

**SUBJECT: Access Services – Document Delivery**

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**MANUAL: Health Sciences Library Policy & Procedure**

**POLICY: Document Delivery**

**RESPONSIBLE PERSONS: Library Staff & Customers**

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**POLICY**

1. The Mount Carmel HSL offers full document delivery services to faculty, physicians, residents, College of Nursing students, distance learning students, other staff members, and specific libraries.
2. Undergraduate College of Nursing students are entitled to five document deliveries per semester.
3. Documents are delivered according to the requestor's instructions.
4. Primary document delivery option is through e-mail, preferably in PDF format.
5. Librarians and Library Specialists select the appropriate resource for obtaining requested items, which can include the HSL collection, OCLC, Docline, OhioLINK, and other consortia.
6. Customers are encouraged to access their requested materials independently if the materials are readily available in electronic format, e.g. web site, article in database service, HSL web pages, Loansome Doc, etc.

**DEVELOPED BY: Library Staff**

**REVISED BY: Library Staff**

**REVIEWED BY: Stevo Roksandic, Director**

**APPROVAL FOR IMPLEMENTATION BY:**

**DATE:**

8/2/07

**DATE: 1997**

7/16/07

7/16/07

*Ann Eschele*