

Policy Title	Document Delivery Policy
Responsible University Office	One-Stop Services
Policy Owner	Libraries and Learning Technologies
Pertinent Dates	April 4, 2022

I. SCOPE OF POLICY

AUC Libraries and Learning Technologies (LLT) provide document delivery service to deliver electronic copies of articles and/or book chapters from the AUC collections and/or to request journal articles and/or book chapters from international libraries on the users' behalf. This service is provided to AUC faculty, currently enrolled undergraduate and graduate students, staff, alumni, as well as registered external users and overseas researchers. This policy describes the guidelines and procedures for using document delivery services. AUC LLT provides document delivery services to increase faculty, student, and staff access to resources for teaching, research, and learning.

II. DEFINITIONS

- Document delivery: delivery service of materials owned by AUC or requested journal articles and/or book chapters by AUC library from international libraries on the users' behalf.
- ILLiad: University Libraries' system for processing document delivery requests.
- Turnaround time (TAT): The amount of time taken to complete a process or fulfill a request.
- Non-returnables or articles: Journal articles or book chapters that can be scanned for the requesting user, and thus do not need to be returned after they have been used.

III. POLICY STATEMENT

AUC library provides document delivery service to deliver electronic copies of articles and/or book chapters from the AUC collections and/or to request journal articles and/or book chapters from international libraries on the users' behalf. AUC library will digitize up to one book chapter or no more than 10% of a single book for an individual user, as per the copyright law and the fair use. If the user needs more than this, it is recommended to borrow the whole item, if it's among AUC collections.

IV. RESPONSIBILITIES

Approved by: LLT School Council and LLT Dean

Managed by: LLT Associate Dean and Associate Director of One Stop Services

Applies to: AUC faculty, currently enrolled undergraduate and graduate students, staff, alumni, as well as registered external users and overseas researchers.

V. POLICY STANDARDS AND PROCEDURES

Document delivery requests are initiated via the [ILLiad](#) interlibrary loan system. Article or book chapter copies will be delivered electronically.

Eligible items:

- Non-returnable materials such as photocopies of journal articles, chapters in books and/or conference proceedings, within the limits of applicable copyright laws.

Ineligible items:

- Returnable/s or Loans which are books that need to be returned to the originating library after it's used. This is due to the high cost of courier delivery and the risk of losing items in the regular mail.
- Articles located electronically through the library databases.
- Items in poor or fragile condition.
- Articles or book chapters over 50 pages in length or more than 10% of the journal or book.
- Materials requested for or placed on course reserve.

Turnaround Time:

- Normal turnaround time is one week, but requests can often be filled within two or three days.
- Requests that are difficult to fill may take more than two weeks.
- In some cases, requests might not be fulfilled.

Copyright and Fair Use:

- Users can order one article from the same journal issue and one chapter from a book.
- The library may only order five articles from the last five years of a single journal in one calendar year.
- [The copyright law of the United States \(title 17, United States Code\)](#) governs the making of photocopies or other reproductions of copyrighted material.
- Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction.
- One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research."
- If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.
- This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.
- For further information, please refer to the [LLT Policy on Copyright Compliance](#).

Charges:

- For AUC faculty, currently enrolled students, and staff, this service is free of charge.
- For alumni, as well as registered external users and overseas researchers, charges are EGP 400 per article.
- For unavailable ProQuest Dissertations and Theses, users can request a copy from ProQuest via document delivery using ILLiad. The requester will be charged the Dollar cost converted to Egyptian pounds, using the current exchange rate on the payment date.

Note: The full-text of most dissertations and theses from the United States, Canada, Britain and Europe are available online to AUC faculty members, staff, and students at [Proquest members Dissertations and Theses](#).

VI. FORMS/INSTRUCTIONS (if applicable)

Instructions for using ILLiad:

- Prior to your first use, register for this service via this [link](#)
 - If you already received a login account, use the [ILLiad](#) interlibrary loan system to submit your requests, check their status and retrieve received articles.
 - User needs to ensure that all required data and citation are filled correctly to avoid any delay in receiving the requested item.
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VII.APPENDICES (if applicable)

[Circulation and Reserve Policy](#)

VIII.CONTACT INFORMATION

Library One Stop Service Team
Document Delivery
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