

Operational Policy

Library & Learning Centre - Document Delivery and Inter-Library Loan

1. Policy Statement	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.
2. Purpose	To detail the document delivery and inter-library loan services available to academic staff and all students during their course studies with SAE.
3. Scope	This policy applies to all domestic and international students as well as all staff of SAE.
4. Associated Policies and Procedures	This policy should be read in conjunction with the following policies and procedures: <ul style="list-style-type: none"> Library & Learning Centre - Conditions of Use
5. Associated Documents	This policy should be read in conjunction with the following documentation: <ul style="list-style-type: none"> Worldshare Discovery – ‘Request from another library’ feature Student Handbook
6. Policy	<p>6.1 Service Eligibility The following SAE staff and students are eligible for inter-library loan and document delivery services through the Library and Learning Centre:</p> <ul style="list-style-type: none"> Faculty for the purposes of teaching and research; General staff for purposes related to their work; Post-graduate students; Stage 3 degree students. <p>6.2 Resources Available Through This Service The following materials may be requested if they are not held by SAE Library and Learning Centres:</p> <ul style="list-style-type: none"> Books; Digitised or photocopies of specific journal, magazine, and newspaper articles, chapters of books, reports, conference proceedings (copyright limits apply); <p>Libraries usually will not lend:</p> <ul style="list-style-type: none"> Audio-visual materials; Entire issues and volumes of journals, magazines or newspapers; Reference books, rare books; Theses and dissertations. <p>Inter-campus requests will be made for material held at SAE Library and Learning Centres.</p> <p>6.3 Document Delivery & Inter-Library Loan Quotas Annual quotas apply for the number of requests which can be submitted:</p> <ul style="list-style-type: none"> Faculty - 60 requests; Post-Graduate Students - 40 requests; Stage 3 Degree Students - 25 requests. <p>Library and Learning Centre staff may restrict the number of loans requested or supplied from providers due to budgetary or staffing constraints.</p> <p>6.4 Service Charges</p> <ul style="list-style-type: none"> Inter-campus loans do not incur a charge;

- Requests to Australian Libraries incur charges at the rate recommended by the Australian ILRS code;
 - 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.
- 6.5 Service Payments**
- Costs incurred above the cost of Core services (e.g. for Rush & Express services) will be the responsibility of the requestor.
 - 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 the *Request from another library* form available electronically (via a button) within WorldShare Discovery. If insufficient information is provided, requests will be returned to the requestor.
- 6.7 Delivery Times**
- Once requests are fulfilled, documents are usually received in 2-7 days and loans 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.
- 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 (e.g. book chapters, journal articles) will be delivered online where possible.
- 6.9 Services To Other Libraries**
- SAE Library and Learning Centres will supply material from their collections and provide copies of book chapters, journal articles, and magazines, physical and online, to other libraries.
- Books from the Main Collection are available for loan;
 - All other physical items (e.g. audio-visual materials, journals and magazines) are not for loan.
 - Loans are for 4 weeks + 2 weeks shipping.
- The decision to supply materials is at the discretion of the supplying library and subject to any licensing conditions that may apply.

Version	Date	Approval
120911	11 th September 2012	J. Anthonysz, CEO & Managing Director
160502	2 nd May 2016	Lee Aitken
200206	6 th February 2020	Matthew Evans, General Manager - SAE Australasia

