

Protocol for the Inter-Library Supply of Articles for the DMLS libraries

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This protocol is a code of conduct, which specifies standards for document delivery and outlines the responsibilities of both requesting and supplying DMLS libraries. Please ensure that all library staff who deal with inter-library lending and document supply are familiar with its contents.

This protocol will be reviewed annually.

Responsibilities of the Requesting Libraries

1. It is the responsibility of the requesting library to ensure that the requests they make do not infringe Copyright. (See [DIN 2005DIN01-010](#))
2. It is the responsibility of the requesting library to ensure that operationally required materials that cannot be supplied from stock are obtained using the urgent action services of national libraries, such as the BMA or British Library, to minimize delay in provision.
3. In making requests:
 - 3.1. Ideally there will be no more than one request detailed on each request form. Any format of request form may be used, provided all the required information is clearly legible.
 - 3.2. When selecting locations, the requesting library should check holdings carefully to make sure that the libraries have the item being requested.
 - 3.3. There is no restriction on the number of requests per day to any library, although libraries may make local decisions about the number processed in one day to take account of any financial considerations.
 - 3.4. If more than one article is required from one journal issue, the supplying library may be prepared to lend the whole issue, but this will be at the discretion of the librarian. (*N.B. MOD copyright licence makes provision for the copying of "any number of articles in a periodical dealing with a particular theme where a substantial part of the issue is dedicated to that theme"*).
 - 3.5. Routine requests should be sent by post, e-mail or fax. If requests are sent by any of these means, they will be processed routinely. The telephone may be used for urgent requests.

- 3.6. Articles that are available electronically should not be requested without good reason (e.g. server down).

4. Information required on request forms

- 4.1. Whether the form is sent by post, e-mail or fax, the following should be included and must be legible.

Requesting library full postal address (at the top of the form).

Journal title (in full if possible).

Year, volume, part number or date of issue, and pages of article.

Author and title of article.

Date of request.

- 4.2. Requests which fall short of this standard are sent on the understanding that the supplying library may return unclear or inaccurate requests.
- 4.3. Under the terms of the Data Protection Act, any information that could identify the reader (i.e. name and address) should not be included on requests sent to other libraries. Library reference numbers should be used wherever possible.

Responsibilities of the Supplying Library

5. Requests should be processed within 1 working day of receipt. Ideally all incoming requests should be annotated to indicate date of receipt and date of action.
 - 5.1. Photocopies may be single or double-sided and on A4 or A3 paper.
 - 5.2. Photocopies should be clear, clean and properly collated.
 - 5.3. A copy of the request form should be attached to the item, so that the receiving library can identify the original requester.
 - 5.4. The requesting library should be able to identify the supplying library and the date the item was supplied.
 - 5.5. Care should be taken to ensure that the photocopy is sent to the requesting library and not inadvertently sent to another location on the list.

- 5.6. Photocopies should be supplied by 1st class post whenever possible, but may be supplied by fax or e-mail, if urgent and by prior agreement.
- 5.7. Scanned copies of print journal articles may be sent by e-mail, but must be accompanied by an instruction to the receiving library to ensure that all electronic copies of the item are deleted once a satisfactory print copy has been made. (Where facilities exist, the instructions should be incorporated into the scanned file as a cover sheet). Be aware that e-mailing articles in electronic format from full-text electronic journals may contravene publisher licence agreements.
- 5.8. Every effort should be made by the supplying library to identify the requested item using databases, the internet and other easily available resources.
- 5.9. Should request forms include reader details, supplying libraries must treat them as confidential. (See 4.3)
- 5.10. In the event of known absence, the supplying library should inform the other DMLS libraries, so that alternative arrangements can be made.

6. Requests which cannot be satisfied

- 6.1. If an item cannot be supplied, the reason should be indicated on the request, stating the date it was actioned and using the abbreviations below:

MFS	missing from stock
OL	on loan
OO	on order
NH	not held
RO	reference only
NYR	not yet received
AB	at binders
IR	inadequate reference
NCC	not copyright compliant

- 6.2. The form should be forwarded immediately to the next location on the list unless a) there is a problem with the reference or b) there are no other locations. In both cases, the request form should be returned immediately to the requesting library, with an explanatory note. Forms with incorrect references must be returned to the requesting library within 1 working day.
- 6.3. If a request that is urgent cannot be supplied, the requesting library should be notified immediately.

- 6.4. Requests received by e-mail or fax which cannot be satisfied should be forwarded or returned, as appropriate, within 1 working day. Post, e-mail or fax may be used to forward or return requests regardless of the means used to send the original request.

7. E-mail requests

- 7.1. E-mail may be used to request items, provided the requests fulfil the conditions and contain all the information described above.
- 7.2. Requests received by e-mail should have their receipt confirmed by return. They should be dealt with routinely, unless stated as urgent.
- 7.3. If requests are received by e-mail, the supplying library can reserve the right to forward or respond by post or fax. The items themselves will generally be supplied by post.
- 7.4. Scanned copies of print journal articles may be sent by e-mail, but must be accompanied by an instruction to the receiving library to ensure that all electronic copies of the item are deleted once a satisfactory print has been made.

8. Fax Requests

- 8.1. Fax may be used to request items, provided the requests fulfil the conditions and contain all the information described above.
- 8.2. Requests received by fax should be dealt with routinely, not as urgent unless stated as such.
- 8.3. If requests are received by fax, the supplying library reserves the right to forward or respond to those requests by another method. The items themselves will generally be supplied by post.
- 8.4. Under copyright legislation, items may be supplied by fax, but the original photocopy must be destroyed. This is the responsibility of the supplying library.

Responsibilities to Readers

It is recommended good practice to ensure that readers are kept informed of any developments relating to their requests; for example, if there is likely to be a delay in satisfying their request, or if for any reason their request cannot be satisfied.

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