

# DOCUMENT DELIVERY

## *DOCUMENT DELIVERY POLICY*

University of Arizona  
The University of Arizona Library  
Tucson, Arizona

### What Is Express Documents?

Express Documents is a service that provides delivery of UA-owned materials.

Articles, book chapters and books are delivered for all current UA-affiliated customers.

Articles and book chapters can be delivered for customers not affiliated with the University of Arizona.

### Express Documents Fees

Express Documents fees are as follows:

#### Current UA-affiliated customers:

Articles and book chapters delivered via desktop delivery: \$6.00 for the first 15 pages and \$0.25 for each additional page per article.

Articles and book chapters delivered by mail: \$6.00 for the first 15 pages and \$0.25 for each additional page per article, plus shipping and handling.

On-campus delivery of books: \$6.00 for the first book, \$2.00 for each additional book.

Off-campus delivery of books: \$6.00 for the first book, \$2.00 for each additional book, plus shipping and handling.

**NOTE FOR UA SOUTH FACULTY, STAFF AND STUDENTS:** Currently, the fee for delivery of articles and books to UA South faculty, students and staff is covered by the UA South Campus.

#### Other customers:

Articles delivered via desktop delivery: \$6.00 per item for the first 15 pages. 25 cents for each additional page.

Articles by mail: \$6.00 (plus shipping and handling) per item for the first 15 pages. 25 cents for each additional page.

**NOTE:** Book delivery is not available for customers not affiliated with the University of Arizona.

### Items Available for Request

Express Documents can provide the following material:

- Books (current UA-affiliated customers only)
- Articles
- Theses and Dissertations (current UA-affiliated customers only)
- Microforms (case by case basis). Please contact us for more information. (distance users only)
- Book Chapters
- Reports
- Maps (copies only)
- Reference material (copies only)

## THE ACADEMIC LIBRARY MANAGER'S FORMS, POLICIES, AND PROCEDURES HANDBOOK

We cannot provide the following types of material:

- Special Collections items (photocopies of select material MAY be possible)
- Media (Videos, DVD, Laserdiscs, etc.) NOTE: If you are a faculty member and need a media item for instructional use, please contact us.
- CCP Rare Books
- Main or Science Reserves
- Music Closed Stacks
- Eligible Customers

All University of Arizona faculty, staff, graduate students, undergraduate students and visiting scholars with a valid CatCard are eligible to request material through Express Documents.

Library customers who are not affiliated with the University of Arizona are currently only eligible for the Express Documents article service.

Average time to fill a request:

Articles will be delivered electronically within 24 hours of the initial request.

Books will be shipped to the patron's address via Federal Express and should arrive within 3 to 4 days.

How long can items be used?:

Initial lending periods for books are the same as books checked out in person at the UA Library. Click here for information regarding loan periods.

Articles will remain accessible for 3 weeks through your Express Documents page.

Connecticut College  
Charles E. Shain Library  
New London, Connecticut

### Commercial Document Delivery

There are commercial suppliers of journal articles that offer the delivery of articles to individual customers for a fee. There are always costs associated with the services provided by these companies but they can tailor services to your specific needs. Commercial suppliers can receive requests directly from you by various methods. Usually the companies can supply the articles (if they own the journal) within 48–72 hours by fax or they can mail the article to you.

By using commercial suppliers directly, you are bypassing the Interlibrary Loan Office and its services. The ILL Office will not assume any responsibilities for any transactions. You are assuming all financial obligations and any questions or problems should be resolved directly with the companies. Although the ILL Office occasionally uses commercial suppliers to fill requests, this office is not endorsing any particular company.

Grand Valley State University  
Zumberge Library  
Allendale, MI

### First Time User Registration for Document Delivery

To request an item through Document Delivery, you must first identify yourself to the library's Document Delivery system. To do this you fill out a registration form using your Web browser. Registration has three purposes:

Entering your personal information into the Document Delivery system means you will not have to supply the information again when making future requests.

Having your e-mail and regular mail addresses on file with the Document Delivery system enables us to notify you promptly and deliver materials accurately when your request arrives in the library.

## DOCUMENT DELIVERY

By logging in with your Username and Password, you will have secure access to information about your requests. You will also be able to review the list of items you have requested in the past.

### About Your Username and Password

This is a Grand Valley State University service so you will log in with your GVSU Network Username and Password. This is the same username and password required by Blackboard, computer labs, and office computers.

Forgot your password? Instructions for: [GVSU Students](#), [Faculty & Staff](#).

### Important Copyright Information

#### Warning Concerning Copyright Restrictions

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted materials.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.