

PL-LIBRARY-06: Document Delivery Services Policies & Procedures

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Who Should Know This Policy

- Qatar University Administration
- Academic and Administrative Units
- Director of Library
- Head of Public Services
- Head of Reference Services & Information Literacy
- System Administrator
- Circulation Librarians
- Library Users

Ownership

The Head of Public Services Section within Qatar University Library is responsible for ensuring that this document is necessary and that it reflects actual practice.

Purpose

The purpose of this policy is to clearly identify and specify the research needs to QU Faculty, Staff, Graduate and Undergraduate students.

Mission Statement

The Document Delivery Services department supports the instructional and research needs of Qatar University community by providing photocopies of articles, chapters of books, proceedings, conferences, etc... not available at QU Library.

Policies

1. Provides a quick and prompt service for delivering articles to all Faculties and students.
2. Checks the eligibility of users to request materials through the DDS.
3. Determines accuracy of bibliographic information on submitted requests; locates requested materials using computer databases and printed bibliographies.
4. Selects the appropriate supplier of requested materials; corresponds with lending libraries, institutions, etc... by email, and web.
5. Provides constant follow up on the requested materials, if not provided within the usual time frame.
6. Sets priorities within the workflow to offer the best service to the patron.
7. Searches constantly for new suppliers to borrow from according to the variety of the needs.
8. Maintains familiarity with the software and all new technologies that increase the efficiency of the service.
9. Answers queries regarding policies and procedures.
10. Compiles annual and cumulative statistical reports.

Procedures

Requesting

1. Any QU Faculty member and student wishing to obtain a photocopy of an article from DDS submits an online request form available under “Inter Library Loan/DDS” menu from the University Library Website.
2. DDS department receives the request by e-mail ill@qu.edu.ga .
3. DDS staff before ordering the article, checks the validity of the bibliographic information in “WorldCat” database, and then looks through the “A to Z Journal List” and the “Online Catalog” to make sure they do not exist at QU.
4. If article does not exist at QU, DDS staff :
 - a. Looks for open access sources that provide free of charge articles.
 - b. If not found, searches the “WorldCat” database to locate the libraries that own the material.
5. DDS staff selects the appropriate supplier for the article based on the price, speed of delivery and subject related. It is the DDS policy not to pay more than \$15.00 /article, with few exceptions with some suppliers or publishers.
6. DDS staff places a request from the supplier’s ILL/DDS automated interface, where he adds the title of the journal, the title of the article, the author, the vol. issue, date and any other information that can help speed the request.

Receiving

1. Articles are received within 24 hours – up to two weeks according to the nature of the request and the supplier selected.
2. On a daily basis, DDS staff checks the email to see if articles are received, and follows up at the supplier’s end the online status of the requests in case of delays in retrieval.
3. Articles are delivered through email, web, or standard mail.
4. Once received, articles are sent to their requesters through electronic delivery, or by standard mail (in case articles are delivered in hard copy).
5. The original request is then filed along with the cover page of the received title in the cabinet for invoicing.

Invoicing

1. Invoices are received on regular basis either through the standard mail, or electronically with the article.

2. Each title is checked against the original request, and if correct, the DDS Librarian pays by the P-Card provided by Finance, or through the IFLA vouchers.

Reporting

1. The DDS department compiles annual and cumulative statistical reports on the total number of materials ordered by **user's name** and by **Department**.
2. Reports are predefined in advance and whenever necessary, compiled by using Excel. Once retrieved they are treated with the table "Auto-format" option to provide a clear and aesthetically readable report.
3. Other statistical reports of requests available in the Library and requests by Assistants to the Faculty are also generated quarterly and annually.