

Document Delivery

Material that is not available within The Library may be ordered from another library using the Document Delivery service. Details of the service and an online request form can be found on the Library webpage at www.salford.ac.uk/library/docdelivery. Basic requests are charged at £2.50. The Document Delivery service is only available to registered students and current staff of the University of Salford.

Checking library sources

It is essential to check SOLAR thoroughly before using the Document Delivery service. The material you require may already be available for you to use through another library site or resource.

The Library keeps offprints (photocopies) of journal articles and book chapters which are not otherwise held in stock; visit www.salford.ac.uk/library/resources/offprints/ for more information before submitting your request.

Using other university libraries

The item you require may be accessible at another university library in Manchester. Check the NoWAL (North West Academic Libraries) website if you need the information urgently. Catalogues and opening times are available online at www.nowal.ac.uk/. Salford students have reference access to their stock, postgraduates and staff have limited borrowing rights (exception: The Royal Northern College of Music – access for music students/staff only).

Visit www.salford.ac.uk/library/guides for our General Guide *Local Libraries*.

How do I request an item?

A Document Delivery request form must be completed and submitted for each item required. You can do this via an online form or in printed format.

- **Online:** visit www.salford.ac.uk/library/services/documentdelivery/requestform and complete the online form with as much detail as possible.
- **Download the PDF file:** visit www.salford.ac.uk/library/docdelivery/printform.pdf PDF forms should be printed, completed, signed and returned to any library Enquiry Desk with the appropriate fee.

How do I fill in the form?

Please provide all available detail on your request form. If you omit important information, your request will be delayed. We need the following information:

- **Personal details:** Name, address, department and borrower number (located under the barcode on your ID card beginning 'P...')

- **Books:** Surname and initials of author(s), title, publisher, publication date, ISBN number and, if relevant, edition.
- **Journal articles:** Full title of the journal, year, volume number, part and page numbers and the author and title of the article.
- **Conference papers:** Full title of conference, date, place, sponsor, page numbers and full details of author and title of the paper required. Recent conferences may not be immediately available.
- **Music:** Title, composer's surname and initials, publishing details and type of score.

Requesting Theses, and the British Library EThOS service

The British Library (BL) no longer provides an inter-library loan service for theses and will no longer provide theses material in microfilm. BL hope to eventually offer a one-stop electronic shop for all UK theses, and EThOS aims to make the majority of UK doctoral theses available, free of charge to end-users through a single web interface.

To obtain a UK thesis, you MUST check the BL Electronic Theses Online System (EThOS) prior to submitting the request to us. As the item you wish to obtain may be available for immediate download, EThOS can provide instant, free access to requested material.

What is EThOS?

EThOS is a British Library service and offers free access to the full text of UK doctoral theses stored electronically by BL, from items held at participating institutions. An online ordering facility is also in place on the EThOS website for theses held at participating institutions, which are not as yet available in digital format.

Visit <http://ethos.bl.uk/>

Please be aware that we cannot give refunds for theses requests submitted that are subsequently found to be available via EThOS.

Universities participating in the EThOS scheme will no longer supply thesis material to other institutions, but will advise that the item is available via the BL scheme.

Exceptions

A list of participating institutions can be found on the EThOS webpage. In the event that the holding university of a requested thesis is not part of the EThOS scheme, requests can then be submitted to The Library and the Document Delivery team will apply directly to the home institution in an effort to obtain the item. We cannot guarantee that we will be able to satisfy such requests as the holding institution may decline to loan.

For University of Salford requests for theses from overseas institutions, The Library's Document Delivery team will endeavor to obtain such items by applying direct to the holding university. Similarly, we may try to obtain North American material via a company called Proquest. Again, we cannot guarantee the success of such requests

and depending on charges levied by supplying institutions and Proquest, the cost to Salford users may increase on these occasions.

Important additional information

If it is possible to include the source of reference with your request, please do so (i.e. full details of the publication in which you found the reference).

Please ensure you have read and signed the copyright declarations at the bottom of the PDF form.

If you are requesting two or more journal articles from the same issue (i.e. same volume and part number), this contravenes copyright regulations and our supplier, the British Library, will be unable to supply photocopies of the articles. Instead, the whole journal issue is sent to us as a reference-only item for you to use in the library.

If you wish to request more than one article from a single issue, you should simply submit one request form noting the journal title, volume and issue number and the date of publication. You should then add 'whole issue' in the page number field. It should be noted that we have to abide by the rules and regulations of the British Library. For example, the British Library operates a six month loan ban on all journal titles. This means the British Library will not supply a journal until it is six months old.

- The cost of a Document Delivery request is heavily subsidized by The Library. Only request items that are directly relevant to your studies or to your work at the University of Salford.
- All Document Delivery charges are non-refundable. It is therefore vital that you check the Library Catalogue and e-Library resources prior to placing a request as we cannot refund charges made for items subsequently found to be held in library stock.
- Charges cover administration and processing, and do not guarantee that the request will be supplied.
- Your request will not be processed if you have any outstanding fines or charges on your library record.

How long will my requested material take to arrive?

Depending on the supplier, request details, availability and type of item, the requested material can take anything from a few days to a few months to arrive. More usually, you will either receive the item, or a notification of a delay, within two weeks. However, we do not guarantee a response within this period and recommend that this is taken into consideration when planning your work. You will automatically be kept informed of the progress of your request.

If the British Library Document Supply Centre (our main supplier) does not hold the item, they may suggest alternative locations around the UK. If your request is not located within the UK you will be given the option of paying an extra charge to continue with the request, or abandoning the search.

What happens when my request arrives?

Where possible if you have elected to have journal articles delivered electronically via the BL's Secure Electronic Delivery (SED) service, you will receive a link to the item in a notification email. Photocopies of articles will be sent out to you for you to keep - either to your departmental pigeonhole or your term time address. All other items will need to be collected from the Enquiry Desk at the library site where the request was submitted. You will be informed when the requested material arrives.

Whole issues of journals, theses, and foreign material may be available for reference use only.

How long can I keep requested material for?

| | |
|-------------|-----------------------------------|
| 3 – 6 weeks | Usual loan period |
| 3 weeks | Popular items with a waiting list |

- The return date will be clearly marked inside the item. If returned after the date specified, all items are subject to **a fine of 50p per day**. All items are subject to recall at any time.
- Document Delivery items must be returned to the Enquiry Desk at the site from which they were borrowed.
- Items must not be returned via the self-service book return bins.
- Failure to return a loan item will result in the borrower being charged a standard replacement cost of approximately £165-50.
- In the event of the item's loss or damage, the borrower will also be liable for the above charge.
- For late items returned after the British Library has raised an invoice for the above amount, The Library will still be charged an administration charge in the region of £60. Should this occur, The Library will pass this charge to the requester of the material.

Feel free to ask at the Enquiry Desks with any queries.

Please note: Information contained in this General Guide was correct at the time of publication. A more recent version may be available at www.salford.ac.uk/library/guides