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client privilege and outside legal opinion.

§ 430.12 Business pursuits exclusion and ride-sharing services. § 440.6.11 Duties of excess insurer directly above another excess or umbrella carrier. § 440.8.3 Insurer ' s obligation to pay attorney fees as part of a judgment. § 468 Property insurance: valued policy laws. § 491.8 Client Handout: Using Auto and Liability Coverage to Increase Insurance Benefits for Medical Care. § 4170 Sophistication of policyholder as a defense to bad faith conduct. § 503.3 Tips for negotiating medical lien claims. 581.1 Issuance of insurance policies by Managing General Agents. § 664.5 Delegation of claims handling to Third Party Administrators. § 810A Chart: Each State ' s Position on Third Party Private Right or Direct Action for Bad Faith. § 1553 Chart: Statute of Limitations for Insurance Breach of Contract and Bad Faith Actions in All States. § 1566.2

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valuable to experienced interlibrary loan staff. With the tremendous changes and innovative new technologies that have been introduced in the past few years, this essential book fills an urgent need in the library literature for an up-to-date interlibrary loan manual. Based upon the policies and procedures of the interlibrary loan department at Rice University in Houston, Texas, this handy desk reference provides a case study of an actual ILL department as well as general suggestions for organizing and operating a modern ILL department.

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of the ILL process an annotated bibliography and list of resources for further exploration Designed primarily for librarians with little to no real practical experience in interlibrary loan, this book will educate readers about ILL and to provide a basic framework for evaluating an existing ILL operation or establishing a new one. It will also be a valuable reference for supervisors with responsibility for the ILL department, reference librarians, and experienced interlibrary loan librarians looking for expert, up-to-date information.

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Internal Revenue Bulletin

Issued September 2009

*Hearing Before the Subcommittee on
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Loan/Document Delivery and Customer Satisfaction is a valuable resource for academic librarians, public and special librarians struggling with ILL/DD issues, DD providers (commercial or otherwise), and students in the field of library and information studies. Readers become immersed in the issues as this book: describes the development of local software to reduce the tedious tasks involved in request fulfillment, freeing office personnel to tackle more difficult requests analyzes how important delivery speed is to academic ILL/DD requestors and suggests when investing additional resources in improving delivery speed may be a waste of money provides comparative data on how many requests can be processed by the typical ILL office staff member debunks some long-held assumptions about delivery speed sets guidelines for efficiency and effectiveness

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proposes two strategies for redesigning ILL services to incorporate new developments in technology and innovative approaches toward long-standing, traditional services Interlibrary Loan/Document Delivery and Customer Satisfaction is useful not only to administrators interested in redesigning ILL and DD, but also to other libraries interested in comparing the speed and effectiveness of their service with some positively evaluated services provided by high-volume libraries. The software review helps providers implement the best choice of software for their offices and provides in-depth discussions about the strategies needed to further develop one's own software to reduce workload. At a time when the tenets of Total Quality Management and customer satisfaction are the focus of many managers, interlibrary loan and document delivery are

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transforming from peripheral services to primary services in the academic library. Interlibrary Loan/Document Delivery and Customer Satisfaction reflects the convergence of these trends and provides a great snapshot of services provided by a representative group of academic libraries.

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