

What is document delivery?

“Document delivery” is a service offered by the library to locate and deliver material from another library or document supplier. This service supports your research by:

- obtaining photocopies from library branches on other Monash campuses and delivering them to you, electronically or by mail
- obtaining photocopies from non-Monash libraries and other document suppliers and delivering them to you, electronically or by mail
- obtaining loans from non-Monash libraries and delivering them to you at the Monash University Library branch of your choice.

If you are a registered off-campus student or you are a staff member at a site that does not have a branch of the Monash University Library (eg. at some hospitals, Moe, Bendigo etc) loans will also be delivered directly to you.

Who can use the service?

The Monash University Library Document Delivery service is available for Monash research related requests to:

- Monash staff
- honours students; and
- postgraduate students

Place a request?

- Go to <http://library.monash.edu.au>
- In the Monash Library catalogue, “Login” and enter your Authcate username and password. Search the catalogue for the item needed.
- If you find the item, choose the “Loan requests” button, then the *Hold* form to request a loan from another campus, to place yourself in the queue for a book out on loan, or to request rush cataloguing of a newly received book. If you need a photocopy from an item held at another campus, from “Loan requests” choose the *Photocopies+Non-Monash Loans* form. Complete the form and *Submit*.
- If the item is not found in the catalogue, either:
 - Click “Search other libraries”, choose the *Document delivery search*, and find your item. Once the item is on the screen, click “Loan requests” and choose the *Photocopies+Non-Monash Loans [populated]* form, or
 - You may submit a request on a blank form. Click on “Loan requests” and choose the *Photocopies+Non-Monash Loans* form.
- An advantage of the extra search to find your item is that you can learn more about what resources are available from Australian libraries in your subject area.
- Once Document Delivery staff have imported your request and sent it to the first potential supplier, the details appear in “My loans” with the status shown as *Pending*.
- Whenever a request is sent to a second supplier, the status changes to *Cancelled*, and a new request is created by staff.

How do I receive the item I have requested?

When a loan arrives you will receive email advice to collect the item from Loans. All emails are sent to your Monash account. When a photocopy is received, the status in “My loans” changes to *RecCopy* and Document Delivery staff will have forwarded the article to you via the web or by mail. All photocopies are delivered to you.

How can I help to keep delivery times low?

- Submit requests as you go, don’t accumulate them.
- If the library’s copy of a book or journal is damaged or lost, put this information in the *Comments re request* field.
- Research assistants should submit requests under the name of the person who will use the articles to comply with copyright.
- Choose “web delivery” as your default. If staff receive an article electronically it will be forwarded to you that way. This reduces delivery time considerably.

How long does a request take to arrive?

The average is one week for photocopies and slightly more for loans. If your request has taken longer than two weeks, please contact document delivery staff.

Can I borrow if I visit another academic library?

If you wish to visit another Victorian academic library and would like to borrow their books, Monash students and staff first need to obtain a **CAVAL** card from Loans at a Monash library. When you borrow books this way, you must be able to return the books yourself. For more information, please see <http://www.caval.edu.au/svs/rp>.

Off-campus students and remote staff can obtain their CAVAL card by completing the form linked to <http://www.lib.monash.edu.au/services/offcampus/con-sortia.html>.

To visit an interstate academic library and participate in the **University Library Australia** program, have your current Monash University ID card with you, and enrol directly at that library. Some libraries charge a membership fee. See <http://www.caul.edu.au/ula> for more information.

What is MMICL?

As a separate service the University of Melbourne libraries at Parkville and the Monash libraries at Clayton offer postgraduate students and staff the opportunity to borrow books from each other's collections via their own catalogue. All books sent from Parkville to Clayton must be collected from Matheson Library Loans.

To use this service, in the catalogue "Login", choose *Search Other Libraries*. From the box for *Victorian Libraries* choose *University of Melbourne* and *Connect*. Carry out a title phrase search, and when the item is displayed, click "Loan requests" and then choose the *MMICL* form.

Staff at the University of Melbourne will email you about the item's availability. Call Document Delivery staff to make enquiries.

Contact us.

If you have a query regarding the service please contact us:

Phone: +61 3 9905 2679
Fax: +61 3 9905 5296
Email: docdel@lib.monash.edu.au
Hours: Mon - Fri 9 am - 5 pm
Postal address: Box 4, Monash University
Victoria, Australia 3800

Document delivery service

A guide for Monash staff, honours and postgraduate students wishing to access research materials from other libraries.