Universal Borrowing Policy Standardization
Revised 1/2012

In August 2010, CARLI began a three-phase series changes to standardize the circulation policies that apply to I-Share Universal Borrowing (UB) activity. "Universal Borrowing" is the Voyager module that supports interlibrary resource sharing. Any time an I-Share library patron requests, borrows, or picks up an item from an I-Share library other than her "home" library, Universal Borrowing policies are invoked.

It has been a long-standing tradition in our consortium to allow I-Share libraries to set their own policies that apply to resource sharing transactions involving their collections. While this provides for a great deal of institutional autonomy, it is much more common for consortia to set a standard set of policies that apply to consortial resource sharing transactions. In 2006, the CARLI Board charged a task force to review I-Share and other consortia's resource sharing policies and prepare a proposal for best practices. The group presented a set of proposals for common policies to the Board, and those recommendations were well received. However, proposed implementation dates were postponed several times due to technical issues with Voyager.

It also became apparent during this consortial practice review process that the I-Share participants' agreement was seriously dated and in need of revision. After review by legal counsel, a revised I-Share Agreement was approved by the CARLI Board in December 2009 and signed by each I-Share library director by April 2010. The new agreement states, "*Participants will abide by the CARLI Bylaws, the I-Share Library Resource Sharing Code and the common I-Share policies, protocols, and best practices adopted by the I-Share participant libraries.*"

While the work to implement standard resource sharing policies was ongoing, other service changes were made that further laid the groundwork for it. In January 2008, the Illinois Library Delivery Service (ILDS) implemented a predictable 1-day delivery time and improved tracking of shipments. Upgrades to the Voyager software have also corrected some UB problems. We are now finally at a point where we can move forward and fully implement common UB policies for I-Share.

The common policies, which include loan period, renewal policies and UB privilege blocking criteria, will, along with the improved ILDS delivery, provide a consistent high standard of resource sharing service among all I-Share libraries.

It is important to note that the new UB policies apply only to UB transactions. That is, when items from one I-Share library are lent to a patron affiliated with another I-Share library. Policies for "local" circulation, that is, transactions in which the patron and the item have the same "home" library, are not affected and libraries retain the privilege of setting their local circulation policies in ways that best meet their local needs. Also, I-Share libraries retain the right to determine which items in their collections are and are not eligible to be borrowed by patrons of other I-Share libraries.

It is also important to note that I-Share libraries do not need to make any changes in Voyager to implement the policies. This work has been and will be done by CARLI staff. The final phase of UB standardization will occur on January 5, 2012, and includes the implementation of the UB Policy Definitions for blocking thresholds.

Again, library staff do not need to do anything to implement these UB policy changes. However, you may wish to review your local policies in light of the UB policy changes. You may, for example, want to check that your local patrons receive loan policies that are no less generous than the policies for UB patrons. As you explore this, you may find unintended settings in your current local circulation policies and you may change those as and when you find appropriate.

This document is organized around the screens in the Voyager System Administration ("SysAdmin") module. Each I-Share library has staff who have access to SysAdmin and have the

necessary privileges to make changes. The Voyager SysAdmin manual provides useful documentation.

The standardized settings are indicated with red arrows, boxes, etc. Other settings on these example screens are set according to individual library policies.
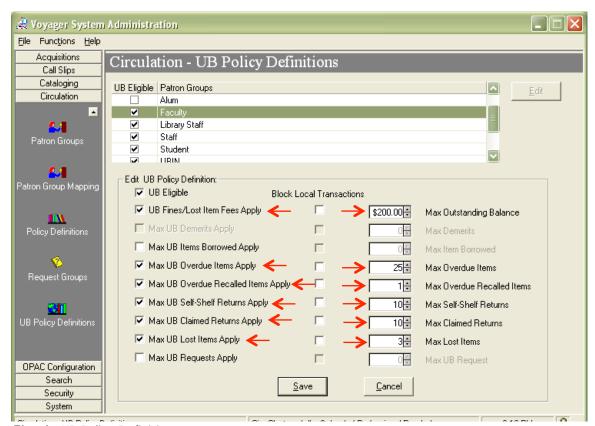

Fig. 1 *UB Policy Definitions screen.*

SysAdmin/Circulation/UB Policy Definitions
You get to this screen from Circulation, Policy Definitions and selecting a patron group. The policies on this screen apply to all patron groups that are "UB Eligible" [Checkbox checked].

This screen sets thresholds beyond which your patrons will be blocked from doing further UB activity. The thresholds are totals across all I-Share libraries. For example, a patron whose UB fines across all libraries total $200 or more will be blocked from UB activity until the total falls below that amount.

The "UB Eligible" setting was, until the implementation of the last phase of consortium-wide policies, the only value configured on this screen in System Administration for I-Share libraries. The arrows in Figure 1 point to the new values that are the standard values used by all I-Share libraries for UB policies, consortium-wide.
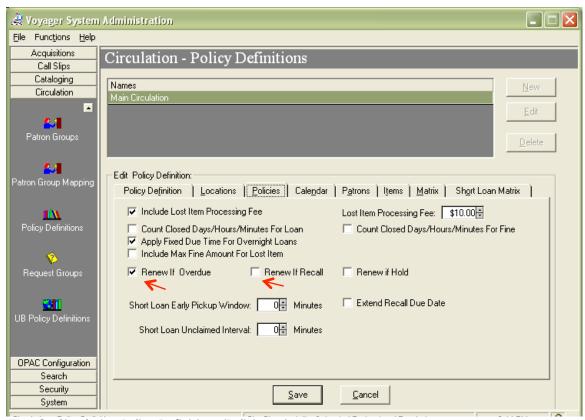
Fig. 2 *Circulation Policy Definitions/Policies tab*

SysAdmin/Circulation/Circulation Policy Definitions/Policies tab
You get to this screen from Circulation, Policy Definitions, selecting a circ policy group, and choosing the Policies tab. The policies on this screen apply to all of your library's circ policy groups.

> *This is the one place in this document where the policy changes affect your own patrons requesting your own materials. Voyager's policy structure does not allow us to limit these settings to UB patrons.*

For all patrons and all circ policy groups, overdue items may be renewed, but recalled items may not.

Fig. 3 *Circulation Policy Definitions/Patron tab*

SysAdmin/Circulation/Circulation Policy Definitions/Patron tab
You get to this screen from Circulation, Policy Definitions, selecting a circ policy group, choosing the Patrons tab, selecting a patron group, and clicking the Rules button. The policies on this screen apply to all circ policy groups, but only for the UBReg and UBLong patron groups.

This screen limits the activity of UB patrons [other I-Share libraries' patrons] at your library, whereas the UB Policy Definitions screen [Fig. 1] limits the UB activity of your own library's patrons in total across I-Share. Most of the limits on this screen are turned off so that the I-Share-wide limits will govern UB activity.

This screen also describes notices. Fine notices will be sent if the patron owes your library $20 or more. Courtesy notices and overdue notices will be sent. All notices will be emailed (assuming there is a current email address in the patron record).
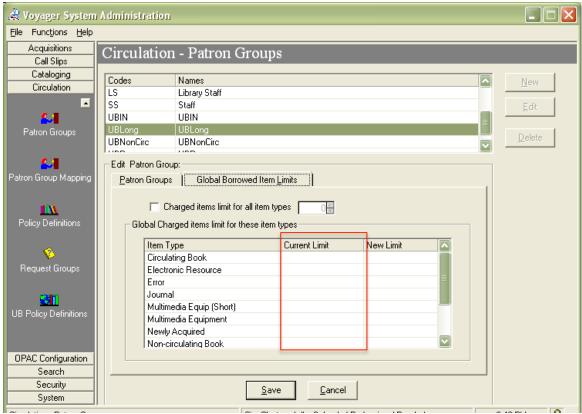
Fig. 4 *Circulation Patron Group/Global Borrowed Item Limits tab*

SysAdmin/Circulation/Patron Groups/Global Borrowed Item Limits tab
You get to this screen from Circulation, Patron Groups, selecting a patron group, clicking Edit, and choosing the Global Borrowed Item Limits tab. The policies on this screen apply to the UBReg and UBLong patron groups only.

This screen allows you to limit the number of items of a particular item type that can be charged to patrons of a particular a patron group, and to place a global limit on all item types for all of your policy groups. You might, for example, say that local undergrad patrons can have no more than 3 videos. The standardized policy for UBReg and UBLong patron groups is that there be no limits by item type.
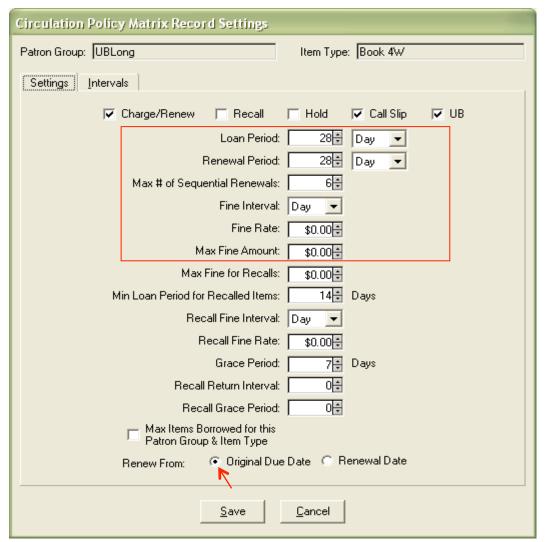
Fig. 5 *Circulation Policy Definitions/Matrix/Settings tab*

SysAdmin/Circulation/Circulation Policy Definitions/Matrix/Settings tab
You get to this screen from Circulation, Policy Definitions, selecting a circ policy group, clicking the Edit button, selecting the Matrix tab, choosing a patron group/item type, clicking the Modify button, and choosing the Settings tab. The policies on this screen apply to all circ policy groups for the UBReg and UBLong patron groups if either or both of the following statements is true:

- The UB box is checked (indicating that your library allows UB requesting for these materials)
- The Charge/Renew box is checked (indicating that your library will provide these materials to UB walk-in patrons) and your loan period is a term loan, or 28 days, or longer.   The highlighted values do the following:
- Set the loan period to 28 days, renewable up to 3 times for UBReg and 6 times for UBLong, for 28 days per renewal.
- Set fine interval to Days, Fine Rate to Zero, and Max Fine Amount to Zero.
- Allow patrons the maximum loan time when renewed prior to the due date. (Note: if an item is overdue at renewal the new due date would have the amount of overdue time subtracted from the renewal loan period.)

These settings apply in UB patron group matrices for books and serials that the library used to circulate for 28D or more, and to scores that used to circulate for 7D or more.
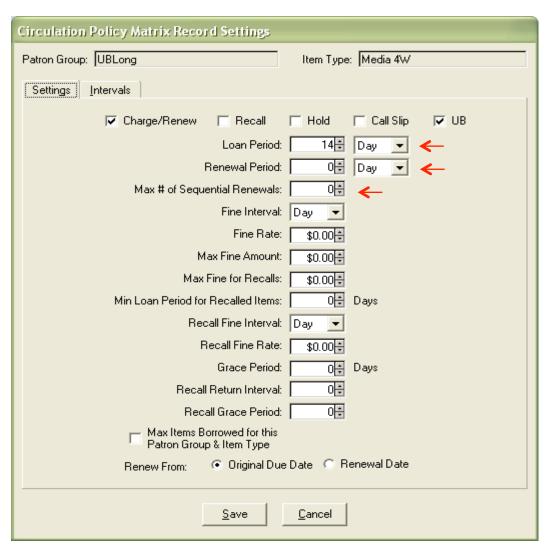
Fig. 6 *Circulation Policy Definitions/Matrix/Settings tab [non-print item type]*

SysAdmin/Circulation/Circulation Policy Definitions/Matrix/Settings tab
Similar to the previous screen [Fig. 5], the values highlighted on this page illustrate the UB standardized settings for your library's UBLong or UBReg, and circulating *non-print* item type combinations that your library previously circulated for 7D or more.

Fig. 7 *Circulation Policy Definitions/Matrix/Intervals tab*

SysAdmin/Circulation/Circulation Policy Definitions/Matrix/Intervals tab
You get to this screen from Circulation, Policy Definitions, selecting a circ policy group, clicking the Edit button, selecting the Matrix tab, choosing a patron group/item type, clicking the Modify button, and choosing the Intervals tab. The policies on this screen apply to all circ policy groups, for the UBReg and UBLong patron groups.

The settings on this screen govern the production of notices and determine the interval at which overdue items become "Lost-System Applied."

The settings are the same for both print and non-print item types.

UB Policies/Block Local Transactions: Optional Settings

The settings highlighted on this screen are not part of the Universal Borrowing standardization suite. However, libraries may choose to implement the "Local Blocks" to block their own patrons' local circulation activity when they become blocked from UB requesting/borrowing. This is done on a patron group basis in: Voyager System Administration/Circulation/UB Policy Definitions.

If you choose to block from local activity your patrons who are blocked from UB, this is an efficient way to do it. It is a lot less effort than suspending and unsuspending patron accounts manually in the Circulation client.
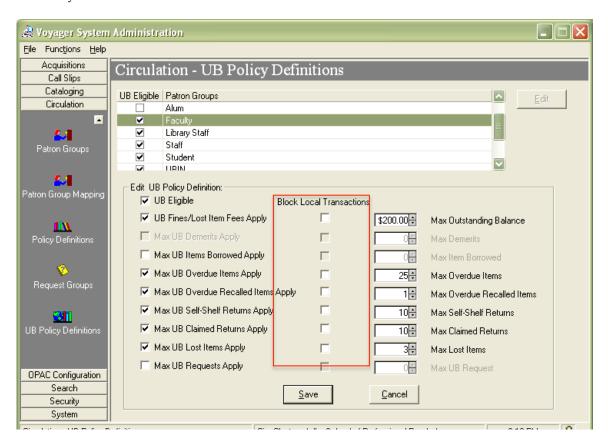

Fig. 8 *Circulation/UB Policy Definitions*

SysAdmin/Circulation/UB Policy Definitions
Check the box in the "Block Local Transactions" column that corresponds to the block policy you wish to implement for your local patrons, if they become UB delinquent. Do this for each appropriate local patron group.