

## Document Supply

<b>Service Definition</b>		<b>What we expect from our users</b>	
<p>Where library staff are unable to obtain a requested full-text journal article through usual channels, we will place a request with the University of Bradford, Reprints Desk, or the British Library's Document Supply service.</p> <p>Articles will be supplied to the requester electronically unless received from the British Library as a secure electronic download, in which case a single copy will be printed.</p>		<p>To supply accurate details of the article they require through the document request form available at <a href="http://www.educationairedale.co.uk/document-requests.html">http://www.educationairedale.co.uk/document-requests.html</a> or the printed forms available in the library.</p> <p>To adhere to copyright law, including not making additional copies of the supplied document where licence terms prohibit this.</p>	
<b>Monitoring Process</b>	<b>Performance Indicators</b>	<p>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 within the same timeframe.</p>	
<p>When a document is requested, this is recorded in an Access database along with the name of the requester. The requester is notified whether or not the document can be provided shortly after we receive notification from our supply network. If the document can be provided then this is recorded in the database.</p>	<p>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.</p> <p>Data collected through our Access database and the annual library satisfaction survey will show us if we are meeting the target.</p>	<b>Policy Reference</b>	
		Document Supply v7	
		<b>Review Schedule</b>	
		<p>Every 6<sup>th</sup> months</p> <p>Next review date: June 2019</p>	