

University Policy 4.04.01

Interlibrary Loan

Revised Policy Approval Date: September 9, 2022

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POLICY STATEMENT

Capella University Library (CUL) obtains materials not available in the current library collection for use by current Capella University students, faculty, and staff, at their request. The university may establish materials limits, fines, and return deadlines to maintain a positive relationship with resource providers and secure future borrowing privileges. Interlibrary loan procedures are administered through this policy.

RATIONALE

This policy reinforces the university's commitment to access to library materials for students, faculty, and staff to support their scholarship and professional responsibilities.

DEFINITIONS

None

PROCEDURES

I. Loan Period

Interlibrary loan materials must be returned promptly according to specified due dates. For materials obtained from another library, the loan period is controlled by the lending library, not Capella University. Capella University may control the rental length for materials obtained through other means.

II. Request fulfillment

- A. Document delivery is a method through which CUL provides journal articles or book chapters to students, staff, and faculty which are not available in the library's permanent collection. These are provided through PDFs which are emailed to the requester's email of record and will be unavailable for download after 30 days. The PDFs may be saved or printed for personal use; they may not be shared or distributed.
- B. Book requests will be filled using a digital-first approach. CUL will attempt to obtain the books electronically first. If a book is not available electronically, a print copy may be borrowed or obtained on the requester's behalf.

III. Restrictions

- A. The following items are not available through interlibrary loan:
 - 1. Dissertations
 - 2. Materials available in Capella University Library (CUL) resources

3. Reference books
 4. Entire issues or several articles from the same journal
 5. Non-academic related items (e.g., books on a bestseller list or books on hobbies)
 6. Media (e.g., videos, films, CDs)
 7. Test or exam preparation materials
- B. Borrowers are limited to 15 interlibrary loan items (e.g., articles, book chapters or books) of standard cost per quarter. If the cost to CUL for a request exceeds \$65, the request will be canceled.
 - C. Interlibrary loan books are limited to a maximum of 20 books per student during their time in any degree program.
 - D. CUL reserves the right to request information about how items will be used and to cancel requests for items not being used for current coursework, dissertation/capstone research, or other Capella-specific work.
 - E. CUL reserves the right to curtail or terminate an individual's Interlibrary Loan privilege in certain circumstances, e.g., abuse of the privilege for personal advantage to the detriment of the larger CUL community.

IV. Print Books

- A. Print Book Fulfillment
 1. Interlibrary loan requests from students outside of the continental United States and Canada that can only be filled by print books are filled on a case-by-case basis.
 2. Post office boxes will not be accepted as deliverable addresses for print books. Students must provide a current street mailing address for all interlibrary loan requests filled with print books.

V. Overdue Items

- A. CUL will notify borrowers of due dates. Charges incurred because of overdue or lost items will be charged to students' university accounts
- B. The Capella University Library (CUL) reserves the right to limit or refuse interlibrary loan service to borrowers who repeatedly lose or return items late.
- C. Overdue notices are courtesy notices only. Failure to receive overdue notices will not be accepted as grounds to cancel fines. Items that are not returned or renewed by the due date will be assessed a fine at the rates described in section V.E.
- D. If an item is returned at any time between seven and 30 days past the due date, accumulated charges will be applied. After 30 days the item is considered lost.
- E. All interlibrary loan users will be subject to the following penalties for overdue and lost interlibrary loan materials. Late fees and processing fees are irreversible:
 1. Seven calendar days overdue: fine of \$1/day applied from due date.
 2. Thirty calendar days overdue
 - a. The item is considered lost.
 - b. In addition to the accumulated fine, a \$30 processing fee will be assessed after the 30th calendar day.
 - c. Future interlibrary loan requests will not be processed until the item is returned or payment is received.
 - d. Replacement charges as determined by the lending library will also be assessed.
 - e. Charges will be applied to the student's account.

- F. If an overdue item is returned within 90 days after the student has been billed, the replacement fee will be removed from the student's account upon receipt of the item and processing of the return by CUL.

VI. Book Recalls

- A. On occasion, a lending library will recall a book from Capella in order to sufficiently meet demand for materials. If a book is recalled, it must be returned immediately even if the original loan period has not yet expired.
- B. If a book is returned at any time between seven and 30 days past the recall notice, appropriate charges will be applied.
- C. The following penalties will be applied for recalled books that are not returned promptly. Late fees and processing fees are irreversible:
 - 1. Seven calendar days following recall notice: fine of \$1/day applied from due date.
 - 2. Thirty calendar days following recall notice
 - a. The book is considered lost.
 - b. In addition to the accumulated fine, a \$30 processing fee will be assessed on the 30th calendar day.
 - c. Future interlibrary loan requests will not be processed until the book is returned or payment is received.
 - d. Replacement charges as determined by the lending library will be assessed.
 - e. Charges will be applied to the student's account.
- D. If a recalled book is returned within 90 days after the student has been billed, the replacement fee will be removed from the student's account upon receipt of the book and processing of the return by CUL.

POLICY OWNERS

Academic Owner: Capella University Library

Operations Owner: Capella University Library

RELATED DOCUMENTS

University policy 4.03.01 Tuition and Fees

REVISION HISTORY

Original Policy Approval Date: February 28, 2005

Revision Dates: 7-17-07; 10-15-18; 9-9-22

Administrative edits as result of ongoing review: 12-20-07; 10-1-08; 2-22-10; 5-1-11; 4-1-25