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.
8. Signature

Approved by: Director of Library
Date: 5/1/24

9. Distribution List

Internal/External

10. Revision History

<table>
<thead>
<tr>
<th>Revision Date</th>
<th>Subsection #</th>
<th>Summary of Changes</th>
<th>New/Cancellation/ Replacement Procedure? (if applicable)</th>
<th>Approval Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/5/21</td>
<td>4</td>
<td>Added “preceptor” designation to list of authorized users</td>
<td></td>
<td>11/8/2021</td>
</tr>
<tr>
<td>11/5/21</td>
<td>6</td>
<td>Removed “in development”; Document Delivery Online Request Forms have been created and are available through multiple links on Library webpage and through Library resources</td>
<td></td>
<td>11/8/2021</td>
</tr>
<tr>
<td>5/4/23</td>
<td>4</td>
<td>Added “or others TBD” to the list of affiliate residency sites.</td>
<td></td>
<td>5/4/2023</td>
</tr>
<tr>
<td>5/4/23</td>
<td>5</td>
<td>Added DOCLINE as a document delivery provider along with commercial provider</td>
<td></td>
<td>5/4/2023</td>
</tr>
</tbody>
</table>