

Purpose

The purpose of the Document Delivery Service (DDS) is to:

- Obtain loans and copies of material not available in our collection on behalf of our clients to support their research. Clients may be either staff or students of the University, and must be eligible to use of the service.
- To make journal articles and chapters of books within the University's libraries collections available across the University Library network.
- Supply other libraries with loans and copies of our own material where possible.

Definitions

- *Document Delivery* – we use this term to mean the delivery to qualified users of information resources from external libraries and library services and from the libraries within the University Library. The resources might be a physical item, such as a book, or a document, either electronic or hard copy.
- *Physical items* - include books, video tapes, DVDs or a bound thesis. These are obtained for qualifying and registered staff and students from other libraries in the Libraries Australia network.
- *Documents* - include articles from edited books or copies of journal articles. These obtained for qualifying and registered staff and students from other Libraries in the Libraries Australia network or from the *British Library Document Delivery Service* if they are not available from the *Libraries Australia* network. These articles might be obtained in print or electronically.

Types of Document Delivery

Documents can either be obtained from an external source, such as another University Library, or internally from one of the University of Notre Dame libraries.

External requests are described as *External Document Delivery Requests* while internal requests are described as *Internal Document Delivery Requests*.

Eligibility & Registration

Internal Document Delivery Requests

Any staff member or student can use this service without registering and no fees are charged for the provision of the service.

External Document Delivery Requests

Academic staff and eligible students need to register in order to request items through the DDS. There is a registration form on the Internet, which needs to be completed and returned to the DDS officer. It is necessary to complete this form for copyright purposes before requests are placed. Registration is valid for one year only and a new form needs to be filled out every year and the library record updated.

Academic Staff

All contracted Academic Staff have free access to the Document Delivery service.

Students

- Eligible students are those completing:
 - A PhD or a Masters degree by thesis
 - Masters Coursework or Professional Doctorate degrees with a substantial thesis component (minimum one semester full time study or part time equivalent)
 - A year long Honours programme which consists only of a thesis
- To be eligible to use the DDS service students must have a clear Notre Dame Library record (ie no outstanding fines, overdue loans or blocks).
- Access to the service is free of charge

Making a Request

Staff and students need to follow the same procedure when making requests:

- Ensure that the item is not available from the client's own campus Libraries or from another of the University's libraries. Physical items such as books and DVDs can be obtained via an inter-campus loan between the Fremantle and Broome campuses only. Articles and Chapters from books can be digitised and moved between campuses by lodging an Internal Document Delivery Request.
- Ensure that the item is not available under a local reciprocal borrowing arrangement

DOCUMENT DELIVERY POLICY



- Complete either an *External Document Delivery Request form* or an *Internal Document Delivery Requests* request form for each item and send to the library via post, fax, internal mail or e-mail. Requests that are not placed on the correct form cannot be processed. The forms can be found on the Library web pages.
- When the items arrive, the requestor will be notified by e-mail or phone to collect the item/s from the front desk of the library that processed the request. Digital copies of articles and chapters will be emailed to the recipient directly.

Costs

Internal Document Delivery Requests

The cost for this service is absorbed by the University Library.

External Document Delivery Request

The costs and charges involved in requesting items vary, depending on the type of item, level of service and location of the item. As a guide a normal request will cost \$13.20 (plus delivery charges) and the minimum request delivery time is 4 days. The Library does not use 'express' or 'rush' services to deliver materials. Any charges associated with delivering a document are absorbed by the University Library.

Items which will be used on an ongoing basis or which may have value to other library customers should be recommended for purchase and addition to the Library collection. The decision about whether to purchase will be made by the relevant Liaison Librarian on recommendations from staff and students and relayed to the recommender.

Copyright

All requests made must comply with the provisions of the Copyright Act 1968, S 49 (1). The act states that less than 10% of the pages or one chapter (whichever is the greater) of a published work in hardcopy, or less than 10% of the words of a published work in electronic form, or one article from a journal may be copied. It also states that the copies can only be made for research or study purposes.

No materials will be supplied in excess of these limits.

Loan Periods and Renewals

Articles from Journals and Chapters from books

These copies are provided for the recipient to keep and use within the terms of the copyright act.

Books, Videos and DVDs

Each physical item that is received through the DDS will have a due date from the lending institution. This is the date by which the item should be returned to the lending institution (see notes on returning items). Borrowers are required to comply with these due dates.

A renewal may be requested by phoning or e-mailing the Notre Dame library from which you got the loan. The library will request a renewal on behalf of the client. Borrowers must request a renewal at least two days before the items are due.

The Library is morally bound to return items by the due date to the loaning library. We require the co-operation of borrowers to comply with this obligation.

Returning loans

All loans need to be returned to the Notre Dame Library that they were picked up from. The Library will send them back to the lending institution. Staff and students are not to return items themselves to the lending institution.

Copies of articles can be kept by the requestor and do not need to be returned. These copies can be included in course readers or a library reserve collection but these documents must include the appropriate copyright statement.

Lost or Damaged Items

Items on loan are the responsibility of the person who requested them. Should loss or damage occur, where the client is at fault, they will be required to pay the full replacement cost for the item (as determined by the lending institution) and they will be blocked from further borrowing from the Library until the debt is settled.

Requesting Videos and DVDs

Requests for videos and DVDs need to be placed at least two weeks before they are needed (AV materials can usually be booked ahead of time to ensure that they arrive in time for presentations). Generally AV loans cannot be renewed.

Lecturer's who require an AV item regularly for lectures should consider recommending the item be purchased (See above).

Requesting Theses

Often the Library holding a thesis will not loan but will prefer to sell a copy to the requesting Library rather than loan the item.

Requests for loan of an item that is only available for purchase will be referred to the relevant Liaison Librarian who will make a decision about the purchase. Where relevant librarian decides to purchase a thesis the item will be added to the Library collection.

Alternatively, the requestor may opt to pay the full cost for the thesis and keep the item.

NB - Many Australian Higher Degrees are now available in full text and at no cost via the 'Australasian Digital Thesis' program (www.caul.adt.edu.au).

Providing Materials to Other Institutions

Requests can be received via e-mail, fax and the Libraries Australia Document Delivery (LADD) module and will be fulfilled where possible. ALIA vouchers are no longer used or accepted by the UNDA Library and libraries making requests other than through LADD will be invoiced for the service according to the Australian Interlibrary Resource Sharing Code. Libraries making requests are entitled to a 6 week loan period with one renewal for a further four weeks.

Items from the following collections are not available for loan, but where possible copies may be made (according to Copyright Regulations):

- Serials
- Reserve Collection
- Reference Collection
- Not for Loan items
- Audio Visual items
- Archives and rare items

Items on loan are the responsibility of the borrowing institution and should loss or damage occur, they will be invoiced for the full replacement cost and any associated service charges.

Document Ends