

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

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|---|---|
| Library: Document Delivery Service | SOP #: LIB.002.01 |
| Effective Date | 2/5/2019 |
| Last Revision/Review | 2/5/2019, Reviewed 8/28/19, Revised 11/5/21 |

1. Purpose

Document Delivery Service are intended to augment Burrell Library's collection by obtaining materials for teaching and research that are not available through Burrell's physical and electronic collections. This service is provided to Authorized Users. Individual requestors and/or their departments are not typically charged for this service. All requests are subject to budgetary limits and librarian discretion. All materials acquired through document delivery must comply with the copyright laws of the United States.

2. Related Policy/Authority

www.burrell.edu/policy-b5040/

3. Faculty/Staff Responsibilities

Library staff are responsible for ensuring that any materials obtained through document delivery do not already exist in our collection or freely through other legal means. Library Staff will secure requested materials through the most efficient and effective means.

4. Definitions/Abbreviations

Document Delivery: a system to order articles, book chapters, thesis, dissertations, conference proceedings, etc., that are not available in the Burrell Library collections.

Authorized Users: Burrell students, faculty, staff, preceptors, and other affiliates with designated privileges who present a valid ID badge from Burrell, Memorial Medical Center (MMC), or Mountain View Regional Medical Center (MVRMC); or who can verify that they have current Burrell credentials (obtained from IT).

5. Procedural Steps

Authorized users will make a request and Library staff will check for availability of requested material through Library resources and legally available free sources. If material is not available through above methods, item(s) will be ordered through commercial service. Requested items are typically ordered Monday through Friday from 8am to 5pm and are usually delivered within 48 hours of request. Requestors will be notified when items are available.

6. Reports/Charts/Forms/Attachments/Cross References

Document Delivery Online Request Form.

7. Maintenance

Developed by: Erin Palazzolo, Library Director in consultation with the Associate Library Director.

Review of the Document Delivery Service SOP will occur biennially and updated as needed.

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8. Signature

Signature on File

Director of Library

Date 11/5/21

9. Distribution List

Internal/External

10. Revision History

| Revision Date | Subsection # | Summary of Changes | New/Cancellation/Replacement Procedure? (if applicable) | Approval Date |
|---------------|--------------|---|---|---------------|
| 11/5/21 | 4 | Added "preceptor" designation to list of authorized users | | 11/8/2021 |
| 11/5/21 | 6 | Removed "in development"; Document Delivery Online Request Forms have been created and are available through multiple links on Library webpage and through Library resources. | | 11/8/2021 |

Note – Library Policy (LIB) designation needed