Interlibrary Loan (ILL) Policy

Purpose
The purpose of Interlibrary Loan services is to obtain for Hawaii Pacific University students, faculty, and staff research and course-related materials that are not readily available in the HPU Library collections. It is recommended that patrons first utilize the print and electronic resources available in the HPU Libraries; librarians can be consulted during the course of research to help locate resources that may have been overlooked.

The term "interlibrary loan" is used to describe the process of borrowing books and/or obtaining journal articles from other institutions.

Restrictions
Some materials are not available through Interlibrary Loan. 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, Library staff will notify the requestor and wait for approval before proceeding with the request.
- Any fees for items requested via ILL are locked in and cannot be undone or 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 contact the HPU Libraries by phone or in person immediately.

Submitting ILL Requests

- Online request forms are available on the HPU Libraries' main webpage (http://www.hpu.edu/Libraries_HPU/Webpages/index.html) or via the Libraries tab in Pipeline.

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 often 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, 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 e-mail address provided on the ILL request forms.

- Unless otherwise specified or requested, ILL items can be picked up from Meader Library, Floor 2 (Downtown campus)
- Requestors are responsible for picking up their ILL materials from the Libraries.
  - Books not picked up by their due date will be returned to the lending institution.
  - Articles not picked up will be discarded at the end of each semester.
- ILL fees can be paid at the time of pick-up. Payments can be made by cash or check.
  - If an ILL item required a cost (see ILL Costs above), the fee must be paid in full 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
I 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 relations 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 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 until the items are returned.

**Lost or Damaged Materials**

- Lost or damaged materials (water damage, fire damage, theft, etc.) may incur a fee.
- An item is considered lost if it is 21 days overdue. Lending institutions 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).

**Termination and Reinstatement of Privileges**
Interlibrary Loan services may be terminated for an individual for the following reasons:

- Repeatedly not picking up requested ILL items
- Overdue ILL items on an individual’s record; service will resume once all overdue ILL items are returned
- Overdue, lost, or damaged ILL fees on an individual’s record; service will resume once all ILL overdue, lost, or damaged fees are 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 five articles may be copied from a single periodical title per calendar year by an institution. Submission of an Interlibrary Loan Request Form, either online or in print, acknowledges compliance with “fair use practices” in regards to copyright limits.

**For additional information, contact:**
Stephanie Nakamura
Access Services, Meader Library
snakamura@hpu.edu, ill@hpu.edu
(808) 544-0291

Access Services desk
(808) 544-0210

Assistance is also available at the Access Services desk on the 2nd floor of Meader Library, or through the 24/7 chat reference service available on Pipeline’s Libraries tab.