

# Interlibrary Loan Policy Statement

October 2024

The Torreyson Library Interlibrary Loan (ILL) Department supports the research and educational needs of the University of Central Arkansas's (UCA) students, faculty, and staff. To accomplish this mission, the Interlibrary Loan Department works with other libraries to access library resources not owned by the Torreyson Library. As an additional service, the ILL Department scans and electronically delivers to UCA patrons digital copies from the Torreyson Library's Collections. The ILL Department supports other Arkansas and academic communities by providing Torreyson Library resources to libraries locally, nationally, and internationally.

## Policy Guidelines

The Interlibrary Loan Code for the United States, the regulations set forth in the Amigos Resource Sharing Agreement, Amigos Western Resource Sharing Agreement, LVIS (Libraries Very Interested in Sharing) resource sharing arrangement, OCLC Group Affiliations, the rules of Torreyson Library, the policies of the University of Central Arkansas, copyright law, and the policies of lending libraries govern the operations of the Torreyson Library Interlibrary Loan Department at UCA.

## ILL Services for UCA

The ILL Department processes requests by UCA ILL patrons for library items not owned by the Torreyson Library. The ILL Department works with participating libraries to access those materials, whether by borrowing physical items or delivering digital copies of items from other libraries. Transit for physical loans of items takes an average of 7-12 days, while digital copies are provided in an average of 1-4 days. There can be delays due to availability or shipping. If patrons request items available for checkout at Torreyson Library or the library at Hendrix College, that can be accessed electronically in a Torreyson Library collection, or are free and open access online, the ILL Department will send patrons an email with information about how to access the item instead of sending the request to other libraries. If a patron requests a copy of an item located in the Torreyson Library's Collections, the item is digitally scanned and electronically delivered if copyright, condition, and format allow.



## Patrons Served

Interlibrary Loan services are available to all current students, faculty, and staff of the University of Central Arkansas. Students may only use Interlibrary Loan when classes are in session during a semester for which they are currently enrolled. If students are engaged in a long-term academic project, such as a dissertation or thesis, they may seek ILL Department approval to use ILL Services, which may require faculty/departmental confirmation. Patrons not currently affiliated with the university (i.e. alumni, former employees, community users, and individuals who have obtained circulation privileges through the payment of an annual fee) are not eligible to use Interlibrary Loan.

## Procedures for Submitting Requests

An online interlibrary loan system is used to submit ILL requests. Patrons can submit requests by searching topics or titles in the library website's search bar and library databases, or manually from their library account. Users will be prompted to sign in using their UCA single sign-on credentials. To view requests or submit manual requests, users may log into their library account on the Interlibrary Loan webpage. Due to system capabilities, manually submitted requests may not be processed as quickly. The system maintains your account details and detailed information about the requested item(s), as well as sends important request information via email. Requests in excess of five will be processed only after requests from other requesters in the queue have been processed. Students with active requests in excess of 30 will require approval by the ILL Department. The approval process may require faculty/departmental confirmation.



## ILL Department Information

Visit the [Torreyson Library Interlibrary Loan website](#) to view contact information, important semester dates, and Frequently Asked Questions, as well as access your Library Account. The [Interlibrary Loan FAQs](#) provide detailed guidance about how to utilize ILL services. For assistance, the ILL Department email is [ill@uca.edu](mailto:ill@uca.edu) and the phone number is 501-450-5205. Full [Torreyson Library hours](#), including closures, are listed online. ILL Department office hours are 8 am-4:30 pm on open weekdays.

## Retention of Patron Records

The ILL Department follows guidelines on patron data as established in the [Torreyson Library Statement on Privacy and Confidentiality](#). ILL patron information collected includes: name, UCA email, status, university ID number, and request history. Patrons can choose to provide an alternate email address in their library account's Profile. Patron information is retained for three years except when financial records are involved. In these cases, patron invoices, receipts, or information regarding lost or damaged materials will be retained for up to five years after the item is paid.

## Types of ILL Requests Processed for UCA

### Loan Requests

The ILL Department will attempt to borrow physical library materials of any type and complete ebooks from other libraries, with the exception of textbooks. The lending library determines what materials they will lend and may provide the material in a format different from the one specified in the request.

The ILL Department will not process loan requests for materials available for checkout in the Torreyson Library collections. Exceptions to this policy will be considered for format preference or materials not currently available (at the bindery, overdue, with long checkout periods, etc.). Furthermore, because UCA students, faculty, and staff, with a current UCA BearCard, have library borrowing privileges at the Hendrix College library, the ILL Department will not process requests for loans of physical materials available for checkout in their



collections. If a physical item is available at the Torreyson Library or the library at Hendrix College, the ILL Department will email the patron with information about how to access the item. If a Torreyson Library ebook is available, information on how to access the ebook will be emailed to the patron in place of a loan unless the format preference for a print book is indicated in the request's Patron Comments field.

The loan period for a physical item is determined by the lending library. The ILL Department may shorten the lending period to ensure that materials are returned to the lending library on time or by the completion of the semester. Renewal requests can be made by the patron through their personal library account's Requests tab or by contacting the ILL Department. Renewal requests need to be made before the due date. The lending library must approve the renewal. The patron can hold onto the item until they receive an email that the renewal was approved or denied. If the renewal is not granted by the lending library, the patron must return the item by the original due date. If the renewal is granted, the patron must return the item by the newly-assigned due date. Additional renewals will only be granted with the approval of the ILL Office. Students may not renew past the end of the semester. Items not picked up within five working days of the loan pickup email may be returned by the ILL Office to the lending library. Patrons may contact the ILL Office to arrange a different pickup date or method.

If patrons request the loan of a complete ebook that is not available at the Torreyson Library or free and open access online, the ILL Department will attempt to request it from other libraries. Ebook lending is a new service, and only a few lenders have vendor agreements that allow them to lend full ebooks. Patrons should submit the request with the Request type as Loan and the Format type as Ebook; it is recommended to indicate in the Patron Comments field your format preference, and if you would accept both ebook and print. If available, complete ebooks will be delivered electronically.

### Copy Requests

The ILL Department will attempt to process requests for copies of items and deliver them electronically through the patron's interlibrary loan account. If the copy request is for an item available in Torreyson Library collections, the item will be digitally scanned as allowed by copyright and delivered to the patron if it is in a scannable format/condition. If the item is not in a scannable format/condition or lacks copyright permissions, the patron will be emailed with information on how to access the item. The number of pages digitally scanned and delivered for each request will follow copyright. If the number of pages requested by the



patron exceeds copyright, a reduced number of pages may be digitized. Requests in excess of fifty pages will require approval by the Interlibrary Loan Department. ERIC microfilm documents will be digitally scanned if authored by the U.S. Government. All other ERIC documents will only be digitally scanned with the approval of a faculty librarian. The approval process may require faculty/departmental confirmation.

If the item is not available in any of the Torreyson Library collections, the ILL Department will attempt to request digital copies from other libraries as copyright allows. Examples include digital copies of articles and book/ebook chapters. Individual patrons can commonly receive a chapter up to 10% of a book/ebook in total for a particular book per copyright. If patrons want to request a digital chapter(s) of a book, they should select the request type “copy” and note the chapter title(s) in the request. For non-sequential pages, it is recommended to create separate requests or select the print record when making the request. The ILL Department requests digital copies from other libraries according to copyright. If the number of pages requested by the patron exceeds copyright, the physical loan of the item or a reduced number of pages may be requested instead. The lending library determines if they are willing to scan or digitally deliver the requested number of pages. Digitally delivered articles are available on a patron’s interlibrary loan account as a PDF file that is accessible and downloadable for thirty days. OCR conversion of articles is available in the ILL Office upon request.

## Cost for Patrons

The Interlibrary Loan Department does not charge a fee for any services; however, some lending libraries do charge a lending or copy fee. The Interlibrary Loan Department makes every effort to locate materials through lending libraries that do not charge fees. If materials can only be located at a lending library that charges a fee, the patron is responsible for paying that fee. Before the request requiring a fee is officially transmitted, patrons will be sent an email asking if they agree to pay the fee. A range of possible fees from various lenders will be included in the email, and patrons can indicate the maximum fee they are willing to pay in their reply. If the patron agrees to pay the fee, the Interlibrary Loan Office will first request from the least expensive libraries. Once patrons agree to pay, payment must be made when they pick up the requested item or after the item has been delivered electronically.

Patrons are responsible for paying fees even if they determine that the borrowed item is not needed or decline to pick it up, as the Torreyson Library has already paid the fee. If patrons do not pay for the item in a reasonable amount of time, they will be blocked from using



interlibrary loan and checking out UCA Library materials. For students, a flag will also be placed on their UCA account, thereby blocking course registration, transcripts, etc. The Interlibrary Loan Department will accept exact cash, checks, money orders, departmental transfers, or a UCA Bear Card for payment.

## Copyright Compliance

The following copyright notice is posted in the ILL Office, on request forms, and on delivered materials to ensure that patrons understand copyright requirements related to Interlibrary Loan materials:

The copyright law of the United States (Title 17. United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy/reproduction is not to be 'used for any purposes other than private study, scholarship, or research.' If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of fair use, that user may be liable for copyright infringement.

Torreyson Library will follow U.S. Copyright Law, and, when most suitable, the National Commission on New Technological Uses of Copyright Works (CONTU). When copyright guidelines restrict the copying of a longer work such as a book, the item may be requested as a physical loan.

Torreyson Library will cover the cost of copyright fees if they must be assessed. In cases where copyright fees are excessive, the ILL Department may explore more cost-effective ways to access the material. The ILL Department will maintain records of requests that fall under copyright guidelines for three calendar years after the request is made.

## Patron Responsibilities

- Maintain up-to-date contact information in the account profile. The ILL Department communicates with users via email to indicate that an item is ready for use, for payment/fee information, etc.



- Monitor communication from the ILL Department and pick up requested materials in a timely manner.
- Accurately fill out digital request forms through the interlibrary loan system.
- Ensure the care and safety of borrowed materials and cover the cost to replace lost items or repair damages that occur in the patron's possession. Pay any fees imposed by the lending library. Before a request is sent out, patrons will be informed of any costs and asked to confirm that they are willing to pay.
- Return all materials by the due date marked on loaned materials or request a renewal before the due date. If the materials are not returned by the due date, the following measures may be imposed:
  - Suspension of ILL privileges and use of UCA library materials and invoice for the replacement cost of the overdue material.
  - Students may also have their UCA student record flagged, thereby blocking course registration, transcripts, etc.

## ILL Department Responsibilities

- Process requests in a timely manner.
- Communicate with patrons when there are any problems with the information provided and/or availability of the requested item.
- Work to obtain requested materials in the quickest and most cost-effective manner.
- Communicate with patrons about any fees that are associated with the requested material before processing the request.
- Promptly process and distribute incoming articles.
- OCR conversion of documents upon request.
- Promptly process and inform patrons of loaned materials available for pickup.
- Clearly mark due dates on loaned materials.
- Work to obtain renewals requested for loaned materials and inform patrons about new due dates.
- Accurately maintain records associated with interlibrary loan materials.
- Maintain open and productive relationships with lending libraries to ensure continued access to materials.
- Work to ensure the privacy of all patron information.



# ILL Services for Other Libraries

## Libraries Service

The ILL Department will work to assist any library that wants to borrow materials in the Torreyson Library collection. Materials will be loaned only to libraries in the United States. Copies may be made for U.S. and international libraries if they provide the means to deliver the copy electronically. While the Interlibrary Loan Department works with all libraries, preference will be accorded to libraries in the following order: Arkansas libraries, Amigos and LVIS academic libraries, Amigos and LVIS non-academic libraries, non-Amigos and LVIS academic libraries, and other public and special libraries.

## Procedures for Requests

The ILL Department accepts requests via OCLC and will accept direct requests through email, mail, and fax. The OCLC symbol for Torreyson Library is AKC. To contact the ILL Department, email [ill@uca.edu](mailto:ill@uca.edu) or call 501-450-5205. The fax number is 501-450-3234. Office hours are 8 am-4:30 pm on open weekdays. Full [Torreyson Library hours](#), including closings, are listed online, and the OCLC Policies Directory will indicate if we are currently an OCLC supplier. Torreyson Library uses OCLC's TIPASA system to process requests.

## Shipping Instructions

The ILL department participates in TransAmigos Express (TAE), the Amigos Library Services courier service. Participating libraries should utilize the Amigos Library Services Label Maker and ship to the Torreyson Library symbol AKC. For non-TAE libraries, the shipping address is listed below:

Torreyson Library - ILL  
University of Central Arkansas  
201 Donaghey Avenue  
Conway, AR 72034





## Materials Loaned from Torreyson Library Collections

- Books, including items from the Main, Music, and Children's collections.
- Audiovisual materials located in the Main, Music Media, Audiobooks, and DVD collections.
- Scores located in the Scores collection.
- Items in the Reference, Music Reference, Government Information Reference, and Microforms collections at the discretion of a member of the Library Faculty.
- Items in the Main collection marked *Library Use Only* at the discretion of a member of the Library Faculty.
- Items available for checkout in the Government Information collection.
- Theses and dissertations written by UCA students available digitally in the Dissertations & Theses @ Central Arkansas database are printed, mailed to the borrower, and returned through mail by the borrower.
- Print theses not affiliated with UCA.

## Materials Copied from Torreyson Library Collections

- Print periodicals that can be scanned or copied as allowed by copyright.
- Electronic periodicals and other digital content as allowed by vendor contract.
- Book chapters as allowed by copyright.
- Ebook chapters from the library's ebook collections as allowed by vendor contracts.
- Items in the Archives collection at the discretion of a member of the Library Faculty.
- Microform collections of books, newspapers, and journals as allowed by copyright.
- Microform collections of images only with the approval of a faculty librarian.
- Microform ERIC documents if authored by the U.S. Government. All other ERIC documents only with the approval of a faculty librarian.
- Government Information as allowed by copyright.
- Print copies of theses and dissertations where the author has provided permission for interlibrary loan.

## Materials Not Loaned from Torreyson Library Collections

- Items located in the Archives collection.
- Ebooks from the library's ebook collections.



- Print periodicals including bound and individual issues from the Periodicals and Bound Journal collections.
- Audiovisual materials from the Faculty Audiovisual collection.
- LPs and recordings of UCA performances from the Music Media collection.
- Items located in the Feature Books, Textbook Reserve, and Course Reserve collections.
- Items located in the Main Collection published by McGraw-Hill, Cengage, Prentice Hall, and Pearson which are less than 4 years old.
- Standardized test study guides located in the Main Collection.
- Items from the Graphic Novels collection.
- Print copies of theses or dissertations written by UCA students.
- New and high-demand items from any of the library collections.

## Cost for Libraries

The ILL Department, in most cases, does not charge a fee for loaned or copied materials. Fees may be assessed in cases of excessive delivery costs caused by the size of loaned items, rush delivery, etc.

## Loan Period for Torreyson Library Collections

All circulating materials will have a loan period of twelve weeks. When requested, a five-day renewal period may be authorized.

## Borrowing Library's Responsibilities

- Accurately and completely fill out request forms.
- Update OCLC requests and records in a timely manner.
- Pay any fees in a timely manner.
- Manage the care and safety of the borrowed materials received and pay for any replacement or repair costs, including costs associated with items lost or damaged in transit.
- Adherence to the due date set by the Interlibrary Loan Department.
- Follow the Interlibrary Loan Code for the United States and, for participating libraries, the regulations set forth in the Amigos Resource Sharing Agreement and LVIS (Libraries Very Interested in Sharing) resource sharing arrangement.



Libraries with an excessive number of overdue or unpaid items will lose borrowing privileges.

## Interlibrary Loan Department Responsibilities

- Promptly and accurately respond to incoming requests as to whether the requested material can be provided or not.
- Communicate with the borrowing library if the information found on the request is not accurate, if there are any fees, or for any other special requests or instructions.
- Ship items in a timely and accurate manner using a reliable delivery method.
- Provide quality copies of requested materials.
- Quickly update all requests and records.
- Work to ensure the privacy of all patron information.
- Follow the Interlibrary Loan Code for the United States and the regulations set forth in the Amigos Resource Sharing Agreement and LVIS (Libraries Very Interested in Sharing) resource sharing arrangement.