

## Interlibrary-loan and document request service

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Post/section with responsibility for implementation and monitoring	Head of Library Services & Learning Resources	
Approved by	University Council	
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Cross reference/related documents:	1.0 Policies and procedures manual 5.0 Student handbook 6.2 Student discipline 7.1 Library and learning resources 10.5 Copyright and intellectual property	

### 1.0 Rationale and principles which this policy seeks to uphold

- 1.1 The University will be recognized and supported as Dubai's premier resource for the reflective pursuit of scientific, academic, and professional knowledge, and an accessible focus for its effective transfer and liberal application.
- 1.2 The University will offer students a supportive learning environment and a programme of study conducive to student achievement of graduation requirements.
- 1.3 In support of the research mission and educational purposes of the University, the University's Library makes available to students and academic staff required information resources and services, within resource constraints.

### 2.0 Scope

- 2.1 Applies to all registered users of the University Library.

### **3.0 Definitions**

- 3.1 The Document Request Service facilitates access to learning materials not held within its own catalogue, or electronically held resources not available to the user within the scope of their own access rights.

### **4.0 Policy**

- 4.1 Library staff will make every effort to fulfill requests for documents held elsewhere, within limitations of cost.
- 4.2 The use of any external material obtained through this service is governed at all times by the policy of the University Library.

#### Fees

- 4.3 All requests to obtain materials free of charge will normally be actioned.
- 4.4 Masters students will be liable for one hundred percent of costs of requests that have a fee.
- 4.5 Requests from Doctoral students that incur a fee will normally be met, and fifty percent of cost levied on the student. BUiD will cover the remaining fifty percent to a maximum of five hundred dirhams per year, for three years.
- 4.6 Requests from academic staff that incur fees will be charged to the account specified (e.g. Faculty budget, research grant, etc.)
- 4.7 If a request appears to be unobtainable, the University Library reserves the right to decline the request.

### **5.0 Procedures**

- 5.1 It is the responsibility of the student to select materials relevant to their degree programme.
- 5.2 Users must check the Library's catalog before making a request.
- 5.3 Requests for documents that are held electronically through the Library resources will be declined.
- 5.4 Requests for documents must be made via a form available on the Library website.
- 5.5 Typical turnover time for a request is three days; more complex requests may require additional days to process.
- 5.6 The Library will send items electronically where appropriate.
- 5.7 Items that require a fee are charged to the student's Library account, which must be settled at the end of each term.