

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Library: Document Delivery Service		SOP #: LIB.002.02
Effective Date	2/5/2019	
Last Revision/Review	2/5/2019, Reviewed 8/28/19, Revised 11/5/21; Revised 5/4/23, Reviewed 5/1/2024	

1. Purpose

Document Delivery Service is 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, theses, dissertations, conference proceedings, etc., that are not available in Burrell Library collections.

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

5. Procedural Steps

Authorized users will make a request through the established online form. Library staff will check the availability of requested material through Library resources and legally available free sources. If material is not available through these avenues, item(s) will be ordered through DOCLINE or a commercial service. Requested items are typically ordered Monday through Friday from 8am to 5pm and are usually delivered within two business days from the date of the request. Requestors will be notified when fulfilled items are available to access.

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

Document delivery online request form.

7. Maintenance

Developed and maintained by the Library Director.

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

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8. Signature

Approved by
Director of Library

Date 5/1/24

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
5/4/23	4	Added "or others TBD" to the list of affiliate residency sites.		5/4/2023
5/4/23	5	Added DOCLINE as a document delivery provider along with commercial provider		5/4/2023