UEA Library Interlending and Document Supply Policy
2017-2018

This document outlines the terms by which UEA Library operates its interlending and document supply service.

1. Purpose of service

1.1 UEA interlending service exists to provide further support in resource provision to the UEA academic community in cases where the library cannot typically provide access to content via its collections or subscriptions.

2. Key audience of service

2.1 The service is in place primarily to support UEA’s researchers and postgraduate students. Some groups will need authorization from faculty - see section 4.3

2.2 The service is not normally available for undergraduate study, but may be appropriate in support of extended essays, etc. In such cases, this will require authorization from faculty to place requests.

3. Legal basis

3.1 Interlending requests are supplied under the Copyright, Designs and Patents Act 1988 (updated 2014).1

3.2 Copyright acceptance/declarations are accepted electronically under the Electronic Communications Act 2000.2

4. Interlending and document supply policy for UEA staff and students

4.1 The Library takes a ‘digital first’ approach to interlending and document supply service, with online delivery taking precedence over traditional print-based options.

4.2 Where more cost effective or to meet time constraints, this may involve purchasing items rather than borrowing the item from elsewhere.

---


4.3. If a user is unable to use an electronic version of the document requested, they must state that a print version is required, with a legitimate reason, at the point of making the request.

4.4. Interlending requests should be made via the interlending request webform unless there is a legitimate reason to use a paper form.

4.5. Interlending requests require faculty authorization for the following student groups:
   a. Undergraduate students
   b. Postgraduate students from schools AMA, BIO, CHE, ENV, HSC, HUM, LAW, MTH, PPL

4.6. Interlending requests supplied by another institution will be sent electronically to the UEA email address of the requestor, unless the supplying institution has stated that it must be supplied in print format only. In these cases, the requestor will be informed that their document is available for collection from the Library helpdesk. If the item is not collected within a month, it will be forwarded to the requestor via internal mail.

4.7. In the case of bulk requests (50+ requests from the same requestor), library staff will consult the relevant Academic Librarian in case the user’s needs can be met by an alternative method. Requests will be processed in batches of 20 requests per week for each requestor. Alternatively, requestors can set-up British Library “On Demand” accounts so that the school can be invoiced directly for requests\(^3\).

4.8. Due to the relatively high costs, the service will not typically purchase articles directly from publishers.

5. Interlending and document supply policy for supplying other institutions

   1. Interlending requests from other institutions will be supplied electronically where possible.
   2. The Library will not loan copies to other institutions if the copy is:
      a. Reference only
      b. 7 day loan only
      c. In High Demand Collection

---

\(^3\) Requestors can set-up a British Library “On Demand” account linked to the UEA account credentials. The school can then be invoiced separately and directly by the British Library. This is particularly useful where grant funding is available to cover the cost of the requests.