INTERLIBRARY LOAN and DOCUMENT DELIVERY SERVICES

Interlibrary Loans

Regular interlibrary loan service is available at no charge to:
- School of Medicine and Health Sciences (SMHS) faculty, staff, students (medical, physical therapy, occupational therapy, and basic science graduate), residents, and clinical faculty
- Human Nutrition Research Center (HNRC)
- College of Nursing (CON) faculty, staff and students
These users are also eligible to submit requests through Loansome Doc at no charge.

Requests from other UND faculty, staff and students will be forwarded to their appropriate library for filling, unless they agree to pay $15.00 per request.

Unaffiliated health professionals: Health professionals who are not affiliated with a library may receive documents through the HEF Library.
- Clinical faculty are not charged
- Other health professionals requesting documents directly from HEFL are charged:
  - If item owned by HEFL, Speedy Recovery rate of $5.00/article is charged
  - if item must be obtained from another library, the charge is $15.00
- exception: Innovis Health in Fargo is handled under a separate agreement. Documents provided directly from the HEF Library are $11.00. Documents obtained from another library are $26.00. (There is no charge to SMHS clinical faculty, residents or students at Innovis.)

Corporate/business clients: $25.00, including those submitted through Loansome Doc.
Requests filled outside the HEF Library are assessed an additional $10.00.

Charges to other libraries:
- Libraries in North Dakota are not charged
- Libraries out of state with whom HEFL has reciprocal agreements are not charged
- Other out-of-state health libraries: $11.00
- Out-of-state non-health, non-profit libraries: $15.00
- For-profit libraries, in-state and out-of-state: $25.00
- Referrals for items requested by other libraries in the state for patrons that are not affiliated with the SMHS or CON: $15.00

Document Delivery (Expedited)

Document Delivery is faster than traditional Interlibrary Loan service because documents are requested from a document supplier instead of another library. Documents can normally be supplied within 48 hours. "Urgent" delivery, within 4 hours, is available on request.

No charge for SMHS-Grand Forks faculty, staff, basic science graduate students, medical students, and physical therapy students for normal receipt (48 hours). Urgent delivery (4 hours) and color delivery is for SMHS faculty ONLY. Students must have faculty approval for Urgent or Color requests.

HNRC staff must submit directly to our ILL department to be eligible.

All other users, including CON, are charged $25.00 plus each document plus any additional charges such as Urgent, Color, and high copyright fees.
Speedy Recovery: Medical Copying Service from HEF Library Collection

- Retrieval from collection and photocopying an article (25 pages or fewer), and library pickup, intra-campus mail, or delivery within School of Medicine building: $4.00 per article
- Retrieval, photocopying (25 pages or fewer) and US Mail delivery: $5.00 per article
- Retrieval, photocopying (25 pages or fewer) and fax delivery: $9.00 per article
- For articles longer than 25 pages, add per addition 25 pages or fraction thereof: $3.00 per article
- Documents for corporate clients: Corporate interlibrary loan charges (above) apply

FAX SERVICE

<table>
<thead>
<tr>
<th>Sending</th>
<th>Continental U.S.</th>
<th>Alaska, Hawaii &amp; International</th>
</tr>
</thead>
<tbody>
<tr>
<td>UND Business</td>
<td>$.55 / page</td>
<td>$6.00 1st page, $3.00 each add. page</td>
</tr>
<tr>
<td>Non-UND Business</td>
<td>$1.00 / page</td>
<td>$6.00 1st page, $3.00 each add. page</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Receiving</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>UND Business</td>
<td>$.50 / 1st page, $.10 each add. page</td>
<td></td>
</tr>
<tr>
<td>Non-UND Business</td>
<td>$5.00 up to 5 pages, $1.00 each add. page</td>
<td></td>
</tr>
</tbody>
</table>

RUSH fax charges:
All rush faxes for in-state non-reciprocal libraries, out-of-state non-reciprocal libraries, and special requests from students or faculty that are not SMHS, CON or HNRC are charged $10.00 per article for this service.

PHOTOCOPYING

Cash: $0.10 per page

Keypad auditron:
- $0.10 per page for personal code
- $0.05 per page for departmental code

*personal codes are not issued to students

Interdepartmental: $0.05 per page

Billed:
- $0.10 per page for non-profit
- $0.10 per page plus $2.00 service charge on all EOM billings for non-profit
- $0.10 per page plus $2.00 service charge on all EOM billings, with a $5.00 minimum charge for commercial

Note: Users who wish to have computer printing billed are charged the rates above.

REFERENCE

Database Searches

Affiliated
UND faculty, staff or students not in the SMHS or CON: $15.00 per search

Unaffiliated
Health care professionals (physicians, nurses, physical therapists, etc.) who are not affiliated with SMHS or CON: $15.00 per search.

Business organizations, attorneys, and other for-profit professionals:
- $25.00 per search, up to ½ hour
- Each additional ½ hour or fraction thereof, $25.00
- For databases that assess a royalty or usage fee, that cost is also charged.

Consumer Health
Lay persons requesting information via the telephone or in person are charged $10.00 per hour minimum for search activities in excess of 15 minutes. Time in excess of one hour is prorated in half-hour increments of $5.00 per half-hour. Associated telephone requests for photocopies are limited to 10 pages. Articles in excess of 10 pages are charged Speedy Recovery costs.
Reference Questions

Consumer Health
Lay persons requesting reference information via the telephone are charged according to time as per database searches (above).

Corporate / Business Clients
Business organizations, attorneys, and other for-profit professionals are charged $10.00 per quarter-hour or fraction thereof.

CIRCULATION

Library cards
- Individual Unaffiliated borrow cards $15.00 annually
- Corporate Unaffiliated borrower cards $50.00 annually
- Replacement card $5.00
- Alumni and Emeritus Faculty No charge

Fines - overdue fines and charges for items not returned

Books, Reference, Reserve Items, and Journal Analytics:
- No fine for overdue if returned before billed.
- Items not returned before billing: cost of book plus $10 processing fee for each book.
- Items returned after billing: cost of book is forgiven, $10 processing fee for each book remains.
- Forgiveness option for returned books: If the total fine is for only one book ($10.00), nothing will be forgiven; if the total bill is for more than one book, up to 50% of the amounts above $10.00 may be forgiven at the discretion of the Circulation or Evening Supervisors.

Pamphlets, Audiovisuals, CD-ROMs, Microforms, and Journals
- $1.00 per day up to a maximum of $10.00.
- If not returned, fine and cost of materials plus $10.00.
- If returned after billed, $10.00 charge per item plus amount of the fine.

Miscellaneous Services and Products

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost (per item)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laser printer (black &amp; white)</td>
<td>.05 per page</td>
</tr>
<tr>
<td>Color printer</td>
<td>.50 per page</td>
</tr>
<tr>
<td>Microfiche copies</td>
<td>.10 per page</td>
</tr>
<tr>
<td>Binding theses</td>
<td>$10.00 each</td>
</tr>
<tr>
<td>Additional charge for front stamping</td>
<td>$ 2.50 per line</td>
</tr>
</tbody>
</table>

Binding charges are subject to change.

Taxable items cost with tax

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost (per item)</th>
<th>Cost with tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copier transparencies</td>
<td>.28</td>
<td>.30</td>
</tr>
<tr>
<td>Laser printer transparencies</td>
<td>.65</td>
<td>.70</td>
</tr>
<tr>
<td>Key chains</td>
<td>2.80</td>
<td>3.00</td>
</tr>
<tr>
<td>CDs</td>
<td>1.40</td>
<td>1.50</td>
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<tr>
<td>HEF mugs</td>
<td>4.68</td>
<td>5.00</td>
</tr>
<tr>
<td>Sippers</td>
<td>2.80</td>
<td>3.00</td>
</tr>
<tr>
<td>Cookbooks 1st ed</td>
<td>4.68</td>
<td>5.00</td>
</tr>
<tr>
<td>Cookbooks 2nd ed</td>
<td>7.02</td>
<td>7.50</td>
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