

Academic Library Services Procedure Manual

300.10.27

Subject: Circulation Policies: Document Delivery

Title: Document Delivery Services

Operational Policy - Date Adopted by the EHRA Assembly: March 4, 2010

Date Revised: February 7, 2019; February 6, 2020

I. Purpose

The purpose of document delivery is to make Joyner's collections available to patrons in a more convenient manner (i.e. scanning for electronic delivery and, for distance education patrons, by physical delivery).

II. On-Campus and Distance Education Scanning Service

A. Description:

Articles, book chapters, reference book entries, and other short documents are digitally scanned and delivered by email to eligible patrons.

B. Eligibility

ECU students, current or retired ECU staff and faculty (with the exception of those in the Division of Health Sciences), and current members of the Friends of Joyner Library.

C. Costs

Fees, if any, are established by the department in conjunction with Library Administration and are posted on the department website.

D. Limitations

1. Only items from which interlibrary loan and Music Library personnel are permitted to scan from the library's collections will be provided by these services. For example, Special Collections materials might not be available.
2. Requests for duplications of lengthy portions of documents or entire documents will be reviewed for copyright compliance and for the needed scanning time. If possible, a loan of such materials will be made instead.
3. Per patron limits may be imposed during peak times or due to resource limitations. In such cases, library employees will consult with patrons to establish a priority arrangement of requests. If enacted, limits will be listed on the department's website and otherwise publicized.

III. Distance Education Loan Delivery Service

A. Description

Distance Education (DE) patrons are generally unable to visit Joyner Library and its Music Library. The DE Loan Delivery Service exists to make available much of the library's physical resources to DE patrons by shipping library materials to an address of the patrons' choosing.

B. Eligibility

ECU students, faculty, and staff (with the exception of those in the Division of Health Sciences) who do not live, work, or attend classes in Pitt County, NC, those who are away from campus for an extended period (e.g. summer, study abroad, or sabbatical), and those who request accommodation be made for medical reasons.

C. Costs

1. Fees for the service, if any, are established by the department in conjunction with Library Administration and are posted on the department website.
2. Distance Education patrons will be held responsible for losses or damages incurred from a failure to inform Joyner Library of their delivery address change.
3. Distance Education patrons may be held responsible for losses or damages incurred during return shipping by postal or courier services, especially if the losses or damages are the result of the patron's negligent packaging, inaccurately entering Joyner Library's address, or other improper handling. If proper packaging and the correct address were used but the package is damaged or lost by the postal or courier service after the service has picked up the return shipment, the patron will not be held responsible for the cost of repair or replacement.

D. Limitations

1. Most items that circulate can be loaned. For materials that cannot be loaned from Joyner's collections, attempts to duplicate Joyner's copy or to borrow the materials from another library through the interlibrary loan service will be made on behalf of the patron.
2. Distance Education patrons living in countries other than the USA might not be able to have materials shipped to them or might not be able to receive pre-paid return labels due to restrictions of our couriers, the high cost of shipping, and the long time required for shipping. Efforts to provide electronic resources, provide limited chapter and article scanning, and refer to libraries local to the patron will be made instead, as possible.
3. Per patron limits may be imposed during peak times or due to resource limitations. In such cases, library employees will consult with patrons

to establish a priority arrangement of requests. If enacted, limits will be listed on the department's website and otherwise publicized.

- E. Due Dates
 - 1. Due dates are set according to ECU patron type (e.g. faculty or undergraduate student) and material type in accordance with the Joyner Library Circulation Policy. To allow time for use and delivery/return shipping, due dates may be adjusted by ILL personnel to add an additional week to the typical loan period.
 - 2. Patrons are notified when materials are shipped. Materials for Distance Education patrons are delivered to the patron's address on record with the department.
 - F. Delivery Address and Shipping and Return Shipping
 - 1. It is the responsibility of DE patrons to inform the department of their desired delivery address and of their new address whenever they move after registration.
 - 2. The expedited courier service used by the library does not deliver to PO Boxes. If a PO Box address is provided by the patron, regular US Postal Mail will be used if another address cannot easily or quickly be obtained from the patron.
 - 3. The patron is responsible for returning materials to Joyner Library by the assigned due date and in the same condition that the materials were received.
 - G. Overdues and Renewals
 - 1. Circulation loan periods and renewal limits based on patron type (e.g. faculty or graduate student) apply to these items.
 - 2. Renewals should be requested through the online catalog or by contacting the Circulation service desk.
 - 3. There is a five-day grace period. On the sixth day after a due date, deferred overdue fines accrue back to the due date. Overdue fines will be charged to the patron unless the shipping courier can be shown to have mishandled the shipment. As stated in III.E.1, Distance Education patrons are provided an extra week on due dates to allow for shipping times.
- IV. Prepaid Return Shipping Labels
- A. Materials provided to a DE patron's address by the interlibrary loan or document delivery services will include a prepaid return shipping label as long as the courier service that is used and the library's budget allow for such provision.
 - B. ECU patrons (other than those in the Division of Health Sciences) who check out materials in person and DE patrons who misplace the return

shipping label may request the provision of a prepaid shipping label for return shipments to the library.

1. A label will be provided by email or postal mail as long as the courier service that is used and the library's budget allow for such provision.

V. Educator Card Schools Loaning and Scanning Services

A. Description

In cooperation with the College of Education and Joyner's Teaching Resources Center (TRC), the department offers a special lending service to select K-12 schools in eastern North Carolina, collectively referred to as Educator Card (EC) schools. This service only provides materials owned by Joyner Library to these schools.

B. Eligibility

1. Eligible K-12 schools are selected by the College of Education for inclusion in the Latham Clinical Schools Network. For a list of eligible counties and schools, contact the TRC or the College of Education.
2. Failure to adhere to stated program requirements, including due dates and packaging instructions, may result in account suspension.

C. Expenses, Overdue Fines, and Repair/Replacement Costs

1. Service fees, if any, are established by the department in conjunction with Library Administration and are posted on the department website.
2. EC Schools must pay for shipping costs to return borrowed items through postal or courier services. Schools must also cover the cost of appropriate packaging materials. Schools may opt to return materials in-person rather than shipping them.
3. If materials are lost or damaged, the borrowing EC School is responsible for all repair/replacement costs.
4. Overdue fines for materials loaned to EC Schools will be cancelled.
5. Borrowing privileges will be suspended until overdue materials are returned and any replacement charges owed are paid.

D. Loans

1. Materials loaned to EC schools will usually be loaned for 28 days and be allowed to be removed from the borrowing school, if the school allows it. Reduced loan periods and special handling requirements may also be dictated for certain collections or materials (e.g. in-school-use-only). Joyner Library personnel in charge of materials needing these adjustments are to discuss these needs with interlibrary loan personnel. Exceptions to the General Circulation Procedure and handling expectations will be noted in the department's instructions.
2. Up to three renewals may be requested by contacting interlibrary loan personnel.

3. Most materials that circulate to ECU patrons (e.g. general stacks books, government documents, and audio/visual items) may be requested.
4. Materials that generally may not be loaned
 - a) Equipment intended for ECU patron use only (e.g. laptops and cameras)
 - b) Non-circulating materials (e.g. reference and Special Collections)
 - c) Collections with limited circulation (e.g. popular reading and adopted K-12 textbooks)
 - d) Bound journals
 - e) Microfilm, microfiche, microcard, ultrafiche, and microprint (unless the requesting EC School has the proper equipment)
 - f) Exceptions may be allowed by interlibrary loan personnel in consultation with the appropriate library personnel for the respective collection.
5. All material on loan is subject to recall for use by ECU students, faculty, and staff.
6. Material must be packaged securely for return shipment and include the proper shipping address for Joyner Library for the courier services being used by the EC School.

E. Photocopies/Scans

1. Articles, book chapters, reference book entries, and other short documents may be photocopied or digitally scanned for EC Schools.
2. Requests for electronic documents found in Joyner's online subscriptions or full-text databases will be fulfilled if the license agreement for the resource allows interlibrary lending.
3. Requests for duplications of lengthy portions of documents or entire documents will be carefully reviewed for copyright compliance and for the needed scanning time. If possible, a loan of such materials will be made instead.
4. Requests for reproductions of most documents found in Special Collections will be cancelled with instruction provided to the borrowing EC Schools to contact Special Collections directly.
5. Library personnel in charge of other materials that should not be duplicated by interlibrary loan should discuss these limitations with interlibrary loan personnel. Such limitations will be noted in the department's instructions.