OVERVIEW: The VDOT Research Library routinely borrows materials from other libraries on behalf of its patrons, mainly through the use of OCLC's Worldshare ILL software platform, as part of an Interlibrary Loans (ILL) service. We also participate in ILL as a lender. We borrow from and lend to libraries across the United States and in foreign countries.

The ILL service helps VDOT employees gain access to rare, esoteric, or expensive materials. Such materials are typically out of print/unavailable, are not requested enough to enough to warrant permanent addition to the library’s collections, beyond the library’s typical collection scope, or are difficult to acquire or provide access to given the library's limited budget and space and staffing.

Some items we borrow for VDOT patrons via ILL are delivered electronically (usually via e-mail), and some are shipped in hard copy formats. All items borrowed through ILL are subject to copyright. In some cases, the only practical method of obtaining a resource needed (like a standard) is to purchase a copy and pay a royalty fee to the copyright owner, which we consider a "Document Delivery" and not an Interlibrary Loan. All transactional fees associated with ILLs or Document Deliveries are absorbed as part of the library's operating budget.

For the past decade the library has been a "net borrower" and has averaged 2 borrows and 1 document delivery for every one item we loan to another library, for a 3:1 benefit. In FY2015 we provided VDOT employees with 510 items via ILL/Document Delivery and loaned 61 ILL items to requesting libraries.

INTERLIBRARY BORROWING: Interlibrary borrowing is defined as instances where the VDOT Research Library borrows items from other libraries on behalf of VDOT patrons. All current VDOT Research Library cardholders may request materials through Interlibrary Loan. Due to transactional costs and staff limitations we ask patrons to prioritize their needs and only request items needed for VDOT-related business or professional development. Failure to return Interlibrary Loan items on time may result fees placed by the lending library, so we ask patrons to use promptly return items loaned by other libraries.

Interlibrary Borrowing Service levels (for VDOT patrons): The VDOT Research Library’s ILL borrowing service is provided according to the following levels of service:

- All VDOT Employees have unlimited access to ILL Services free of charge.
- UVA faculty, staff and students who are conducting research for VTRC under contract or as paid employees of VDOT can use either the VDOT Research Library's ILL services or ILL services provided by UVA's Interlibrary Services program.
- We do not offer ILL services to employees of any Virginia state agency other than VDOT.
- We do not offer ILL services to Virginia residents or to the general public. Virginia residents can consult their local public library for ILL services.
- We ask that ALL requestors carefully check holdings details and lending notes in our Library Catalog before placing an ILL request to be sure the items requested are not checked out, restricted, or missing.
- Due to resource constraints at the VDOT Research Library, we generally encourage employees and students of other Virginia colleges or universities who are conducting research as contract employees of the Virginia Department of Transportation to utilize the ILL services of their parent organizations, including but not limited to the University of Virginia, Virginia Tech and Old Dominion University.

What we can typically borrow for VDOT patrons:
1. Books, audio materials such as audio books and books on CD, videos (VHS or DVD), microforms, articles and photocopies from materials may be requested.

2. Items our library does not own copies of or items that we do not own in the desired format.

3. Items we do own copies of, but which are in use by other VDOT patrons.

4. Anything another library is willing to loan (without undue fees or restrictions).

**What we typically cannot borrow for VDOT patrons:**

1. Downloadable items protected by Digital Rights Management (DRM), such as eBooks and downloadable audiobooks.
2. Items that are rare, valuable or delicate, or items that lending libraries require an excessive fee to lend.
3. Items in high demand high demand or copyright restrictions we cannot honor.
4. Items that lending libraries do not own.

**INTERLIBRARY LENDING:** Interlibrary lending is defined as instances where the VDOT Research Library lends items to requesting libraries on behalf of the patron of the requesting library. We endeavor to extend Interlibrary Loan services to all public, governmental and academic libraries that can honor our lending terms and conditions. Individuals who do not hold a current VDOT Library Card who wish to borrow an item from our collection must initiate their request through another library.

The VDOT Research Library participates in two Group Access Capability (GAC) organizations. GACs are ad hoc associations of OCLC-participating libraries united by subject matter, geography or other attributes. Through WorldShare ILL, GAC group members have access to each other's bibliographic, location and summary holdings records. VDOT participates in the largest GAC "Libraries Very Interested in Sharing" (LVIS) and also in the transportation-specific GAC "Libraries Sharing Transportation Resources" (LSTR), which is currently administered by the library at the California Department of Transportation (CalTrans).

**Interlibrary Lending Service levels (for other libraries):** The VDOT Research Library’s ILL lending service is provided according to the following levels of service:

- We attempt to fill all ILL requests that come to us from any library in Virginia.
- We will consider requests sent by any kind of library (public, academic, corporate, etc.) regardless of geographical location.
- We prefer to receive requests directly via OCLC (our OCLC lending symbol is: TDG). If necessary, libraries that do not use OCLC can contact us directly at: Library@VDOT.Virginia.gov or 434-239-1902.
- We are unable to loan items via ILL if they are: In use by VDOT employees, part of our reference or Exam study collections, lost/missing, or electronic items protected by Digital Rights Management (DRM), or restricted due to copyright.
- We charge $30 [OCLC Interlibrary Loan Fee Management (IFM) credits](https://www.oclc.org/services/ifm.html) to libraries that are not located in Virginia, transportation libraries in any country, or members of LVIS and LSTR GACs.
- For fee payment we are only able to accept OCLC IFM. We are not able to accept checks, money orders, credit card payments or bank transfers.

**What we typically can loan to patrons of other libraries:**

1. Items from our circulating collections that are not in use by VDOT patrons.
What we typically cannot loan to patrons of other libraries:

1. Large items that are requested in reproduced formats (scanning or photocopying).
2. Items in our reference or Exam study collections, or other "special collections."
3. Items that are lost/missing from our collections.
4. Electronic items protected by Digital Rights Management (DRM), or restricted due to copyright.

For questions relating to Interlibrary Loans contact:

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