# Guidelines

## Document Delivery (Library)

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<th>Sets out the parameters for the service of Document Delivery</th>
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<td>Responsible Executive</td>
<td>Senior Deputy Vice Chancellor</td>
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<td>Responsible Office</td>
<td>University Library</td>
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1 RATIONALE

1.1 This document provides a framework for how the University Library will obtain copies of documents or loans of physical items not currently held within our collection to support the ongoing research needs of academic staff and eligible students.

1.2 This guideline must be read in conjunction with any relevant University policies, procedures and other guidelines as may apply, including but not limited to, the Document Delivery Procedures, the University Library Collection Development Guidelines, and the Library Services Working Group (LSWG) Terms of Reference.

2 DEFINITIONS

2.1 Eligible staff and students include:
   a. Higher Degree by Research or Coursework
   b. Year-long Honours programmes which consist only of a thesis
   c. Contracted Academic staff

2.2 Home library
   a. The local University Library location where the eligible client has registered

2.3 Interlibrary loan
   a. The delivery of physical items to an eligible borrower
   b. May be sourced from internal (University of Notre Dame Libraries) or external sources
   c. Items must be returned at the end of the borrowing period

2.4 Document delivery
   a. The delivery of physical documents and/or electronic resources to an eligible borrower
   b. May be sourced from internal (University of Notre Dame Libraries) or external sources

2.5 Physical items
   a. Materials, including books and others, sourced from a participating library in the Libraries Australia network (including University of Notre Dame Libraries)
   b. Items must be returned to the home library within the specified borrowing period

2.6 Documents
   a. Includes sections from edited books or copies of journal articles in print or electronic form
   b. Format (print or electronic) is subject to availability within the Libraries Australia or British Lending Library networks and in compliance with licensing and copyright restrictions
3 Request Procedure & Copyright Declaration

3.1 All requests must be submitted using the Document Delivery Request Form, available on the University Library website.

3.2 All requests must include the appropriate Copyright Declaration, acknowledging intended use, as listed on the request form.

3.3 All requests must be emailed to the Home Library from the borrower’s active University of Notre Dame email account.

4 Restrictions

4.1 Eligible borrowers must have a current University of Notre Dame Library record with no blocks, overdue items, or other restrictions.

4.2 Eligible borrowers must fall within one of the defined categories as listed in Section 2.1 above.

5 Costs

5.1 The cost of Document Delivery services is borne by the University Library, with the following provisions:

   a. Services are subject to budget allocation

   b. Evidence may be requested to support the Document Delivery request

5.2 In certain cases, and in consultation with the relevant Liaison Librarian, the University Library may opt to add the requested item to the University Library collection through normal collection development procedures, in lieu of fulfilling the Document Delivery request.

6 Copyright

6.1 Under the provisions of the Copyright Act 1968, staff and students can request to copy a "reasonable portion" of a work provided their usage is for the purpose of research or study, criticism or review.

   a. A reasonable portion is:

      1. 10% of the pages or a single chapter of a book

      2. A single article from any one issue of a journal or newspaper

         a. Two or more articles may be supplied from one journal under certain conditions

      3. A work of fewer than 15 pages from an anthology

6.2 The Copyright Guide, available from the Library homepage, provides information and advice relating to copyright, and the rights and obligations associated with the use of copyrighted materials.
7 Delivery Times

7.1 Requests will be actioned within two working days of receipt.
   a. Requests for physical materials should anticipate additional time for processing, as items must be posted from the lending library

7.2 Borrowers will be notified via email when the item is ready for collection.
   a. Physical items must be collected from the Home Library

   b. Electronic items will be delivered to the borrower’s University of Notre Dame email account, subject to copyright and licensing restrictions

8 Loan Periods and Renewals

8.1 Electronic documents and supplied photocopies may be kept by the borrower indefinitely, subject to copyright and licensing restrictions.

8.2 Physical items

   a. The due date is at the discretion of the lending institution. Items must be returned to the Home Library by the designated due date

   b. Renewals are at the discretion of the lending institution. Requests for a renewal must be made to the Home Library, via phone or email, a minimum of five days before the due date to allow for processing

9 Return Procedure

9.1 All physical items must be returned to the Home Library where it was collected.

9.2 The Home Library will process the return and post the item to the lending institution on behalf of the borrower.

9.3 Borrowers must not return the item directly to the lending institution. Doing so may result in overdue charges and delays in clearing the borrower record.

10 Lost or Damaged Items

10.1 Borrowers accept responsibility for the items loaned to them via Document Delivery.

10.2 Replacement charges for lost or damaged items are at the discretion of the lending institution, and will be charged to the borrower’s University of Notre Dame Australia Library account.

10.3 Borrowers will be blocked from University of Notre Dame Australia Library services until all charges are resolved.
11 Theses

11.1 Where a Thesis is not available electronically, the University Library will attempt to source a copy via a Document Delivery request.

11.2 If the lending institution opts for a purchase-only model to supply a thesis, the relevant Liaison Librarian will evaluate whether a copy should be purchased to add to the University Library Collection.

11.3 If the borrower prefers a copy to keep, the University Library will assist the borrower in purchasing the copy from the lending institution.

12 Providing Materials to Institutions

12.1 For institutions with Libraries Australia Document Delivery membership, requests must be made via the LADD module.
   
   a. Institutions without LADD membership may email a request to the holding University of Notre Dame Library

12.2 Items loaned to other institutions are granted a six week borrowing period, with one courtesy renewal for an additional six weeks if available.

12.3 The borrowing institution accepts responsibility for all materials supplied, and should damage or loss occur, will be invoiced for any associated repair or replacement charges.

13 Items Excluded

13.1 Items listed below will not be loaned out via Document Delivery, but copies may be supplied, subject to copyright and licensing restrictions:
   
   - Serials
   - Reserve Collections
   - Reference Collections
   - High demand items
   - Not for Loan items
   - Audio Visual items