

## THE ILL/DDS POLICY

The interlibrary loan and document delivery services (ILL/DDS) department is responsible for requesting books and articles to the UOB community that are not accessible through UOB Libraries collection, for research and study purposes. In addition, UOB libraries collaborate with local and international partners to deliver materials requested by other libraries.

### **Eligibility:**

- All UOB students, faculty, and staff with active UOB ID are eligible for ILL/DDS services, when the item needed is not available through UOB Libraries print or online collections. This service is free of charge for users; the cost is covered by the libraries. Therefore, requests should be made cautiously.
- The library reserves the right to refuse a request if the material requested is in high demand, rare, fragile, or if it believes that supplying the material comprises a copyright infringement.

### **Request Limits:** (per academic year)

- Undergraduates 15
- Graduates 20
- Postgraduates 20
- Full-Time Faculty 40
- Part-Time Faculty 25
- Staff 10

### **Timeliness:**

- All requests are processed within 3 working days, if the bibliographic information is correct and complete. Items delivery depends on the speed of delivery of the lending library.

### **Charges:**

- UOB Libraries users can use this service for free as stated above.
- In Lebanon, it is the responsibility of the lending library to pay the shipping cost. The borrowing library pays the returning cost.
- International borrowers will cover the shipping and handling cost of items (sending/returning).
- Users will be charged if the material was lost or damaged when in their possession. The charges are decided by the lending library.

### **Loan duration and renewals:**

- Loan duration varies between libraries, depending on the lending library policy. Usually, it runs between two weeks and one month. An item can be renewed if permitted by the lending library.

- Internationally, the loan period is for one month.
- In case of renewal, the borrowing library should send a notification two working days in advance. The UOB libraries reserve the right to refuse a renewal request, if another user needs the material.

**Articles and non-returnable materials:**

- Articles are delivered to users through a secure electronic medium (FTP, Dropbox, Weshare, ...). Once delivered, the item is deleted and it becomes the property of the user. According to copyright, the item cannot be used for any purpose beyond study and scholarship and should not be distributed to others.

**Confidentiality:**

- The library secures the confidentiality of all requests in compliance with the ALA requirements.

**Copyright:**

- When filling a request, users should agree with the copyright notice (on the request form), stating that the users should abide by the copyright law and the material cannot be used in excess of fair use. Users claim all responsibility for any copyright breach.