

6.4 Policy on Inter-library Loan and Document Delivery Service

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Approved by	Teaching and Learning Committee
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Reference to the CAA Standard	6a
Cross Reference/Related Documents:	6.3 Library Resources Utilisation Policy

1.0 Definition of terms

Inter-library loan is a system whereby libraries (not individual users) gain access to needed materials from other repositories.

Document delivery service is a personal transaction whereby a library endeavors to provide materials to an individual user. It is a transaction between library and an individual, mostly using commercial delivery services as the delivery agents rather than other libraries.

2.0 Purpose

- 2.1 Books and periodical articles not found in the library collection may be obtained through inter-library loan or document delivery request.
- 2.2 Library staff will make every effort to fulfill each request. However, certain restrictions may apply depending on the cost of providing this service.
- 2.3 The use of any material obtained through the inter-library loan service is governed at all times by the regulations of the lending library.

3.0 Scope and Limitations

- 3.1 An Interlibrary loan request regulates the exchange of materials between libraries on reciprocal agreement. Requests that may require additional cost are subject to specific approval.
- 3.2 This request is limited to faculty, post graduate students and any undergraduates who are working on their thesis. Certain limits may apply due to copyright issues.
- 3.3 If a request appears to be unobtainable given other access issues, the University Library reserves the right to decline the request. In such cases the University Library will provide guidance if available, about alternative means of accessing the requested document.

4.0 Procedures for making a request

- 4.1 For the purpose of this procedure, the Lending library is referred to as the supplying library; and requesting library is referred to as the BUiD University Library or vice-versa for outside request.
- 4.2 Registered users should check the library catalog to know if the item they are requesting is available.
- 4.3 Any item that is not obtainable through the University Library can be obtained through this service. Details of the requested item should be adequate for its identification at the lending library. Where copyright issues may apply, the requesting library should abide by the copyright laws.
- 4.4 All requests should be made available online through the Library iportal.
- 4.5 The loan policy of the lending library will be applicable to requested items once supplied to the requesting library. When it is necessary to extend the loan period, the requesting library should inform the lending library immediately subject to approval of the lending library.
- 4.6 The requesting library is responsible for any loss or damage to the item on loan from the time of receipt of the item by the requesting library. BUiD Library Resources Utilisation Policy (Policy No 6.3) will be applicable for any losses or damage of loaned items.

5.0 Fee

- 5.1 Requests are normally actioned by the University free of charge on materials which can be obtained through University links, but more complex requests may require a small charge to be levied. Due to the cost of providing this service, certain limits may apply to library users as follows:
 - A graduate student (Masters and Doctoral) may normally request up to **25 items**. Whilst the University develops its own Library resources, exceptional requests over 25 will be accommodated through the recommendation of the Module Coordinator.
 - For dissertation students and other special requirements, member of faculty are requested to urge restraint in submitting requests, and advised to agree with the Dean and University Librarian on any substantial requirements in excess of the graduate limit indicated above.
 - An undergraduate student (Bachelors) may request up to 10 items per term.
- 5.2 A processing fee of 15 AED will be charged for request that can be obtained outside the University Links.
- 5.2 Some materials that can be obtained only by paying a fee shall be subject to approval by the Module Coordinator or the Dean of the Faculty. In such cases, the University will contribute 130 AED towards the purchasing of the requested item while the remaining cost will be the responsibility of the faculty member or the student.