

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:

- Textbooks, reference books, eBooks, and some audiovisual materials
- Items that are fragile, oversized, or in a library's special collections
- 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](mailto: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 Library's Interlibrary Loan webpage.
- Through HPU Discovery by filtering to "Libraries Worldwide" and selecting the article or title you want to ILL.

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 the 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 from ill@hpu.edu.

- ILL items can be picked up from The Waterfront Library (Building 6, Room 302)
- 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, 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 patron's responsibility to return their ILL materials by the due date, or to request renewals before the items are due.

To request a renewal 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.

Overdue Items 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 Library will take the following steps to try to ensure items are returned on time:

- An overdue notice will be sent to the patron the next working day after the ILL's due date. 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.
- 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 Library, 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 Library will 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 Library complies 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 regard to copyright limits.

For additional information, contact:

Interlibrary Loan Services

ill@hpu.edu

Waterfront Library: 808-544-0210

Assistance is also available through the 24/7 chat reference service available on the HPU Library and Learning Commons homepage.