

**Service Agreement:**  
**Interlibrary Loan of University Libraries and the National Library**  
**Updated for 2025**

Interlibrary loan is a service in which one library requests an item that is not available in its library from another library, or supplies an item to another library.

This agreement details the responsibilities of the university libraries and the National Library in providing Interlibrary Loan Services.

**Responsibility of the Borrower**

1. Publish the Interlibrary Loan policy on the library website.
2. Comply with Copyright Laws and fair use in teaching and research, based on the [Guidelines of the Forum for Accessible Education](#) in accordance with each institution's agreements with the various publishers.
3. Ensure confidentiality of library customers.
4. Request items for library customers only and not for commercial entities.
5. Send requests with full bibliographic details and ISBN, ISSN, DOI, OCLC numbers.
6. Send requests via Alma and distribute them among the libraries. It is advisable to use the ISO Rota.
7. Send regular reminders about items that have not arrived.
8. Take care of the item from when it arrives and until it is returned and accept the conditions of the Lender. If the item is damaged or lost, the Lender must be compensated for the cost of the item.
9. Loan the item to a patron for a period of eight weeks, with no renewals - except in special circumstances.
10. Return the items before the due date.
11. Pack items for return shipping in a manner that prevents damage to the contents.
12. Submit requests for cancellations before processing begins.

**The responsibility of the Lender**

1. Publish the Interlibrary Loan policy on the library website.
2. Comply with Copyright Laws and fair use in teaching and research, based on the [Guidelines of the Forum for Accessible Education](#) in accordance with each institution's agreements with the various publishers.
3. Process requests according to the delivery times that appear in the table below.

Send a REJECT message when a requested item is not on the shelf after two searches and is available at another library.

Send a WILL SUPPLY message when the requested item is on loan but is not available at another library.

4. Lend books for a ten-week period with no renewal. The Lender is allowed to shorten the loan period as needed. The minimum period for holding an item is two weeks from the date it arrives at the Borrowing library.

5. Pack items for shipping in a way that prevents damage to the contents.

6. Send an invoice or request a replacement book when a book is overdue for more than a month.

#### **Delivery times / Negative responses**

<b>Material Type</b>	<b>Delivery Time*</b>	<b>Delivery Time for Negative Replies*</b>	<b>Delivery Method</b>
Journal Article/Up to two Book Chapters	Within 3 working days	Within 2 working days	Web server/email
Scan of Born-Digital item	Within 3 working days	Within 2 working days	Web server/email
Book Loan (up to 3 volumes)	Within 3 working days	Within 2 working days	Courier
Book Loan - National Library (up to 4 volumes)	Within 3 working days	Within 2 working days	Courier

\* Refers to the time from receipt of the order by the Lender until the item is shipped or a reject notification is sent.

The National Library will send a price quote for approval before processing a special scan. [National Library price list for academic institutions in Israel.](#)

**This document was approved by members of the Interlibrary Loan Sub-Committee on 11.5.25.**