WHAT IS DOCUMENT DELIVERY?

The national inter-library loan network allows us to borrow books or journal articles, from other libraries in the United Kingdom (and abroad), which are not available from Stirling University Library. You may make use of this service if you require an item for academic study or research.

WHO MAY USE THE SERVICE?

The service is provided to support academic staff, postgraduate students and honours students working on their dissertations. There is no direct charge to these users. There is a cost to the library for each request, however, so you should only ask for essential items.

Other students may also use the service, but will be charged for the cost of each request. This varies, depending on the supplier and whether it is for a loan or photocopy of an article. Contact DDS ill1@stir.ac.uk for price details.

WHAT DOES THE SERVICE COVER?

You may request books, reports, theses or journal articles. Books and other documents are normally lent to us for a period of six weeks and can be renewed.

Journal articles will be sent direct to your email account.

REGISTRATION

Users are required to register to use the DDS service. Please register online at http://clio.stir.ac.uk/ (click ‘create new account’).

When your account has been set up, you will login via http://clio.stir.ac.uk/ to make requests.

HOW DO I MAKE A REQUEST?

Before placing a request, you should first ensure that the item is definitely not in stock at Stirling, including the full-text online services we subscribe to, by checking the library catalogue http://libcat.stir.ac.uk/

If the item is held at one of the other campus libraries, use the following form to arrange an inter-campus loan http://www.is.stir.ac.uk/libraries/borrowing/hhsloan.php

You can access this form directly from the library catalogue.

It is also useful whenever possible, to read any abstracts which may be available, in order to gauge the relevance of the original document. If you are not sure how to do this, please ask at the Information Centre.

For each item that you request, you should complete the form on the DDS page http://clio.stir.ac.uk/

Student requests are passed to dissertation supervisors for their approval before they are processed.

If you cannot access the web site please contact the Document Delivery desk at the Information Centre

HOW LONG DOES IT TAKE?

We cannot guarantee to obtain any item within a specified period. For example mainstream journals articles often arrive within a few days, while some books may take several weeks, and there is usually a delay of several months in obtaining items from abroad.

You can monitor the progress of your own requests from the DDS web page.

WHAT HAPPENS NEXT?

When your book arrives you will be notified by email.

Journal articles will be sent direct to your email account.

Items for loan should be collected from the DDS desk. Normally you will be allowed to take items away, but occasionally items are lent to us on the condition that they are used only in the library. Under no circumstances can we break this rule.
We regret that we are unable to forward any loan item to an external address. If you are not in regular attendance at the University, you should use the inter-library loan facilities at your local public library.

If there is a problem in obtaining the item you require (e.g. an incomplete reference), then we will contact you as soon as possible in order to keep you informed of progress and to obtain any additional information.

RETURN OF INTER-LIBRARY LOANS

Please return all items which you receive on inter-library loan promptly. This is particularly important because we rely on the goodwill of other libraries to lend us material.
You should contact the staff at the DDS desk immediately if you foresee any problems in returning any item on time.

If you do not return an item on inter-library loan in good time then there is a danger that you could be charged.
The British Lending library (from which we obtain most of our loans) imposes a minimum charge of £108.75 for non-returned or excessively overdue items.
It is our practice to pass this charge on to the borrower and once a charge has been levied no refund is possible.

FACILITIES AT OTHER LIBRARIES

It may be quicker or more economical to visit another library rather than to make requests through the Document Delivery Service.

Staff at the Information Desk can advise on finding information held at other libraries or see Accessing Other Libraries web page at http://www.is.stir.ac.uk/research/otherlibs/othlibstudent.php

FURTHER HELP

If you have any queries about the service, please ask the staff at the DDS desk:

Linda Cameron (Assistant in charge)
Tel 01786 467239, email ill1@stir.ac.uk

Information Services, July 2010
Available in other formats on request