

Interlibrary Loan (ILL) Policy

Purpose

The primary purpose of Interlibrary Loan (ILL) services is to obtain materials for scholarship that are not available in the HPU Library's collections.

Restrictions

Patrons should first utilize the print and electronic resources available in the HPU Library. Librarians can be consulted to help locate resources that may have been overlooked.

Some materials are not available through ILL. These can include the following:

1. Textbooks, reference books, and audiovisual materials
2. Items that are fragile, oversized, or in a library's special collections
3. Dissertations

ILL Costs

- *In most instances, ILL items can be obtained for free.* In the event a free option cannot be found, the fee is usually between \$10.00 - \$20.00 per item.
- The ILL request forms enable requestors to specify the maximum amount they are willing to pay for each item.
- If the cost for an ILL item exceeds the specified amount, HPU Library staff will notify the requestor and wait for approval before proceeding with the request.
- Any fees for items requested via ILL cannot be refunded, even if the requestor never picks up the item(s), or later determines they did not need them. If an individual wishes to cancel their submitted ILL request(s), they are advised to email ill@hpu.edu immediately, and call (808) 544-0210 if they do not receive confirmation of the cancelation within 2 business days.

Submitting ILL Requests

- Online request forms are available on the [HPU Libraries Interlibrary Loan webpage](#).

Turnaround Time

- Turnaround time for ILL materials is affected by the location of the lending university or institution, the availability of the requested material, workloads both here and at the lending institution, and the delivery service used.
- Articles are usually sent electronically to HPU; in these cases, requestors typically receive their articles in less than a week. If sent in print, because of Hawaii's location, print articles can take 1-2 weeks to arrive.
- Books typically take to 2-4 weeks to arrive.
- *Requestors are advised to plan ahead and allow themselves enough time for requested materials to arrive.*

Notification and Pick-up

HPU Library staff will send updates and pick-up notifications to the requestor's HPU e-mail address.

- ILL items can be picked up from Meader Library, Floor 2 (Downtown campus). Patrons may also request to have their ILL items sent to Atherton Library (Hawaii Loa Campus) for pick up.
- Requestors are responsible for picking up their ILL materials.
 - Books not picked up by their due date will be returned to the lending institution.
 - Articles: a unique link and password combination will be emailed to the requestor, who will have 30 days to download the article.
- ILL fees can be paid at the Business Office or online (HPU Pipeline).
 - If an ILL item requires a cost (*see ILL Costs above*), the fee must be paid before the item can be given to the requestor.

Loan Periods, Renewals, and Recalls

Lending institutions determine the due dates, possibility of renewals, and other potential limits for ILL items they loan to HPU. Loan periods vary depending on the institution lending the item, but the requestor will be notified of an item's due date at the time of pick-up. It is the user's responsibility to return their ILL materials by the due date, or to request renewals before the items are due.

To request a renewal for your ILL item, please contact ill@hpu.edu.

- ILL items may be recalled by their lending institution. *Recalled materials should be returned promptly.*
- Renewals are determined by the lending institution and are not guaranteed.
- Renewal requests are best made at least 7 days prior to the item's due date.

Overdues and Fines

Returning ILL items on time helps HPU maintain good standing with other universities and lending institutions and to maintain its credibility in ILL lending circles. Overdue ILL items may result in lending institutions charging late fees, and refusing to loan materials to HPU. To avoid this possibility and safeguard the continuation of ILL services for the HPU community, the HPU Libraries will take the following steps to try to ensure items are returned on time:

- A courtesy notice reminding a user to return or renew an ILL item will be sent seven (7) days before the item is due.
- An overdue notice will be sent to a user the next working day after an ILL item was due. A second notice will be sent seven days after the item was due. For faculty, the second notice will also be sent to the faculty member's department chair.
- Overdue ILL items are subject to a \$5.00 fine on the seventh day overdue.
- Lending institutions may charge their own fees. Any fees charged for overdue ILL items will be assessed to the borrower's HPU Banner account.
- Individuals with overdue ILL items on their records will not have any additional ILL requests processed by the HPU Libraries, nor can the individual borrow any HPU materials, until the items are returned.

Lost or Damaged Materials

- Lost or damaged materials (water damage, fire damage, theft, etc.) may incur a fee.
- The HPU Libraries consider an item lost if it is 21 days overdue. Lending institutions may assess their own fees for their lost or damaged property. (Even if an item considered lost is later returned, the lending institution may still apply the fee.)
- Lost or damaged fees will be assessed to, and are the financial responsibility of, the individual who borrowed the item(s).

Suspension of Privileges

Interlibrary Loan services may be suspended for an individual for the following reasons:

- Repeatedly not picking up requested ILL items.
- Overdue materials (ILL items or HPU materials) on an individual's record; service will resume once all overdue materials are returned and applicable fines paid.

Copyright Limitations

The HPU Libraries comply with the copyright law of the United States (Title 17, U.S. Code), which governs the making of photocopies or other reproductions of copyrighted material. According to CONTU Guidelines, up to 5 articles published in the current 5 years may be received from a single periodical title per calendar year by an institution. Also, regardless of publication date, one article, per issue, per patron may be received by an institution per calendar year. Submission of an Interlibrary Loan Request Form acknowledges compliance with "fair use practices" in regards to copyright limits.

For additional information, contact:

Stephanie Nakamura
Access Services
ill@hpu.edu
snakamura@hpu.edu

Access Services Front Desks
Meader Library: (808) 544-0210
Atherton Library: (808) 236-3505

Assistance is also available through the 24/7 chat reference service available on the [HPU Libraries homepage](#).