

## Frequently Asked Questions - Staff

### **Q1. How can my library sign up to participate?**

To sign up, simply complete the LiLI Express Agreement, and email it to [marina.rose@libraries.idaho.gov](mailto:marina.rose@libraries.idaho.gov), or mail it:

Attn: Marina Rose  
Idaho Commission for Libraries  
325 West State St.  
Boise, ID 83702

### **Q2. Who should sign the LiLI Express Agreement?**

The agreement has a place for two signatures. The Library Director will always sign the agreements. And, for libraries that require additional authority, a place is provided for a board chair, superintendent, or city manager to sign.

### **Q3. What happens after my library signs up?**

After your library's registration form is received, the library name will be added to the participating libraries list, available for all to peruse here: <https://libraries.idaho.gov/lili/lili-express/>. Participating libraries agree to abide by the guidelines and responsibilities outlined in the participant agreement.

### **Q4. What does it cost to participate in LiLI Express?**

LiLI Express is a free service coordinated by the Idaho Commission for Libraries through the Libraries Linking Idaho program. There is no cost for a library to join, and no borrowing costs for the library customers who choose to take advantage of the service.

### **Q5. Is LiLI Express going to mean more work for circulation staff?**

Libraries who have participated in similar programs have indicated they did not see a significant change in workload.

### **Q6. How will my library's home patrons benefit from LiLI Express?**

Your customers will benefit with improved services. Now their expectations can be met with access to wider selections. Plus, they'll have the convenience they enjoy by having options to either drive to a nearby library to borrow an item or use the traditional ILL services you already provide them.

**Q7. What if a user takes all our books?**

The LiLI Express service was designed to allow for local customization. Your library can impose restrictions on the number and type of materials non-resident borrowers can check out. In addition, you may choose to have borrowers sign off on their responsibilities. Of course, any publicly funded lending institution can follow the steps outlined in Idaho Code 33-2620 regarding the failure to return materials borrowed.

**Q8. What's the incentive for my customers to keep using their home library?**

Your library's services reflect your community. In addition to meeting their primary needs through traditional lending services, your customers still want to take advantage of your reading programs, electronic information services, and the other local services you provide based on identified community needs. These services, and the need for them, will not change as a result of your customers' occasional participation in this reciprocal borrowing program.

**Q9. If my customer needs a special item from another library, why not just use ILL?**

Interlibrary Loan is a wonderful service for finding specialized items for library customers. The need for ILL will not cease due to participation in LiLI Express. LiLI Express is an alternative for customers willing to drive a short distance to retrieve an item, as opposed to waiting for two or more days for ILL delivery.

**Q10. How will I know if a borrower is in good standing?**

Participating LiLI Express libraries have agreed to respond to queries regarding the status of patrons registered at their libraries. This means that you can contact a patron's home library and inquire about outstanding fines or fees.

**Q11. Will LiLI Express extend to Idaho citizens who do not pay property taxes for a local city library or district?**

Yes. Residents in unserved areas of the state have the option of paying a non-resident fee for library services outside of their area. LiLI Express will recognize the non-resident cards held by those customers.

**Q12. Can we still stick with our lending policies for kids?**

Sure. Regardless of a borrower's home library's lending policies, they will still abide by the lending policies of the library from which they are checking out materials.

**Q13. After my library joins, can we withdraw from the program?**

Any library participating in the LiLI Express program may discontinue participation by submitting a written notification to the Idaho Commission for Libraries, either to [marina.rose@libraries.idaho.gov](mailto:marina.rose@libraries.idaho.gov), or to:

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325 West State St.  
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