- (vi) item is actually lost.

The number of requests received from libraries overseas such as those from Singapore, Australia, Indonesia, Thailand and the United States can be seen in Table II. Table II also shows that the library which most frequently make use of UML's ILL services is the National University of Singapore Library.

ILL Requests to other Libraries

Besides receiving ILL requests, UML also requests from other libraries. These requests are from lecturers and postgraduate students of the University for items which are not available in this Library. Most of the time, the requests are done through ILL forms and these forms are sometimes taken personally to the respective libraries by the requestor. For more urgent requests, telephone calls are often made, or sent out as telex messages to the libraries concerned. As shown in Table III, the number of requests sent out to other libraries is almost negligible compared to the actual number of requests received and processed each year.

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Problems

There are several problems faced in processing ILL requests. A few examples are as follows.

i) *Incomplete/inaccurate bibliographical information*

The citations given in the ILL forms are often not complete or inaccurate thus giving rise to problems in locating the document requested. References should be verified by the requesting libraries before they are sent in to reduce delays in locating the documents requested. Periodical references should include author, title of the article, full title of the periodical or standard abbreviations, volume, issue number, year and pagination. References to books should include full names of authors, titles, editions and year of imprint.

ii) *Delays*

A document indicated as available in our Library may not necessarily be on the shelves. The item on request could either be loaned out or missing. If an item is borrowed out, then recalls have to be made. This causes delays in fulfilling requests for loans.

Upon the book or article being located it is usually sent by post to the borrowing libraries. There is often a delay as it takes about 2 or 3 days before it is actually despatched out of the library, and approximately another week or two before it reaches its destination. The best arrangement would be for the libraries to fetch the item from our library as soon as they are informed. The National Library of Malaysia, Universiti Pertanian Malaysia and Universiti Kebangsaan Malaysia are the three libraries which normally use their van services to collect and return the books borrowed.

iii) *Lack of Manpower*

At the Circulation Division, the ILL services cannot be operated satisfactorily as the staff carrying out the services are doing it on a part time basis, due to shortage of members of staff. Even though there are no immediate complaints about delay in procuring documents from our Library, it would improve the situation immensely if there is a unit, with the sufficient number of staff to process only ILL requests with facilities such as a direct telephone line and special arrangements for despatch services to send items locally. For items requested from other parts of the country we still have to depend on the postal services. A better possibility of ensuring that the items will reach the spec-

tive libraries in good time is to send them by registered post or by courier service, but this may not always be affordable.

Past Practices

In the past and for many years now, UML has adopted a very liberal policy of opening its collection and services to anyone or institution who needs ILL facilities. However, over time the number of libraries participating and hence the number of loans issued have increased. In recent years we have been faced with problems of non-return of books, or book losses, by borrowing libraries, as well as delays in returning books. Delays of over a year or even 2 years to return a book have been recorded, despite recalls and reminders; and books have been returned mutilated or in a dilapidated condition.

Books which have been declared returned by the borrowing libraries, but returns of which were not established, after several searches have been made, have had to be written off. Recent losses total over M\$2,000. The actual cost now would be very much higher considering the present cost of these books. Associated non-quantifiable costs (of non-access) would be higher.

The books reported missing are mostly those covering subjects on economics, education and the sciences. The libraries are charged double the cost of books lost, as a penalty imposed by UML. We are more interested in getting the books replaced, rather than obtaining money for replacement as more often than not books that were lost are already out of print. (See Appendix II.)

As a result of the increasing losses from our stock which we are now unable to replace, we have had to revise some of our interlibrary rules and regulations in the early part of 1985, in an effort to force borrowing libraries to bear their end of the responsibilities inherent in any ILL scheme. Some of the revised rules for libraries on the interlibrary loan scheme are as follows:

- i) Libraries from local government departments are still not required to pay any membership fees, but they will have to present a guarantee letter stating that they will be wholly responsible for books borrowed out and will make good all losses or mutilation of books during the course of the loan.
- ii) Libraries from private/commercial firms will have to pay both subscription and deposit like all ordinary external members who are non-graduates of this university. (The rate of payments fixed for libraries of the above category are listed in Appendix III.)

- iii) The loan period of books is reduced to 2 weeks only and not one month as before.
- iv) Officers from borrowing libraries are not permitted to borrow books using the ILL form when they visit the UML. Only the librarians of the respective libraries can make any transaction with our staff, in order to avoid complications regarding the return of books in the future.

Since the implementation of the revised rules, several libraries from the government departments have responded but only a few private firms' libraries have shown interest.

A list of the libraries which have submitted their guarantee letters and the libraries which have paid their membership fees to participate in the ILL scheme is listed in Appendix IV.

With the introduction of the revised rules there is a reduction of membership for the interlibrary loan scheme. However this does not indicate that less ILL requests are now received than before. With the recent restrictions imposed upon students of educational research institutions in using UML, ILL requests have increased considerably from these institutions.

To conclude one can say that overall interlibrary loan services can be better improved if there is greater cooperation between the various libraries, which have to depend on the resources of other libraries besides their own. Periodic meetings between libraries should be arranged to discuss common problems and find solutions for them. Certainly, an increase in manpower to deal specifically with interlibrary loans would be welcomed.

Table I
The Number of Document Requests Received and the Number Supplied: 1980–1983

Library/Institution	1980 Requests		1981 Requests		1982 Requests		1983 Requests	
	Received	Supplied	Received	Supplied	Received	Supplied	Supplied	Received
A. Academic Libraries								
1. Universiti Kebangsaan Malaysia	144	39	108	72	248	69	269	111
2. Universiti Pertanian Malaysia	381	51	284	110	149	60	173	45
3. Universiti Sains Malaysia	312	132	219	103	200	74	152	34
4. Universiti Teknologi Malaysia	237	104	119	32	156	41	84	34
5. Institut Teknologi Mara	79	17	24	5	21	15	31	11
B. Government Agencies/Statutory Bodies								
1. Asian & Pacific Development Centre (APDC)	46	39	43	20	10	10	4	2
2. Dewan Bahasa dan Pustaka	3	3	35	14	2	10	3	1
3. Institut Pentadbiran Awam Negara (INTAN)	5	5	27	17	36	36	12	12
4. Institut Penyelidikan Getah (RRI)	15	13	13	8	25	10	11	4
5. Institut Penyelidikan & Kemajuan Pertanian Malaysia (MARDI)	34	10	124	103	92	25	106	8
6. Institut Penyelidikan Minyak Kelapa Sawit M'sia (PORIM)	14	0	13	8	25	17	7	3
7. Institut Penyelidikan Perhutanan (FRI)	4	1	10	7	12	10	62	4
8. Institut Piawaian & Penyelidikan Perindustrian Malaysia (SIRIM)	1	1	16	11	9	8	18	13
9. Jabatan Perangkaan Malaysia	19	18	7	7	19	19	8	8
10. Perpustakaan Negara Malaysia	48	6	15	8	17	11	19	11
11. Petrolia Nasional Bhd. (Petronas)	19	13	12	1	17	13	28	23
12. Pusat Penyelidikan Atom Tun Dr. Ismail (Puspati)	—	—	2	1	8	3	25	11
13. Unit Penyelidikan Sosio Ekonomi (SERU)	37	37	35	14	22	21	5	5
C. Private Organisations								
1. Chooi & Co.	4	4	2	2	8	8	3	2
2. Komplek Kewangan Malaysia Bhd. (KKMB)	4	3	9	8	—	—	—	—
TOTAL	1,406	496	1,117	551	1,076	460	1,020	342

Table II
The Number of Requests Received and Supplied to Libraries from abroad: 1980-1983

Library/Institution	1980 Requests		1981 Requests		1982 Requests		1983 Requests	
	Received	Supplied	Received	Supplied	Received	Supplied	Supplied	Received
A. Singapore Libraries								
1. Botanical Gardens	—	—	—	—	—	—	4	3
2. Institute of South East Asian Studies	1	0	7	4	3	0	8	1
3. Nanyang Technological Institute	1	1	1	0	—	—	37	7
4. National Library of Singapore	1	1	1	1	1	0	—	—
5. National University of Singapore	77	29	115	56	74	32	88	30
6. Regional Institute of Higher Education Development (RIHED)	77	29	2	—	—	—	—	—
7. Singapore Polytechnic	—	—	2	2	—	—	—	—
B. Australian Libraries								
1. Australian National University (ANU)	—	—	—	—	1	1	—	—
2. Flinders University	—	—	—	—	1	0	—	—
3. Griffith University	—	—	—	—	1	0	—	—
4. Monash University	—	—	—	—	—	—	1	1
5. University of New South Wales	—	—	1	1	1	1	1	0
C. Other Libraries								
1. National Institute Development Centre, Thailand.	—	—	1	1	—	—	3	2
2. Pusat Dokumentasi Ilmiah Nasional (PDIN) Indonesia	—	—	1	1	—	—	—	—
3. West Virginia University, USA	—	—	—	—	—	—	1	0
	157	60	131	66	82	34	143	44

Table III
The Number of Document Requests Sent to Other Libraries and Received by UML: 1980-1983

Library/Institution	1980 Requests		1981 Requests		1982 Requests		1983 Requests	
	Sent	Received	Sent	Received	Sent	Received	Sent	Received
A. Academic Libraries								
1. Universiti Kebangsaan Malaysia	15	4	4	0	10	1	61	10
2. Universiti Pertanian Malaysia	10	5	8	0	7	6	10	8
3. Universiti Sains Malaysia	12	5	5	3	4	3	15	7
4. Universiti Teknologi Malaysia	9	5	1	0	1	1	8	5
5. Institut Teknologi Mara	7	2	—	—	—	—	2	2
B. Government Agencies/Statutory Bodies								
1. Bank Negara	—	—	—	—	11	6	6	1
2. Dewan Bahasa dan Pustaka	—	—	3	0	—	—	—	—
3. Dewan Bandaraya	1	0	—	—	—	—	—	—
4. Institut Penyelidikan & Kemajuan Pertanian Malaysia (MARDI)	4	1	3	1	—	—	—	—
5. Institut Penyelidikan Perikanan	2	0	5	5	—	—	—	—
6. Institut Penyelidikan Perubatan (IMR)	—	—	—	—	14	13	—	—
7. Institut Piawaian & Penyelidikan Perindustrian Malaysia (SIRIM)	3	3	1	0	1	1	1	1
8. Jabatan Perangkaan Malaysia	1	1	—	—	—	—	10	3
9. Kementerian Pertanian Malaysia	3	1	2	0	1	1	8	4
10. Lembaga Kemajuan Perindustrian Malaysia	—	—	4	1	—	—	5	5
11. Malaysian Industrial Development Finance (MIDF)	3	3	—	—	—	—	—	—
12. Perpustakaan Negara Malaysia	1	0	3	0	2	1	5	5
13. Unit Perancang Ekonomi (EPU)	5	1	4	0	5	4	1	1
C. Branch Libraries of the University of Malaya								
Medical Library	8	0	5	4	7	3	4	3
D. Others								
British Council	1	1	—	—	1	1	—	—
	85	32	48	14	64	41	136	55

APPENDIX I

MALAYSIA INTER-LIBRARY LOAN CODE

The purpose of this Code is to improve and streamline the Inter-Library loan network among libraries in Malaysia.

I. Definition

Inter-library loans are transactions in which library materials are made available by one library to another for the use of an individual, a group or an institution. Such loans are made available on an institutional basis. At the same time, it includes the provision of photocopies or substitutes for the loan of the original materials for which payment is accordingly made.

II. Scope

1. Inter-library loan services facilitates study, teaching and research, and as such library materials relevant for these purposes may be requested on loan from another library. Goodwill and mutual assistance to share available resources are fundamental and all libraries accept the obligation to lend and borrow relevant materials to meet the needs of the library clientele within the framework of this Code.
2. To a large extent, any materials possessed by a library may be lent on request to another library but it is the prerogative of the library owning the materials to decide whether or not a particular loan should be made.
3. Libraries should not ask for the loan of the following types of materials:—
 - (a) Rare and archival material
 - (b) Newspapers and current issues of journals
4. Photocopies/microforms for materials which are not available for loan as substitutes for the original items may be made on request, provided it is in accordance with the Malaysian copyright law. The onus of responsibility for copyright clearance should be sought by the borrowing library.

III. Use of multiple request forms

Request for inter-library loans should be made on the inter-library loan request forms and the procedures should be noted for efficient co-ordination.

IV. Information required on requests

1. Complete bibliographical details should be given if possible whenever requests for loans are made to another library.

- (a) Loan of books — The following citations should be included: author's full name — spelt correctly with correct initials; title accurately stated; volume number if part of a set; date of publication; publisher; edition if a particular edition is requested. The call number should be included if this is available.
- (b) Loan of journals — The following citations should be included: complete title of the journal; date of issue; volume number and parts if any.
- (c) Photocopy of a particular chapter or an article — Additional citations should include: page numbers and chapter; author and title of the specific article.

2. The borrowing library should verify the information provided by the reader and should quote the bibliographical source whenever possible.
3. All request forms should be checked and signed by the librarian in charge of inter-library loan services.

V. Conditions of Loans

1. The minimum period of loan for an inter-library loan item is one month. However, in exceptional circumstances the lending library has the right to reduce the period of loan.
2. The borrowing library will adhere to all conditions of use imposed by the lending library.
3. Should there be no condition imposed by the lending library, the borrowing library shall use the item borrowed on the same terms and conditions as applied to similar material in its own stock.
4. The borrowing library is responsible for returning all loans promptly and in good condition.
5. The borrowing library is responsible for the safety of the materials which have been borrowed. At the same time, it would meet all costs for repair or replacement should the items be damaged or lost.
6. All materials on loan should be despatched by registered parcel post and addressed legibly for safe delivery.

VI. Inter-library loan postal charges

All expenses incurred for the transaction of materials on inter-library loans will be borne by the borrowing library. A statement accounts will be submitted quarterly to the appropriate library for payment towards expenses incurred for inter-library loans.

VII. Photocopies

The borrowing library should request for photocopies as substitutes for the original materials by filling the appropriate section in the request forms. The lending library should charge the borrowing library separately for the photocopies. Should the borrowing library request for cost estimates, this information should be provided accordingly.

VIII. Follow-up section

The borrowing library shall take appropriate follow-up action should there be no response from the lending library.

IX. Violation of the Code

Libraries which continuously disregard the provisions of this Code shall be denied borrowing facilities and privileges.

APPENDIX II

A STUDY OF BOOKS LOST RECENTLY: THEIR COSTS AND REPLACEABILITY

No. of Books Lost	Value: Excluding Fines (M\$)*		Average Cost per Book (M\$)
	Calculated at original cost	Calculated at current cost	
250	10,560	—	42
97 Replaceable	—	5,500	57
153 Irreplaceable	5,300	—	35

*Rounded off to nearest \$10/- per item.

Mean of averages (Cost per book);
M\$42/-

NOTES:

1. This study was made of books lost to the stocks due to many factors, only one of which was lost through inter-library loans.
2. *In practice:*
 - (i) Current prices are established, if possible; doubled (as a fine) and charged to the person concerned.
 - (ii) Where a book is out of print, the original prices are established; doubled (as a fine); and charged to the person.
 - (iii) The Library would accept a replacement copy of a book lost.Of the 3 procedures: (iii) is the preferred solution; (i) is acceptable; but (ii) is by far the worst situation.
3. Of the many books now out-of-print, which can no longer be replaced with original (or updated) editions, the library attempts to obtain photocopies or microforms from other holding libraries. This process is long and tedious, and seldom successful.
4. In nearly all instances of book loss, the library loses out, as much tracing time and processing time is spent. Loss of accessibility is faced with in the meantime; and at the end of even a successful replacement exercise, the library may well end up with a cheap student edition or photocopy instead of its original (often clearly illustrated) hard cover copy.

APPENDIX III

RATES OF PAYMENTS FOR LIBRARIES FROM PRIVATE/COMMERCIAL FIRMS

(a) Borrowing membership] refundable upon termination of membership
Library deposit	(i) \$400.00 (4 books)		
	(ii) \$200.00 (2 books)		
Subscription fees	\$100.00 annually] non-refundable	
Registration fees	\$ 5.00		
Library card	\$ 5.00 annually		
(b) Non Borrowing Membership (For Reference only)] non-refundable
Subscription fees	\$100.00 annually		
Registration fees	\$ 5.00		
Library card	\$ 5.00 annually		

APPENDIX IV

LIST OF LIBRARIES WHICH HAVE SUBMITTED THEIR GUARANTEE LETTERS AND THE LIBRARIES WHICH HAVE PAID FOR THEIR MEMBERSHIP TO PARTICIPATE IN THE ILL SCHEME

I. Government/Quasi Government Libraries

(i) Malaysia

1. Bahagian Pencen, Jabatan Perkhidmatan Awam
2. Bahagian Penyelidikan, Jabatan Perdana Menteri
3. Bank Kemajuan Perusahaan Malaysia Bhd.
4. Bank Negara Malaysia
5. Bank Pertanian Malaysia
6. Institut Kajian Strategik dan Antarabangsa (ISIS)
7. Institut Kesihatan Umum
8. Institut Penyelidikan dan Kemajuan Pertanian (MARDI)
9. Institut Penyelidikan Perhutanan (FRI)
10. Institut Piawaian dan Penyelidikan Perindustrian Malaysia (SIRIM)
11. Institut Teknologi Mara (Petaling Jaya)
12. Institut Teknologi Mara, College of Preparatory Studies, Shah Alam.
13. Jabatan Kimia Malaysia
14. Kementerian Perumahan dan Kerajaan Tempatan
15. Lembaga Penduduk & Pembangunan Keluarga Negara

16. Perbadanan Pembangunan Bandar (UDA)
17. Perpustakaan Petronas
18. Pusat Kebudayaan Libya
19. Pusat Penyelidikan Getah (RRI)
20. Unit Pemodenan Tadbiran & Perancangan Tenaga Manusia (MAMPU)
21. Universiti Islam Antarabangsa
22. Universiti Kebangsaan Malaysia
23. Universiti Pertanian Malaysia
24. Universiti Sains Malaysia
25. Universiti Teknologi Malaysia (Jalan Gurney, Kuala Lumpur)
26. Universiti Teknologi Malaysia (Skudai, Johor)
27. Universiti Utara Malaysia

(ii) Singapore

28. Nanyang Technological Institute, Singapore
29. National University of Singapore

II. Private/Commercial Firms Libraries

30. Chemara Research Sdn. Bhd.
31. Malayan Banking Bhd.
32. Minconsult Engineering Firm

[Note: Any other libraries wishing to participate and whose names are not in this list are requested to contact the Library]