QUT Library Collection Development Manual

5. Collection Services

5.2. Document Delivery, Intercampus Copy, BONUS+

**Identification Block**

<table>
<thead>
<tr>
<th>QUT Library Collection Development Manual</th>
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<tbody>
<tr>
<td>5.2. Document Delivery, Intercampus Copy, BONUS+, and Griffith Photocopies and Loans</td>
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<tr>
<td><strong>Contact Officer</strong></td>
<td>Associate Director, Library Services (Information Resources and Research Support)</td>
</tr>
<tr>
<td><strong>Approval Authority</strong></td>
<td>Library Leadership Team</td>
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<tr>
<td><strong>Approval Date</strong></td>
<td>July 2016</td>
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<tr>
<td><strong>Date of Next Review</strong></td>
<td>July 2019</td>
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**Policy Statement**

1. Introduction and impact on collection development
2. Document Delivery lending
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4. BONUS+
5. Intercampus copy requests

**5.2. Document Delivery, Intercampus Copy service and BONUS+**

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, both in print and electronic. 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 or purchase the less in demand resources via these alternate supply methods.

   QUT Library also participates in reciprocating supply of items from the QUT collection to other Libraries for Interlibrary loan supply and as part of the BONUS+ consortial borrowing scheme.
2. Document Delivery lending

1.1. Eligibility

Material is supplied to other libraries only and not to individuals. QUT Library charges for supply of document delivery materials is in accordance with the Australian Interlibrary Resource Sharing (ILRS) Code.

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.

QUT Theses are copied and supplied for a standard price as per the QUT Manual of Policies and Procedures F/1.10 Library treatment of theses guideline for any hardcopy theses prior to 2013, or if from 2013 requesters may be directed to QUT ePrints if there is an electronic copy available. Embargoed theses are not supplied.

The following materials are excluded from loan:

- Caboolture collection
- IELTS collection
- Course Reserve collection
- Periodicals collection material
- Rare books
- Law Reference collection material
- Law primary
- Law Loose-leaf publications
- Psych Test library collection

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

1.2. Dispatch of materials

Loans of items are dispatched by courier or post.

Copies of documents are sent electronically but will be couriered or posted if required.

1.3. Statistics and performance indicators

Statistics on requests received and requests dispatched to other libraries are collected and submitted to the Library Borrowing yearly spreadsheet.

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

2.1. Eligibility

All requests must be for QUT research, teaching, study or employment 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. At the time of this review a trial to provide document delivery to undergraduates is being undertaken to ascertain demand levels.

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 Officer will consult with the Liaison Librarian for negotiation with the client.

Document Delivery staff use QUT corporate cards to purchase items up to the value of $300. This model of just in time purchasing covers items such as Standards, newly published and embargoed items or theses and conference proceedings that are not available from potential suppliers. Where a single document delivery request is estimated to cost more than $300, Document Delivery staff will consult relevant Liaison librarians and obtain the permission of the Branch library manager prior to purchase. These items may or may not be added to the Library collection. However, if the item is deemed relevant to the collection, the Liaison librarian will organise purchase of the item via usual purchasing models.

2.2. 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.

2.3. Overdue and lost material borrowed from other libraries on Interlibrary Loan

Materials borrowed from other libraries are incorporated into the Library’s outstanding loans process. QUT Library privileges are suspended for QUT Library clients who have material borrowed from other libraries overdue for more than fourteen days and a sanction will be imposed on the student record at twenty eight days overdue.

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 debt will remain on their QUTPay financial record.
2.4. Statistics and performance indicators

Statistics on requests received from QUT staff and students, requests sent to other suppliers and items satisfied by other providers are collected and submitted into the Library Borrowing yearly spreadsheet.

The following performance indicators are measured quarterly:

- 95% of requests actioned by the 2nd working day after receipt of the request.
- 85% of requests are filled.

4. **BONUS+**

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

BONUS+ is a service that allows all QUT students and staff to borrow books 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.

QUT only contributes items from the general collections of the Gardens Point, Kelvin Grove, Law libraries and the Library Store. Curriculum, textbooks, audio-visual and IELTS resources are not contributed to the central catalogue.

5. **Intercampus copy requests**

5.1. **Eligibility**

All QUT staff and students are eligible to use the Intercampus Copy service using either the online form or via document delivery request forms. The Intercampus Copy service provides articles or book chapters in electronic format to all QUT staff or students.

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

5.2. **Statistics**

Statistics for requests received and items dispatched are reported by branch and submitted to the Library borrowing yearly spreadsheet.
## Modification History

<table>
<thead>
<tr>
<th>Date</th>
<th>Sections</th>
<th>Source</th>
<th>Details</th>
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<tbody>
<tr>
<td>14 Nov 2005</td>
<td>2. Document Delivery Request. Funding and charging</td>
<td>Associate Director, Information Resources</td>
<td>Where requests cost over $200, they are retained in collection, and charged back in full to School LRA fund.</td>
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<tr>
<td>Sept – Nov 2007</td>
<td>All sections</td>
<td>Lending Services Coordinator, Associate Director Information Resources via IRMG</td>
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<tr>
<td>Sept 2008</td>
<td>All sections</td>
<td>Library Services Operational Committee</td>
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<tr>
<td>November 2010</td>
<td>All Sections</td>
<td>BLM, GP: Document Delivery Supervisor, GP</td>
<td>General update. Addition of introduction and BONUS+</td>
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<tr>
<td>10 December 2012</td>
<td>All</td>
<td>PA to Associate Director Library Services</td>
<td>Format overhaul in accordance with new Library look and feel</td>
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<tr>
<td>21-23 December 2013</td>
<td>All sections minor update</td>
<td>DDS and KG BLM via IRC DLS (Acting)</td>
<td>Endorsed Executive approval</td>
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<td>June 2016</td>
<td>All sections major update</td>
<td>KG LSM KG DDO</td>
<td>Removal on the Griffith Photocopy and loans service information</td>
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<td></td>
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<td>Inclusion of the Doc Del purchasing model</td>
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