



The Library

Guide to UBC Library Document Delivery Service

UBC Library Document Delivery is a service that retrieves UBC Library materials for you. This service is available to UBC students, faculty, staff, and community borrowers. A valid UBC/Library card is required.

Fees apply for most services. Please see reverse for the fee schedule.

Document delivery is free to UBC faculty, staff, students and hospital staff for the following services:

- ◆ Book and article delivery between one UBC campus to another (UBC Point Grey, UBC Robson Square, UBC Okanagan, UBC teaching hospitals: Hamber, BMB and St Paul's libraries)
- ◆ to UBC undergraduate students and faculty in the Island Medical Program or Northern Medical Program
- ◆ to UBC students enrolled with the UBC Extension Library
- ◆ to UBC students, faculty and staff who qualify for Enhanced Library Services (book/articles retrieved for pick-up only)

MATERIALS AVAILABLE

- ◆ **Books** can be mailed or held for pick-up
- ◆ **Up to 50 pages of a book, article or similar item** can be faxed or held for pick-up

MATERIALS NOT AVAILABLE

- ◆ Items out on loan, in bindery, etc. (*order again at a later date*)
- ◆ Some high-use films and videos
- ◆ Full issues of journals (issues may sometimes be sent to another UBC Library on a one day loan/library use only)
- ◆ Items in Rare Books & Special Collections, Reference, Course Reserve and other similar collections (some copying might be possible)
- ◆ Articles available online via UBC ejournals
- ◆ Requests in excess of copyright restrictions

PLACE AN ORDER

Access the service online on the UBC Library web site at www.library.ubc.ca.

- ◆ Order via the **Catalogue**
- ◆ Look up a book or journal/newspaper title.
- ◆ Display the full record
- ◆ Scroll to the end of the record
- ◆ Click on **Order via UBC Library Doc Del**

CONFIRM ORDER/ CHECK IF READY FOR PICK-UP

At the UBC Library home page, select **My Library Account** to see the status of your order.

TURNAROUND TIME

Orders received by 5 pm are processed by 5pm the next day, Monday to Friday. Items for pick-up are normally available within 24 hours and are held for 3 days. Campus mail takes 2-3 days. Fax takes 24 hours.

DOCUMENT DELIVERY FEES

UBC students, faculty, staff

Books/Articles

Picked-up or delivered on campus	\$5.00 per item
Delivered by mail in Canada or the US	\$5.00 per item

Book and article delivery from one UBC campus to another (UBC Point Grey, UBC Robson Square, UBC Okanagan, UBC teaching hospitals: Hamber, BMB and St Paul's libraries) no charge

Undergraduate students & Faculty in the Northern and Island Medical Programs

Book or article delivery no charge

Students enrolled with the UBC Extension Library no charge

UBC students, faculty and staff who qualify for Enhanced Library Services

Book or article delivered on campus	\$5.00
Book or article delivered by mail in Canada or the US	\$5.00
Book or article picked-up at UBC library	no charge

UBC community borrowers

Books/Articles

Individuals

Book or article pick-up or delivery by mail \$5.00 per item

Non-profit institutions

Book or article pick-up or delivery by mail \$12.00 per item

For-profit institutions

Book or article pick-up or delivery by mail \$20.00 per item

Please note that as required by the UBC Access Copyright Agreement, for-profit institutions must pay the following surcharges on copying:

Book	\$.25 per page
Newspaper article	\$1.00 per article
Journal article	\$4.00 per article (under 8 pages) \$8.00 per article (8 or more pages)
Law report	\$1.50 per headnote or decision \$2.00 per headnote and decision

Surcharge of \$10 applies to all cardholders for orders faxed outside BC.

For more information, call 604-822-6596 or ask at any UBC Library service desk.