

## OPERATIONS POLICY - DOCUMENT DELIVERY AND INTER-LIBRARY LOAN

<p><b>1. Policy Statement</b></p>	<p>SAE Institute Pty Ltd trading as SAE will provide students and staff with a Document Delivery Service that enables them to request the loan of books and copies of documents from other libraries or document supply services.</p>
<p><b>2. Purpose</b></p>	<p>To detail the document delivery and inter-library loan services available to academic staff and all students during their course studies with SAE.</p>
<p><b>3. Scope</b></p>	<p>This policy applies to all domestic and international students as well as all staff of SAE.</p>
<p><b>4. Associated Policies and Procedures</b></p>	<p>This policy should be read in conjunction with the following policies and procedures:</p> <ul style="list-style-type: none"> <li>• Reciprocal Borrowing Policy</li> </ul>
<p><b>5. Associated Documents</b></p>	<p>This policy should be read in conjunction with the following documentation:</p> <ul style="list-style-type: none"> <li>• SAEQ Library &amp; Learning Centre Document Delivery Request Form</li> <li>• Student Handbook</li> <li>• Library Conditions of Use Agreement</li> </ul>
<p><b>6. Policy</b></p>	<p><b>6.1 Service Eligibility</b> The following SAE staff and students are eligible for interlibrary loan and document delivery services through the Library and Learning centre:</p> <ul style="list-style-type: none"> <li>• Academic staff for the purposes of teaching and research;</li> <li>• General staff for purposes related to their work;</li> <li>• Post-graduate students;</li> <li>• Degree students.</li> </ul> <p><b>6.2 Resources Available Through This Service</b> The following materials may be requested if they are not held by SAE Library and Learning Centres:</p> <ul style="list-style-type: none"> <li>• books, reports, conference proceedings;</li> <li>• photocopies of specific journal or newspaper articles, chapters of books, reports, conference proceedings (copyright limits apply);</li> </ul> <p>Libraries usually will not lend:</p> <ul style="list-style-type: none"> <li>• entire issues and volumes of journals, magazines or newspapers;</li> <li>• reference books, rare books;</li> <li>• theses and dissertations.</li> </ul> <p>Inter-campus requests should be made for material held at SAE Library and Learning Centres.</p> <p><b>6.3 Inter-Library Loan Quotas</b> Annual quotas apply for the number of requests which can be submitted:</p> <ul style="list-style-type: none"> <li>• Academic Staff - 40 requests;</li> <li>• Post-graduate Students - 30 requests;</li> <li>• Final Year Degree Students - 5 requests from UNILINC Libraries only.</li> </ul> <p>Library and Learning Centre staff may restrict the number of loans requested or supplied from providers due to budgetary or staffing constraints.</p>

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### 6.4 Service Charges

- Inter-campus loans do not incur a charge;
- Requests to libraries participating in the UNILINC Reciprocal Borrowing Scheme do not incur a charge;
- Service level standards follow the ILRS code:
  - Core – 4 working days
  - Rush – 24 hours
  - Express – 2 hours
- As a core service, items are sent between libraries by Australia Post standard mail or courier service, whichever is cheaper;
- Requests to Australian Libraries not participating in the UNILINC Reciprocal Borrowing Scheme incur the following charges:
  - Core service - \$16.50, plus delivery charges if applicable;
  - Rush service \$16.50 plus \$16.50 levy, plus delivery charges if applicable;
  - Express service \$16.50 plus \$33.00 levy, plus delivery charges if applicable.
- Delivery charges are applied at the rate recommended by the ILRS code.

Recommended prices for copies are for up to 50 pages in the original item in black and white reproduction. An additional charge of \$4.00 applies for each additional 50 pages copied. An additional charge of \$2.50 applies for each colour page copied. Prices for special copying, for example, fragile material or music scores, or for loans of multi-volume sets may need to be negotiated.

- Fax - no charge
- Ariel or e-mail attachment - no charge
- Mail - no charge
- Express post or equivalent for copies - \$8.30
- Express post or equivalent for loans up to 3kg - \$12.40
- Express post or equivalent for loans over 3kg – negotiated

### 6.5 Service Payments

- Charges for staff requests will be transferred to individual campus budgets. Staff must have authorisation from Campus Academic Coordinators before the Library will process requests, which attract a fee;
- Where a non-library staff member or student initiates a request with a supplier and directly receives a document, the requestor is responsible for any associated costs.

### 6.6 Lodging A Request

Staff and students must complete a Document Delivery Request Form to apply for an inter-library loan or copy of a document. Complete bibliographic details must be included where possible. If insufficient information is provided requests will be returned to the requestor.

### 6.7 Delivery Times

Documents are usually received in 4-7 days and loans are usually received in 2 – 3 weeks.

Delivery times may be longer if an item is on loan or missing from the library to which the request is sent. A Rush Service is available for urgent requests. Charges apply.

### 6.8 Item Collection

All inter-library loan items are to be collected from the Library. Inter-library loan items not picked up by the requestor within 7 days of notification will be returned to the supplying library.

Copies supplied via document delivery (journal articles, book chapters) will be delivered online where possible.

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	<p><b>6.9 Services To Other Libraries</b> SAE Library and Learning Centres will supply material from their collections and provide copies of journal articles to other libraries.</p> <ul style="list-style-type: none"> <li>• Books from the General Collection are available for loan;</li> <li>• Audiovisual materials, journals and magazines are not for loan.</li> <li>• Loans are for 3 weeks.</li> </ul> <p>Libraries not participating in the UNILINC Reciprocal Borrowing Scheme will be charged according to the Australian ILRS code.</p>
<p><b>7. Records</b></p>	<p>11th September 2012 policy implemented (Approved by Joseph Anthonysz, Managing Director and CEO) Policy to be reviewed: 11th September 2014</p>

Approved By : Mr Joseph Anthonysz, Managing Director & CEO  
Date : 11th September 2012  
Document : 1\_0\_POL\_001\_DocDelivery\_InterLibrary\_120911

