

AHA Resource Center



**American Hospital
Association**

American Hospital Association
155 N. Wacker Dr.–Suite 400
Chicago, IL 60606
Telephone: (312) 422-2050

Fax: (312) 422-4700
E-mail: rc@aha.org
Web: www.aha.org/resource
Blog: <http://aharesourcecenter.wordpress.com>

SERVICES AND FEES

Services	AHA Institutional Members	AHA Associate and Personal Members	Nonmembers
Access to the AHA Resource Center			
	No charge	No charge	\$25 per day
Loans of Books from the Resource Center			
On-site Users	No charge	No charge	Not available
Off-site Users	\$10 per item	\$15 per item	Not available
Interlibrary Loan	\$10 per item	\$15 per item	\$20 per item
Photocopies from Materials in the Resource Center Collection*			
On-site Users	\$.15 per copy	\$.15 per copy	\$.15 per copy
Off-site Users	\$10 per item up to 25 pages; \$5 per increment of 25 pages over 25	\$15 per item up to 25 pages; \$5 per increment of 25 pages over 25	\$20 per item up to 25 pages; \$5 per increment of 25 pages over 25
Photocopies from Materials Not in the Resource Center Collection	\$35 per item	\$40 per item	\$45 per item
Rush Service (next day)	Additional \$5 per item	Additional \$5 per item	Additional \$10 per item
Super Rush Service (same day)	Additional \$10 per item	Additional \$10 per item	Additional \$20 per item
Expedited Delivery Services (applies to all services)			
Fax Delivery (within United States, Canada, or Puerto Rico)	No additional charge		
Fax Delivery (outside United States, Canada, or Puerto Rico)	Additional \$5 per increment of 25 pages		
Express Delivery Carrier	No charge if the requester's account number is used; if not, an additional \$25 is applied		

Services	AHA Institutional Members	AHA Associate and Personal Members	Nonmembers
Information and Data Retrieval Services*			
Quick Information Service	No charge		
Research Services (minimum of one hour; subsequent time billed in increments of 30 minutes) plus direct costs	\$40 per hour	\$50 per hour	\$100 per hour
Rush Service (next day) (minimum of one hour; subsequent time billed in increments of 30 minutes) plus direct costs	\$50 per hour	\$60 per hour	\$120 per hour
Super Rush Service (same day) (minimum of one hour; subsequent time billed in increments of 30 minutes) plus direct costs	\$60 per hour	\$70 per hour	\$140 per hour

Terms and Conditions

The AHA Resource Center is open for on-site access from 8:30 a.m. to 4:30 p.m. central time, Monday through Friday. Registration is required for all visitors. At the time of registration, members must present documentation of personal membership or affiliation with an institutional or associate member organization. Nonmembers may pay the access fee by cash, check, or credit card (American Express, MasterCard, or Visa). The Resource Center has a variety of information sources available on-site. Selected materials are stored off-site and must be requested at least 24 hours in advance for retrieval for on-site use. Access to historical resources requires an appointment.

The Resource Center loans books to members and other libraries in the United States. The loan period is four weeks. Borrowers assume financial responsibility for materials loaned to them. Bills for replacement costs, including a \$75 processing fee per item, are issued if materials are damaged or not returned. Users of on-site photocopy equipment are liable for infringement of copyright. All historical materials must be approved for photocopying. Off-site requests for photocopying will be fulfilled unless copying does not conform to the requirements of the U.S. copyright law or to contractual agreement. Every effort is made to locate materials not in the Resource Center collection and obtain photocopies as permitted by copyright law.

Photocopied materials are normally supplied via first class mail. Requests from AHA institutional members, associate member organizations, or libraries may be invoiced; all others must be paid in advance by credit card. Books are shipped by Federal Express ground service. If messenger service is desired, the requester must send the messenger when notified that the material is ready for pickup. Rush service supplies the document or research results within the next business day; the request must be received by 4:00 p.m. central time. Requests for super rush (same day) service must be received by 12:00 noon central time. Availability of rush and super rush services may vary, depending on the nature of the material or information requested.

***Specialized pricing for services may apply where required by contractual agreement with the data or information provider.**

Effective November 1, 2013. Fees are subject to change.