

6.1.1 Guidelines on Document Request Service

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Section		Library and Other Information Resources
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Post/Section with Responsibility for Implementation and Monitoring		Head of Library Services
Approved by		Teaching and Learning Committee
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	Review Outcome	6.4 Policy on inter-library loan and document request service replaced by 6.1.1 Guidelines on Document request
	Next Review Date	December 2019
Cross Reference/Related Documents:		1.0 Policies and Procedures Manual 6.1 Library Regulations

1. Definition of Terms

Document request is a Library service that provides academic materials to a registered user.

2. Purpose

- 1.1 Monographs and other learning resources not found in the Library collection may be obtained through this service.
- 1.2 Library staff will make every effort to fulfill each request. However, certain limitations may apply depending on the cost of providing this service.
- 1.3 The use of any material obtained through this service is governed at all times by the University Library.

3. Scope and Limitations

- 3.1 This service is available to all registered BUiD students only.
- 3.2 All requests to obtain materials free of charge will normally be actioned.
- 3.3 Masters students will be liable for one hundred percent of costs of requests that have a fee.
- 3.4 Requests from Doctoral students that incur a fee will normally be met, and fifty percent of cost levied on the student. BUiD will cover the remaining fifty percent to a maximum of five hundred dirhams per year, for three years.
- 3.5 If a request appears to be unobtainable, the University Library reserves the right to decline the request.

4. Procedure

- 4.1 It is the responsibility of the student to choose the appropriate materials needed for their coursework or research.
- 4.2 Always check the [Library's catalog](#) before making a request. The materials may be available either print or online. If the material is available directly through library resources, the student is advised to obtain the materials themselves.
- 4.3 If the item is not within the Library's collection, use the online request form through the [Library website](#).
- 4.4 Turnover of request may be a minimum of three working days but requests that are more complex may require additional days to process.
- 4.5 The Library staff will send your requested items by email or will direct you to the specific links.
- 4.6 Items that require a fee are charged to the student's Library account, which must be settled at the end of each term.