

QUT Library Collection Development Manual

5. Collection Services

5.2. Document Delivery, Intercampus Copy, BONUS+, and Griffith Photocopies and Loans

Identification block

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| QUT Library Collection Development Manual | |
| 5.2. Document Delivery, Intercampus Copy BONUS+, and Griffith Photocopies and Loans | |
| Contact Officer | Associate Director, Client Service and Learning Support |
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Policy statement

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5.2. Document Delivery, Intercampus Copy, Griffith Photocopies and Loans (GPL)

1. Introduction and Impact on Collection Development

It is not possible for libraries to purchase the full range of information resources published in electronic and print format on a “just in case” basis of usage. The QUT Library uses a variety of “just in time” strategies included in this guideline to provide access to information resources not selected for inclusion into the collection. The addition of these supply and delivery services supplements the immediate availability of resources in the collections. They allow the Library to purchase the most heavily in demand resources to meet most student and staff needs, and effectively borrow the less in demand resources via these alternate supply methods.

2. Document Delivery Lending

Eligibility

Material is supplied to libraries only.

Material Supplied and Loan Period

The following categories of material may be borrowed for 56 days, with no renewals:

- General
- Large Books
- Musical Scores
- Videos
- DVDs

Documents are supplied subject to copyright legislation, and individual licence agreements for electronic products.

Theses are copied for a standard price if the author has given permission, or requesters may be directed to the Australasian Digital Theses program <http://adt.caul.edu.au/> if there is an electronic copy available.

Material Excluded

The following materials are excluded from loan:

- Reference collection material
- Course Reserve collection
- Periodicals collection material
- Rare Books
- Law primary
- Loose-leaf publications

Supply of excluded material listed above may be negotiated under special circumstances.

Dispatch of Materials

- Loans of items are dispatched by courier or post.
- Copies of documents are preferably sent electronically but will be couriered or posted if required.
- Personal collection of materials must be by prior arrangement. Identification is required on collection

Charges

QUT Library charges for supply of document delivery materials in accordance with the Australian Interlibrary Resource Sharing (ILRS) Code (<http://alia.org.au/interlibrary.lending/ilrs.code.html>).

Statistics

Relevant statistics are collected and reported upon.

Performance Indicators

There are no specific QUT performance indicators for document delivery lending but performance standards in the Australian Interlibrary Resource Sharing (ILRS) Code are met.

3. Document Delivery Borrowing

Eligibility

All requests must be for QUT research or study purposes. These requests must be for materials not held by QUT Library.

QUT staff

Academic and professional staff, gold card holders and other clients entered onto the HR system as "like staff" are eligible to use the document delivery service.

QUT postgraduate students

The following categories of students are eligible to use the document delivery service:

- PhD students
- Masters students (Research and Coursework)
- Honours students and other special groups of research students,
- Postgraduate diploma students
- Postgraduate certificate students

QUT Undergraduate students

Undergraduate students require their lecturer's authorisation on their document delivery requests.

Purchase authorisation

Where a single document delivery request is estimated to cost more than A\$200.00, Document Delivery staff refer it to the relevant Liaison Librarian to authorise the item for purchase for the Library collection. Liaison Librarians refer document delivery requests estimated to cost more than \$500.00AUD to the Branch Library Manager for authorisation, before it is obtained by Document Delivery. These items are loaned to the requestor for an agreed period, and on return, catalogued into the Library collection.

Receipt and return of materials

The Document Delivery staff arrange all receipt and return of material borrowed from other libraries.

Number of Requests

There is no limit placed by the Library on the number of document delivery requests, however, should a single client make very large numbers of requests or multiple urgent or rush requests, the Document Delivery Supervisor will consult with the Liaison Librarian for negotiation with the client.

Copyright

QUT complies with all requirements of the Copyright Act 1968, as amended.

Copyright Declarations are to be held for a period of four years in chronological order and disposed of in one year lots.

Overdue and Lost Material borrowed from other libraries on Interlibrary Loan

QUT Library make records of client who are overdue in returning materials borrowed from other libraries and QUT students may accumulate penalty points at QUT. QUT Library privileges are suspended for QUT Library clients who have material borrowed from other libraries overdue for more than eight days.

QUT Library clients who have lost material are required to meet all costs imposed by the borrowing institution for replacement of the material. If costs cannot be reclaimed from the client, the accounts will be sent to either the client's School for payment, or to QUT Debt Collectors.

Statistics

Relevant statistics are collected and reported upon.

Performance Indicators

- Request processing and receipt turnaround time from the date the request is received in the Millennium Document Delivery module, to the date the item is dispatched to the client.
- Fill rate for requests.

4. BONUS+

EligibilityAll QUT staff and students are eligible to use the BONUS+ service.

Type of Material Supplied

BONUS+ is a service that allows all QUT students and staff to borrow books for free from participating university libraries across Australia and New Zealand. Participating libraries nominate collections to be available for loan via the BONUS+ service. Not all collection items may be available.

More information

More information on BONUS+ is available from the QUT Library web site
<http://www.library.qut.edu.au/services/delivery/bonusplus.jsp>

5. Intercampus Copy Requests

Eligibility

All QUT staff and students are eligible to use the Intercampus Copy service.

Type of Material Supplied

Staff and postgraduate students will be provided with the URL or copies of any articles or book chapters held in QUT libraries.

Undergraduate students will be provided with copies of articles in journals that are held by QUT Libraries (including the QUT Library Store), but not held at the student's home campus.

Dispatch

Material is forwarded directly to clients in the fastest possible way, usually electronically.

Number of Requests

There is no limit placed by the Library on the number of Intercampus Copy requests.

Statistics

Relevant statistics are kept and reported upon.

6. Griffith Photocopies and Loans Lending

Eligibility

All Griffith University staff and students are eligible to use the Griffith Photocopies and Loans (GPL) service from QUT Library.

Material Supplied and Loan Period

The following material is available for GPL supply.

- General
- Curriculum
- Hanging File
- Large Books
- Musical Scores
- Films
- Videos
- DVDs

The standard loan period is 56 days with no renewals. Supply of this material is subject to demand.

Material Excluded

The following materials are excluded from loan:

- Reference collection material
- Course Reserve collection
- Periodicals collection material
- Rare Books
- Law primary
- Loose-leaf publications
- Theses

Dispatch of Materials

- Loans of items are dispatched in GPL boxes via QUT Mailroom.
- Copies of documents are preferably sent electronically but will be couriered or posted if required.

Copyright

Griffith Library complies with the Copyright Act 1968, as amended and declarations are kept for 4 years.

Statistics

Relevant statistics are kept and reported upon.

Performance Indicators

Conditions of supply detailed in the current Griffith/QUT Special Borrowing Agreement are:

- 90% of GPL requests will be processed within three working days.

7. Griffith Photocopies and Loans Borrowing

Eligibility

All QUT staff and students are eligible to use the GPL service.

Material which may be requested

The following material may be requested:

- Films and videos
- Journal articles
- Monographs
- Music scores

Material unable to be requested

The following material will not be requested:

- Material held in QUT Library, including items on loan. Items identified as missing may be requested at the discretion of the Branch Library Services Manager.

Return of Material

- Material is to be returned to the supplying Griffith Branch library in GPL boxes via Griffith University couriers.

Copyright

QUT complies with all requirements of the Copyright Act 1968, as amended and copyright declarations are held for 4 years.

Overdue and Lost Material

QUT Library privileges are suspended for QUT borrowers who have material outstanding for more than one day. QUT borrowers who have material overdue for more than 35 days are billed for the replacement cost of the item as charged by Griffith Library.

QUT borrowers who return material after the due date incur penalty points on their borrowing record, in accordance with the current [QUT Library Borrowing Conditions](#).

Statistics

Relevant statistics are kept and reported upon.

Performance Indicators

Conditions of supply are detailed in the current Griffith/QUT Special Borrowing Agreement:

- 90% of GPL requests will be processed within three working days.

Modification history

| Date | Sections | Source | Details |
|-----------------|--|---|---|
| 14 Nov 2005 | 2. Document Delivery Request. Funding and charging | Associate Director, Information Resources | Where requests cost over \$200, they are retained in collection, and charged back in full to School LRA fund. |
| Sept – Nov 2007 | All sections | Lending Services Coordinator, Associate Director Information Resources via IRMG | |
| Sept 2008 | All sections | Library Services Operational Committee | |
| November 2010 | All Sections | BLM,GP: Document Delivery Supervisor,GP | General update. Addition of introduction and BONUS+ |