

What is the loan period for an Interlibrary Loan?

- The loan period is set by the lending library.
- Interlibrary Loans are made available as a courtesy and so all loans are subject to early recall.
- Most lending libraries do not allow extensions to loan periods and so we ask that members return all items by the due date.

How will I know when an interlibrary Loan / Document Delivery request is available for collection?

- You will be contacted by email and / or telephone when your request is available for collection

Where do I collect Interlibrary Loan / Document Delivery requests?

- Where possible, access to documents is provided electronically. Documents are made available for 14 days or 10 views.
- Paper-copy requests are collected from and returned to the Information and Loans Desk.

The Library reserves the right to pass on charges levied by the lending Library or document supply service or charge a higher than standard fee if the request requires substantial staff resources. Members will be charged for any fees incurred for the late return or loss of items. Members will be charged for special freight charges imposed by the lending Library.

Document Services Contact Details

Coordinator: Maryanne Ferguson.

Phone: (02) 6201 5729

Fax: (02) 6201 5068

E-Mail: docdel@canberra.edu.au

University of Canberra Library
December 2011

DOCUMENT SERVICES

Library Guide



What is provided by Document Services?

- Document Services provides access to items not held by the University of Canberra Library.
- We can arrange to borrow books, conference proceedings, DVDs, videos and other materials. **This is known as Inter-Library Loan.**
- We can also obtain copies of journal articles, conference papers and book chapters on your behalf. **This is known as Document Delivery.**

Who can use Document Services?

- All members of the University of Canberra including staff, students and affiliates can use the Document Services.

What is the cost of a request?

- The standard 'core level' service charge, G.S.T. inclusive, for Staff and Student requests is \$16.50.
- Affiliate member requests incur a cost of \$41.50. This includes a \$25.00 administrative fee.

How do I pay for a request?

- The cost of requests from UC staff, and students which are work, research or assessment related are debited from their Faculty's Library Budget. (Limits apply)
- Staff requests not approved for debit against their Faculty's Library Budget may be paid for personally by the requestor (Personal Request) or debited from a nominated University account (usually a research centre account).
- Affiliate member requests must be paid for by the requestor.

Where do I pay for Personal Requests?

We will issue an invoice which is to be paid at the Student Service Centre in Building 1, Monday to Friday from 9.00am to 4.30pm.

Are there alternatives to Interlibrary Loans and Document Delivery?

Before making an Interlibrary Loan / Document Delivery request with Document Services you might like to:

- Check whether a journal article or conference paper is available free online.
- Check whether a journal article or conference paper is available from one of the Library's databases or electronic journals.
- Determine which library holds the item and visit that library in person.

How can I find out which library holds the particular item I want?

- University of Canberra staff and students have access to the *Libraries Australia* database via the 'databases' link on the Library's home page.
- <http://www.canberra.edu.au/library/home>
- *Libraries Australia* provides access to the holdings of over 1,100 Australian libraries including academic, national, state, special and public libraries.

How many request may I make?

Client category	Requests per academic year
UC Staff and PhD Students	100
UC Masters by Research Students	50
UC Masters by Coursework	20
UC Honours Students	20
UC Postgraduate Diploma Students	20
UC Graduate Diploma/Certificate Students	10
UC Undergraduate Students	3
All other	no quota (Personal request)

Where can I ask for help?

Staff at the Information & Loans Desk and at Document Services can assist you with queries about where items are held, citation details and how to place a request for an Interlibrary Loan or Document Delivery.

How do I request an Interlibrary Loan or Document Delivery?

You can submit your request electronically by completing the online request form available via the UC Library web site. Log-in using your UC Network Password.

<http://canberra.libguides.com/documentse rvices>

- Complete all details on the request form and provide as much information as possible about the material you need.
- Clear and precise citation details will ensure speedy processing of your request.

How long does an Interlibrary Loan / Document Delivery take?

- The Library processes requests within 24 hrs. Most requests are sent electronically between libraries.
- You should allow up to 10 working days to receive your request, particularly when requesting the loan of a book.
- Delays may occur as requested items may be 'on loan', or unavailable for interlibrary loan or held overseas.

What do I do if my request is urgent?

If you require an item urgently, contact the Document Services Unit for details of premium service levels and the additional costs involved.

Telephone: (02) 62015729

Email: docdel@canberra.edu.au