

## GMR Resource Library Memorandum of Understanding

[Resource Library Name] agrees to serve as a Resource Library of the National Network of Libraries of Medicine (NNLM) Greater Midwest Region (GMR), under a cooperative agreement period of May 1, 2016 – April 30, 2021. As a Resource Library, [Resource Library Name] agrees to:

- Participate fully in the DOCLINE system and adhere to Network performance standards for fill rate and throughput for interlibrary loan service;
- Participate in the Electronic Fund Transfer System (EFTS);
- Review and maintain institution record for accuracy and completeness at least annually;
- Provide interlibrary loan and document delivery service in accordance with Network policies and procedures; filling requests for other NNLM libraries on a cost recovery basis of \$11.00 or less per loan;
- Contribute to, review, and maintain its institution's holdings data in DOCLINE at least annually. Upgrade all Level 2 holdings created by NLM's Title Change program to Level 3 holdings within 60 days. If batch update is used, rectify reported errors within DOCLINE within 30 days of the batch update;
- Participate selectively in MedPrint for the retention and preservation of print serials and monographs in multiple US locations;
- Provide document delivery service to unaffiliated health professionals and public users via end-user document requesting service, e.g. Loansome Doc or other NLM supported product;
- Whenever possible, offer reference service and other support to unaffiliated health professionals;
- When unable to support unaffiliated health professionals and public users with access to resources, refer to the GMR office;
- Work with GMR office staff to help identify health literacy and biomedical information access issues in their communities, when called upon; and
- Assist network office staff in the planning of NNLM GMR programs and services through participation in a stakeholder focus group or workgroup.

[Resource Library Name]

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[Signature]

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[Name and Title of Signer]