IFM

In order for an IFM transaction to take place, both the borrowing and lending institutions must have IFM selected in the constant data applied to the request, and the IFM conditions must match (e.g., the borrowers max cost must be greater than or equal to the lender’s charge for the request).

To configure IFM, you must access OCLC Service Configuration. To access Service Configuration click the previous hyperlink, or click OCLC Service Configuration under the Other Quick Link column on the home screen.

In Service Configuration, you can create Borrower and Lender constant data records with IFM settings. For more information about constant data records, see Constant data. Different IFM settings can be applied to individual constant data records. If you do not select ILL Fee Management (IFM) for a constant data record, IFM will not be used to handle charges made using this record.

Watch a video

OCLC IFM - Interlibrary Loan Fee Management (7:37)

This video provides an overview of IFM and how borrowing and lending libraries can configure IFM as payment method.

Configure IFM in Borrower Constant Data

After logging in to Service Configuration, click WorldShare ILL > Borrower Data to configure IFM for borrowing requests. Constant data records with IFM selected should be created for instances where you would like to use IFM to handle transactions where you are willing to pay the lender's requested fee to fulfill a request. Adding a constant data record to a request will not guarantee the use of IFM. IFM will only be used if the borrower and lender IFM settings match.
Follow the instructions on Borrower Data to add or edit a constant data record. Before saving the record, ensure that you have selected ILL Fee Management (IFM) and entered the Maximum Cost you are willing to pay for item requests to which you add this constant data record.

**Configure IFM in Lender Constant Data**

After logging in to Service Configuration, click WorldShare ILL > Lender Data to configure IFM for lending requests. Constant data records with IFM selected can be used in instances where you would like to use IFM to handle for-a-fee lending transactions.

Follow the instructions on Lender Data to add or edit a constant data record. Before saving the record, ensure that you have selected Add ILL Management Fee (IFM) and entered the Lending Charges for requests to which you will apply this constant data record.

**In-Currency IFM**

Until the September 2016 system release, all IFM transactions had to be conducted using United States Dollars (USD). If you are in Australia, Canada, the Eurozone, South Africa, or the United Kingdom, you can now conduct IFM transactions with other libraries in your region in your local currency. In-Currency IFM determines the local currency used by your library based on your library’s settings in the OCLC WorldCat Registry and gives you the option of using your local currency or USD when applying IFM to requests.

If you live in a region where one of the following currencies is used, you can switch between it and USD in the Maximum Cost and Lending Charges fields in a request:

- Australian Dollar (AUD)
- British Pound (GBP)
- Canadian Dollars (CAD)
- Euro (EUR)
- South African Rand (ZAR)

For example, in a borrowing request, you can select the preferred currency for the IFM transaction from the Maximum Cost currency list. The image below is from a British library, so their options are GBP or USD:
Set up In-Currency IFM

If you have been using USD as your IFM currency but want to begin using your local currency, you need to update your constant data records so that you do not have to manually apply the currency on every individual request. OCLC recommends creating two sets of constant data records:

- One with your local currency
- One with USD

For example, if your library uses CAD, you should create two Borrower and two Lender constant data records. For the Borrower constant data records, you should have one record with the Maximum Cost in CAD and another with the Maximum Cost in USD. For the Lender constant data records, you should have one record with the Lending Charges in CAD and another with the Lending Charges in USD. When you have the two sets of constant data records set up, when creating or responding to requests, you can select the respective record based on the currency you want to use.

For information on creating, copying, and editing constant data records, see Borrower Data and Lender Data.

Requesting items (Borrowers)

IFM will not be applied if the Lender uses a currency different than the one you selected for your Maximum Cost. If you are using a currency specific to your region, OCLC recommends doing the following in order to avoid any complications between different currencies:

1. Send the request to the libraries in your region that also use the same local currency.
2. If the request goes unfilled by libraries in your region:
1. In the unfilled request, under Actions, click **New**.
2. In the new request, add **libraries that are not in your region** to the Lender String.
3. Apply your **borrower constant data record** that defines Maximum Cost.

### Responding to requests (Lenders)

IFM will not be applied if you do not select the same currency in your Lending Charges as the Borrower has indicated in their Max Cost. If you try to apply a different currency than what the Borrower selected, you will receive a warning message. If you proceed to update the request, IFM will not be applied. Note: If your library uses ILLiad, and you receive a request from a library in another country, you should verify that the borrowing library specified USD. If you are not using the same currency as the borrower, then the IFM transaction cannot occur.

As a lender, you have the following options when the borrower has supplied a different currency:

- Change the **currency** to the currency the borrower selected (only applicable if it is USD).
- Respond **No** to the request.
- Deselect **Use ILL Fee Management (IFM)** and change the **Lending Charge**. Supply the item for free, if possible.