

Rural Libraries Queensland

your local library network

Resource Sharing Guidelines

Purpose: *this document is to establish guidelines by which libraries in the Rural Libraries Queensland Network consistently provide a standard of excellent client service by sharing resources in a timely and cost-effective manner.*

GUIDELINES

- RLQ libraries will process Reservation Reports in a timely manner. *Un-Trapped / On Shelf Reserves* and *Expired Trapped Reserves* reports should be actioned at the beginning of every day that the library operates.
- A request for an item from the RLQ collections cannot be refused without specific exemption. Refer specific requests to pld@slq.qld.gov.au for determination.
- Items are to be despatched on a “one-way” basis using the Permanent transfer process. Where used, Temporary transfers will be for a minimum period of 5 weeks (35 days) and should only be used for local history items and parts of a complete series.
- Items that require postage to RLQ libraries outside of the local council should be despatched as soon as practicable, preferably the next working day.
- Items that require forwarding to a central point within a local council should be despatched on a regular basis. Central point libraries should process all incoming and outgoing deliveries as a priority task.
- Items that cannot be located after three (3) daily report cycles will be automatically flagged as “missing”. When a last copy is reported as missing the requesting library should be advised of the inability to supply.
- Receiving libraries will process incoming items through the “Returns” function as a priority task to remove the “in-transit” status and acknowledge the successful receipt of each item.
- Where a return request is indicated or if the item is received on a “temporary transfer” basis the receiving library will undertake to return the item before the transfer period expires.

COMMITMENT LEVELS

The commitment of individual libraries to meeting these guidelines will be monitored through a number of measures to assess performance, including:

- An average reserve fill rate of 90%. RLQ libraries should aspire to exceed this base-level target.
- An average Permanent Transfer ratio of more than 90%. RLQ libraries should limit usage of Temporary item transfers as much as possible.
- No items with an “in-transit” status of more than 35 days.

To ensure the ongoing commitment of all members, State Library will:

- Monitor overall stock levels within each council to ensure net-lending libraries are compensated through the quarterly exchange process with extra items.
- Remove Items posted to missing or lost from the RLQ system as soon as practicable to ensure the accuracy of the network’s holdings.
- Report outstanding “in-transit” items to both the sending and receiving libraries to determine the likely cause of any delivery failure.
- Monitor the number of return requests and postal charges for each council to ensure the sustainability of the request service and to ensure that the intent of circulating collections is maintained.

Any queries? Contact: - pld@slq.qld.gov.au

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