

DALHOUSIE LIBRARIES – DOCUMENT DELIVERY POLICIES

The Document Delivery Service supports the teaching, learning and research needs of Dalhousie faculty, students, staff and affiliated groups by obtaining materials, not held at a Dalhousie Library, from an external library or document supplier and by advising requesters how to access requested material if it is found to be held by Dalhousie Libraries. Every effort is made to fulfill requests however requests may be cancelled due to lack of lending locations, excessive costs or availability of alternative material.

Document Delivery supports the national and international interlibrary loan codes established to standardize the sharing of library materials.

DALHOUSIE FACULTY, STUDENTS & STAFF

- To use the document delivery online request forms, Dalhousie affiliates must have a valid Dalhousie ID card.
- All correspondence is via patron Dalhousie email
- There are no document delivery fees for Dalhousie students, faculty and staff. However, a \$20.00 non-refundable fee will be charged for any item which is not returned after multiple overdue reminders have been sent. Replacement costs for lost or long overdue items are the responsibility of the requester. Delinquent borrowers may lose their borrowing privileges
- All Document Delivery loans must be picked up at and returned to a Dalhousie library
- Articles/copies are delivered electronically to registered Dalhousie email address
- A valid ID card must be presented to pick up material.

DALHOUSIE DISTANCE FACULTY, STUDENTS, STAFF

Distance library services are available to Dalhousie students, faculty and staff working off-campus for extended periods of time. Registration as a Distance user with Dalhousie libraries is required. Requested material from Dalhousie and other library collections will be delivered to the distance user whenever possible.

- Same charging policy as given above for local Dalhousie Faculty, Students & Staff
- If Distance patrons are living near a non-Novanet Canadian university library they may be able to borrow material held at that library under the terms of CURBA, a nationwide university library reciprocal arrangement. Valid Dalhousie and Council of Atlantic University Library cards are required.

- **Delivery of material** - For Distance patrons living within Canada:
 - Dalhousie and other Canadian library items are delivered directly to you: articles electronically to your Dalhousie email, loans via courier.
 - Delivery of material held in non-Canadian libraries is not available.
- For Distance patrons living outside of Canada:
 - Due to location, available delivery options or excessive cost, delivery of Dalhousie books may not be possible outside of Canada
 - Delivery outside of Canada of non-Dalhousie books is not available to Distance users.
- Articles will be delivered electronically to your Dalhousie email.
- **Returning material**
 - Dalhousie Libraries deliver returnable material by courier at no charge to our distance users, but the requester is responsible for the cost of returning an item by the due date.

OFF-CAMPUS BORROWERS

Dalhousie libraries extend document delivery privileges to residents of the province of Nova Scotia who are registered borrowers in good standing.

- There is no charge for items provided by Novanet libraries however provision of material is at the discretion of the supplying library.
- The Document Delivery department will not process any requests to external libraries without payment authorization. Charges are for cost recovery only.
- \$10.00 charge per item provided by other Canadian libraries.
- \$50.00 charge per item provided by non-Canadian libraries.
- Payment is due upon pick up the item or upon receipt of the monthly invoice for items delivered directly.
- \$20.00 non-refundable fee will be charged for any item which is not returned after overdue reminders have been sent. Delinquent borrowers will lose their borrowing privileges.
- Replacement costs for lost or long overdue items are the responsibility of the requester.
- Payments may be paid by cash, debit, VISA or Mastercard
- All Document Delivery loans must be picked up at and returned to a Dalhousie library
- **Articles/copies are delivered electronically to registered email addresses**
- A valid ID card must be presented to pick up material.

OTHER CANADIAN UNIVERSITY STUDENTS/FACULTY

- Under the terms of the *Canadian Universities Reciprocal Borrowing Agreement (CURBA)* Dalhousie Libraries extend document delivery privileges to students and faculty currently in good standing at other Canadian universities.
- To access the Dalhousie document delivery web forms registration at the Circulation desk of any Dalhousie Library is required.
- Same policies apply as for Off-campus borrowers.

REQUESTS FROM OTHER LIBRARIES FOR DALHOUSIE MATERIAL.

The Dalhousie Document Delivery Service is a member of the Council of Atlantic University Libraries Document Delivery Group (CAUL-DDG) and follows the CAUL Policies for lending material to other libraries.

- Pre-registration is required to use the CAUL web request form, but requests are received by various electronic systems (Relais, RapidILL, OCLC, Amicus, Docline), email, fax, mail and phone (urgent requests only).
- Books/microforms
 - Will lend for 3 weeks use. No renewals.
 - Reference, films, rare/Special Collections materials, and sound recordings are non-circulating
- Periodicals/serials/journals – single copies of articles only following Dalhousie Fair Dealing Guidelines, Canadian Copyright provisions and licensing agreements

- Fees

- Loans

- No charge: CAUL, ACMC, CARL, CAUL/CBUA, OONL and all non-profit Atlantic libraries
 - \$8.00 per item: Other Canadian libraries and for-profit Atlantic Libraries, institutions
 - \$35.00 per item: American and international libraries

- Photocopies

- No charge: CAUL/CBUA and OONL
 - \$5.00 per article: ACMC, CARL, OCUL, COPPUL and all non-profit Atlantic
 - \$3.00 per article: Atlantic Region Health Libraries (using Docline)
 - \$8.00 per article: Other Canadian libraries and for-profit Atlantic libraries*
 - \$15.00 per article American and international libraries

- Replacement charges - invoices

- In print: cost of material + \$10.00
 - Out of print: \$0.10 per page
 - Invoices are sent semi-annually (January & July). VISA and Mastercard are accepted