

Document Supply

Service Definition

Where library staff are unable to obtain a requested full-text journal article through our own subscriptions, we will check with other NHS Libraries, approaching regional networks in the order suggested in the rota set by the [Inter-Network Collaboration \(INC\) scheme](#) . If an article is not available through any of these networks, we will check if a copy is available from the University of Bradford (BRILL Scheme). Where a copyright fee paid article is required, requests can be made through Reprints Desk or the British Library provided that HEE still have an allocation to spend.

Articles will be supplied to the requester electronically unless received as a secure electronic download, in which case a single copy will be printed.

Monitoring Process

When a document is requested, this is recorded in an Access database along with the name of the requester. The requester is sent the article at the earliest opportunity after it becomes available. If the article cannot be sourced then the requester is notified. Details of articles supplied are recorded in the Access database.

Performance Indicators

All requested documents that are available to us are to be made available to the requester within five working days after they place the request.

Data collected through our Access database and the annual library satisfaction survey will show us if we are meeting targets and expectations.

What we expect from our users

To supply accurate details of the article they require through the [online document request form](#)

To adhere to copyright law, including not making additional copies of the supplied document where licence terms prohibit this.

To collect any printed article within five working days of being notified that such an article is ready to collect. Alternatively to notify library staff that they would like to receive the article through the internal post.

Policy Reference

Document Supply v11

Review Schedule

Every 12th months. Next review date: June 2022.