

Document Delivery Guide

The Library aims to hold a core collection to support the University's existing and future scholarly, research and clinical practice needs; however, purchasing resources for the collection may not always be appropriate.

To help supplement the collection, the Library makes use of reciprocal borrowing and Document Delivery services for eligible staff and students. Murdoch University submits all Document Delivery requests as Core unless the staff member or student specifically requests it to be a Rush. Materials requested via these services are usually supplied free of charge. In some cases the costs may be passed onto the requester.

When borrowing items from other libraries and institutions, Murdoch Library complies with relevant aspects of Australian copyright law and contractual obligations with information suppliers.

1.1 Eligibility

The following members of the Murdoch community are eligible for library-mediated Document Delivery services:

1. Academic staff
2. Professional staff
3. Researchers
4. Doctoral students
5. Masters students
6. Honours students
7. Undergraduate students

1.2 Number of Document Delivery

Eligible patrons may request up to 10 Document Delivery items per week.

1.3 Level of service provided

Murdoch Library uses the standard (Core) service level when requesting Document Delivery items. Requests for urgently required material may be made at a higher service level (Rush) at the discretion of the Library, and at the cost of the requester.

Library staff will acknowledge and process Document Delivery requests within two working days of receiving the request.

The supplying of material is dependent upon non-Murdoch lending libraries, however the Library will pass items onto staff and students within one working day of their arrival.

1.4 Types of materials available through Document Delivery

Murdoch Library commonly sources the following types of resources unless they are already held by Murdoch in physical or electronic formats. The service is dependent upon the non-Murdoch lending library:

- Books
- Journal articles
- Book chapters
- Conference papers
- Audio visual resources
- Thesis

Foreign language material can be requested and will be supplied in the original language. The Library cannot provide translations of texts unless an official translation of the publication has been released and it is the version requested by the staff or student.

The Library will endeavour to supply all Document Delivery requests, however some items may be unobtainable due to licence restrictions, lack of holdings, lending policies, copyright or an inability to find the requested item. Library staff will provide feedback to staff and students about why any Document Delivery request cannot be supplied.

1.5 Document Delivery charges

Document Delivery items requested under the Core model will be paid for out of the Murdoch Library budget unless the cost exceeds the following threshold.

Patron Type	Cost per Document Delivery
Undergraduate students	\$35.00
Honours students	\$50.00
Master students	\$50.00
Professional staff	\$50.00
Doctoral students	\$100.00
Academic staff	\$100.00
Researchers	\$100.00

Document Delivery items requested under the Rush will have the full charge passed onto the staff member or student due to the increased complexity and workload resulting from such requests. Undergraduate students are not eligible to request a Rush Document Delivery.

The standard charges for requesting items from Australian libraries are as follows:

Document Delivery	Cost per Document Delivery	Physical item posted to Murdoch
Core: Material or negative response is sent within 5 working days	\$22.40	\$34.40
Rush: Material or negative response is sent within 24 hours of receiving the request	\$44.50	\$62.80

Charges for these vary by institution and will only be provided as scans and not as physical copies.

Murdoch charges \$34.40 to digitise the thesis but other universities might charge over \$100 for the same service.

If the charge for requesting the thesis from the issuing university is above the listed threshold, the balance is payable by the staff member or student.