

Pacific University Library Materials Availability Policy & Procedures

The Pacific University Library is committed to providing students, faculty and staff with convenient access to the Library's resources. Currently, the Library's collections are divided among multiple campuses, and Library resources are frequently in use by both Pacific and non-Pacific patrons. In consideration of these factors, the following guidelines are offered to insure that Pacific University students, faculty, and staff are provided with access to the Library materials they require.

Suggestions for Faculty

Faculty members are encouraged to plan ahead in determining which materials they will require to support a course. Because of the Library's commitment to resource sharing, some Library materials may not be immediately available if they are requested less than 3-4 weeks before the actual need. To prevent this from occurring, as soon as course syllabi are finalized, faculty should provide the Library on their campus with a list of materials to be placed on Course Reserve for their upcoming course(s). This will ensure that these materials are available in the Library for students to use for the duration of the course.

If Needed Material is on Loan (or Missing, In Repair, etc.)

If an item urgently needed by a Pacific patron is currently checked out or otherwise unavailable, Library staff will work with the patron to determine an alternate means of obtaining that item. This may include: requesting the item through the Summit catalog, requesting the item through Interlibrary Loan, or even (as a last resort) recalling the checked-out item. Library staff will make every effort to ensure that the patron receives the item in a timely manner.

Requesting Materials from another Pacific University Campus

Because the Library's resources are on multiple campuses, a student or faculty member may find that the material s/he needs is located at another campus. Depending on the type of material, Pacific patrons have two options for requesting Library materials for delivery to their home campus:

Periodical Articles

Note: Before requesting an article, please check the Library's electronic journal holdings to determine if the article is available online.

For an article from a periodical issue that is located at another Pacific campus, Pacific patrons can request electronic delivery of the article through **ILLiad**, the Library's Interlibrary Loan and Document Delivery system:

1. Click on the **Interlibrary Services** link on the Library homepage.
2. First time users will need to complete a one-time registration.
3. When completing your requests, make sure that you correctly fill out all required fields.
4. In the "Notes" field of your request, please indicate your home campus.

In general, requested articles will take less than 24 hours to arrive; most article requests will be filled the same day. Requests placed on weekends may take slightly longer to arrive (requests are generally only processed Monday-Friday during normal business hours).

- You will receive an email notification when your articles are posted to your ILLiad account by Library staff.
- To view/print your articles, log on to **ILLiad** and click on *View/Download Articles*.
- Articles are posted to the web server for 60 days. If you accidentally remove your articles, send an E-mail to ill@pacificu.edu to have them reposted.

Books/Videos/DVDs, etc.

Note for Distance Learners: This portion of the policy applies only to Pacific University students, faculty and staff whose "home" campus is in Forest Grove or Hillsboro. Distance learners and Pacific University patrons on the Eugene campus should refer to the *Distance Learners* page on the Library's website about obtaining materials: <http://www.pacificu.edu/library/services/distance/>.

For an item that is located at another Pacific campus, Pacific patrons can request the item through **PacCat**, the Library catalog:

1. Locate the item you need in **PacCat**, and open the item record.
2. Click on the blue *Request* button.
3. Enter your name, 7-digit ID number, and 4-digit PIN. If you do not know your PIN, please ask Library staff. Call 503-352-1400 (Forest Grove campus) or 503-352-7331 (HPC) if off campus.
4. Select your home campus library as your Pickup Location.

Items requested through PacCat will be delivered on the Pacific University intercampus shuttle. The shuttle operates Monday-Friday; materials requested late Friday afternoon will not be delivered until the following Monday. The shuttle schedule will determine when an item is delivered:

Delivery to Health Professions Campus

Order Placed By:

10:30 a.m.
12:30 p.m.
4:00 p.m. and later

Ready for Pick-Up at HPC Library By:

2:00 p.m.
4:00 p.m.
10:00 a.m. (Next Day)

Delivery to Forest Grove Campus

Order Placed By:

7:30 a.m.
11:30 a.m.
2:00 p.m.
4:00 p.m. and later

Ready for Pick-Up at FG Library By:

10:30 a.m.
3:00 p.m.
5:00 p.m.
9:00 a.m. (Next Day)

Before making a special trip in to the Library to pick up materials, please call ahead to confirm that your requests have arrived.