

INTERLIBRARY LOAN AND DOCUMENT DELIVERY SERVICES PROCEDURE

Prepared By:-	Approved By:-
	
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1.0 OBJECTIVE

To explain the processes of Interlibrary Loan (ILL) and Document Delivery Service (DDS) in fulfilling the needs of Dar al-Hikmah Library members to obtain books or other materials not available in the library's collections. It also outlines the procedures for handling requests from other libraries for materials available in the Dar al-Hikmah Library.

2.0 SCOPE

This procedure covers requests made through Interlibrary Loan (ILL) and Document Delivery Service (DDS). ILL applies to books from the library's general collection, while DDS applies to articles, book chapters, and excerpts, which are open to all subject areas. The libraries involved in these services are government and semi-government agencies registered with Perpustakaan Negara Malaysia. This procedure applies to all campus libraries.

3.0 ACCOUNTABILITY

The following offices are accountable for this process:

- 3.1 Collection & Client Services Department - Documents
- 3.2 Client Services Section - Documents
- 3.3 Circulation & Loans Unit- Operations
- 3.4 Campus Libraries – Operations

4.0 ABBREVIATION

CKI	: Check In
CKO	: Check Out
DDS	Document Delivery Service
ILL	: Interlibrary Loan
LA	: Library Assistant
OPAC	: Online Public Access Catalogue
PERPUN	: Persidangan Perpustakaan Universiti dan Perpustakaan Negara Malaysia
SPP	: Sistem Pembekalan Penerbitan
SLA	: Senior Library Assistant

5.0 REFERENCE

5.1 Internal Reference Document

- 5.1.1 Interlibrary Loan and Document Delivery Services Guidelines (UIAM.LIB.GUI.100-1/7/8)
- 5.1.2 Borrowing and Returning of Library Materials Guidelines (UIAM.LIB.GUI.100-1/7/8)
- 5.1.3 Loan Renewals Guidelines (UIAM.LIB.GUI.100-1/7/8)
- 5.1.4 Loan Overdue and Fine Guidelines (UIAM.LIB.GUI.100-1/7/8)
- 5.1.5 Missing, Lost and Damaged Library Materials Guidelines (UIAM.LIB.GUI.100-1/7/8)
- 5.1.6 Library Charges Guidelines (UIAM.LIB.GUI.100-1/7/8)
- 5.1.7 Manual of Check-In the Library Materials (UIAM.LIB.MAN.100-7/3/1)
- 5.1.8 Manual of Check-Out the Library Materials (UIAM.LIB.MAN.100-7/3/1)
- 5.1.9 Manual for Processing ILL Book Request. (UIAM.LIB.MAN.100-7/3/1)
- 5.1.10 Manual for Processing IIUM Book Supply to Other Libraries (UIAM.LIB.MAN.100-7/3/1)
- 5.1.11 Manual for Billing Record in Koha (UIAM.LIB.MAN.100-7/3/1)
- 5.1.12 Online Form: IIUM Dar al-Hikmah Library Request for Interlibrary Loan Form (UIAM.LIB.100-1/7)
- 5.1.13 Online Form Interlibrary Loan/Document Delivery Request Form (For External Request) (UIAM.LIB.100-1/7)

5.2 External Reference Document

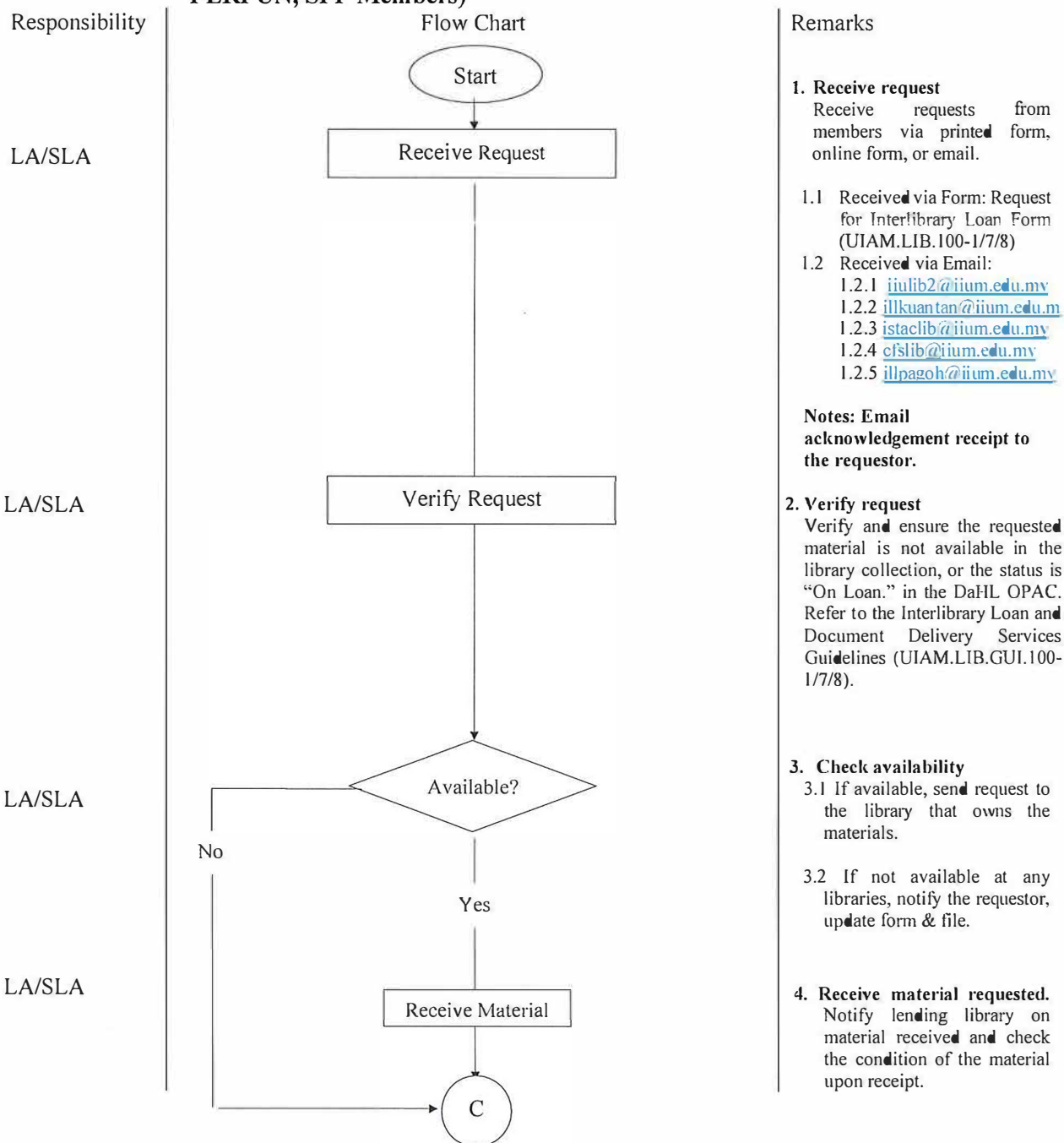
- 5.2.1 Dasar Sistem Pembekalan Penerbitan (SPP):
[https://www.pnm.gov.my/pnm/resources/pdf%20file/dasar/DASAR_SISTEM_PEMBEKALAN_PENERBITAN_\(SPP\).pdf](https://www.pnm.gov.my/pnm/resources/pdf%20file/dasar/DASAR_SISTEM_PEMBEKALAN_PENERBITAN_(SPP).pdf)
- 5.2.2 Perkhidmatan Sistem Pembekalan Penerbitan (SPP):
<https://www.pnm.gov.my/pnm/resources/pdf%20file/PERKHIDMATAN%20SPP.pdf>

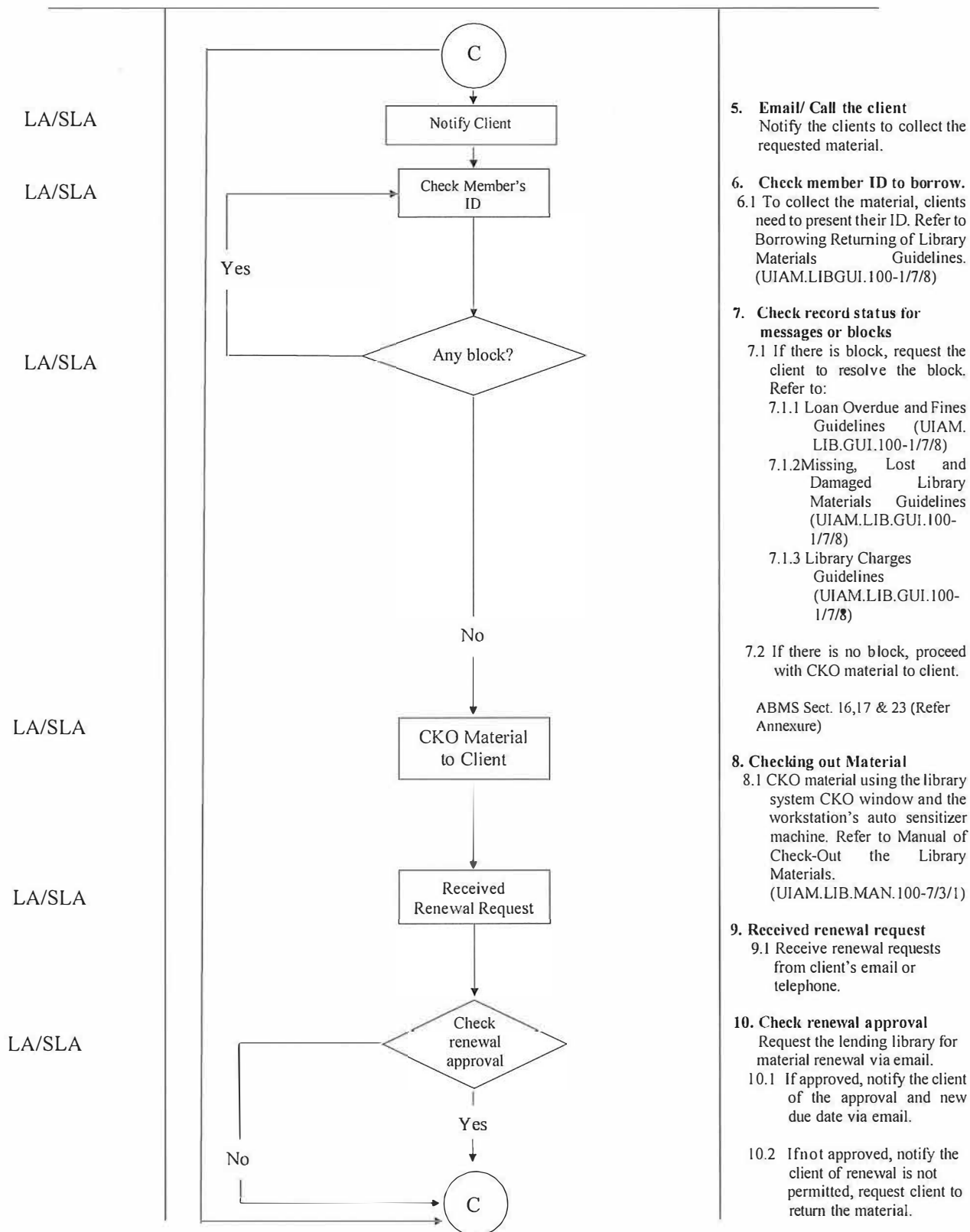
6.0 RECORD RETENTION PERIOD

5 Years

7.0 PROCESS FLOW

7.1 Request for Books by IIUM Members to Other Libraries (Campuses, PERPUN, SPP Members)





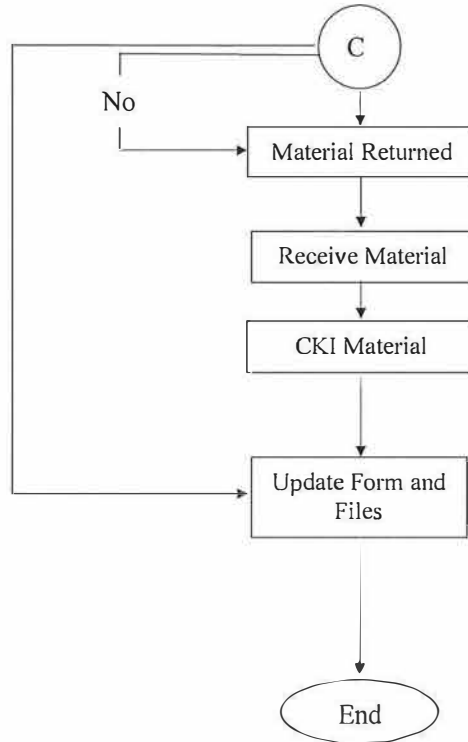


LA/SLA

LA/SLA

LA/SLA

LA/SLA



11. Material Returned

Client returns the material at the counter.

12. Received material to be returned/checked in from the client.

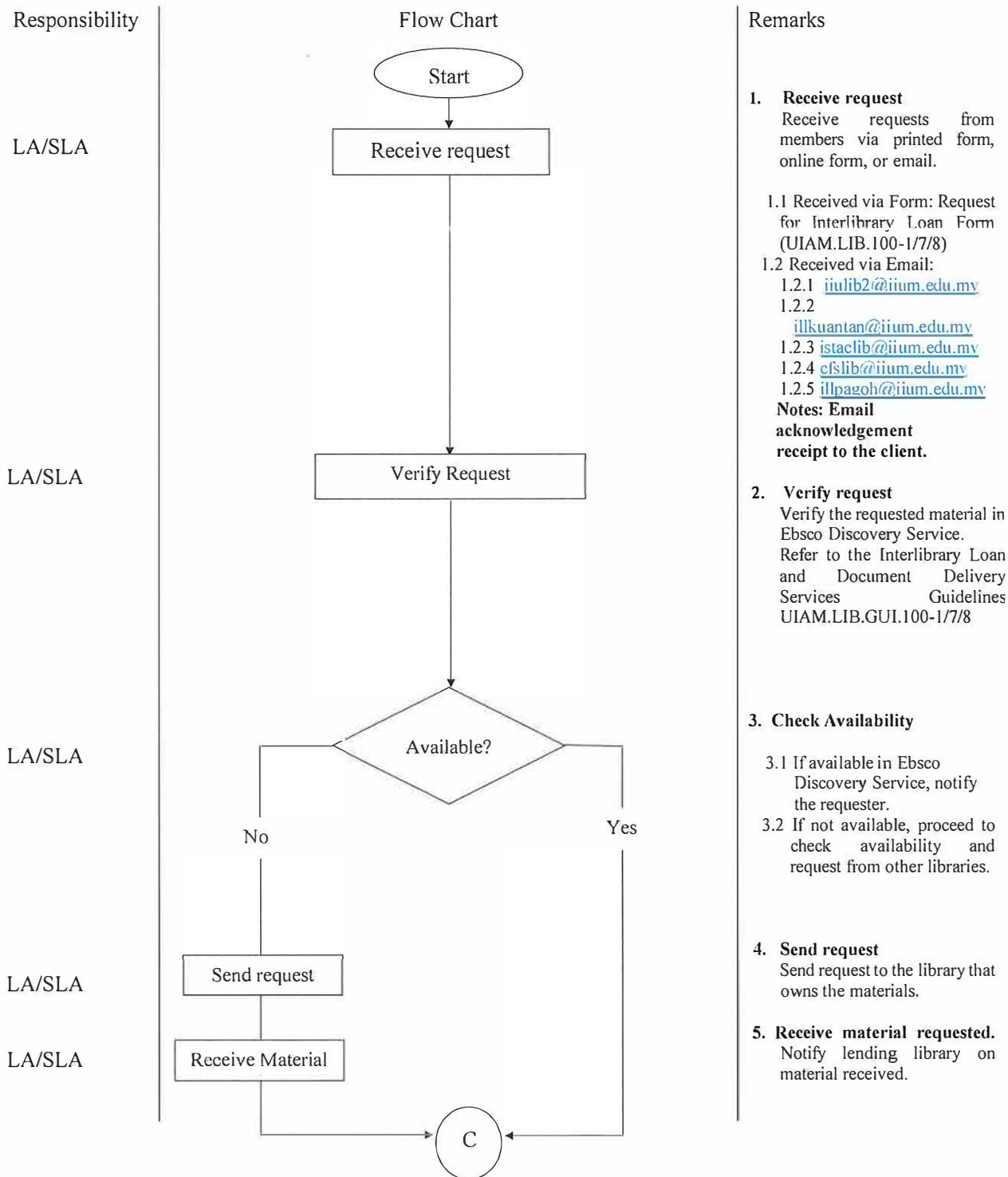
13. Checking-In material

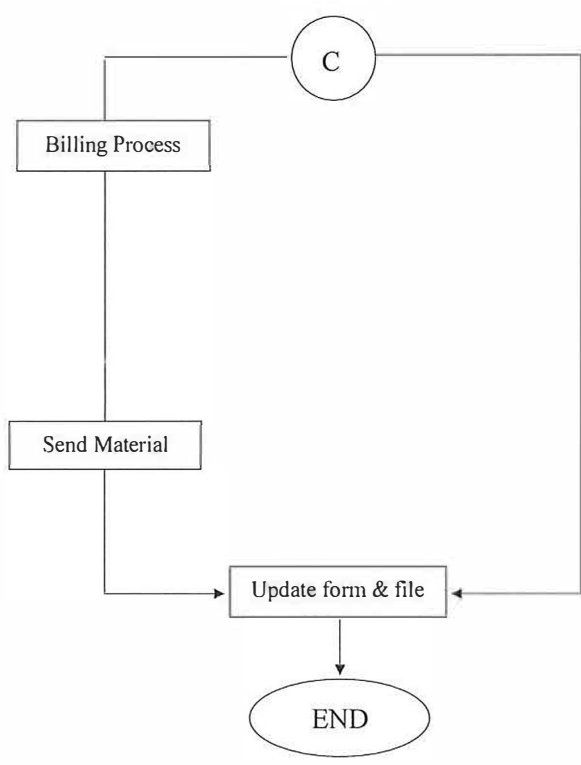
13.1 Refer to: Manual of Check-In Library Materials.
(UIAM.LIB.MAN.100-7/3/1)

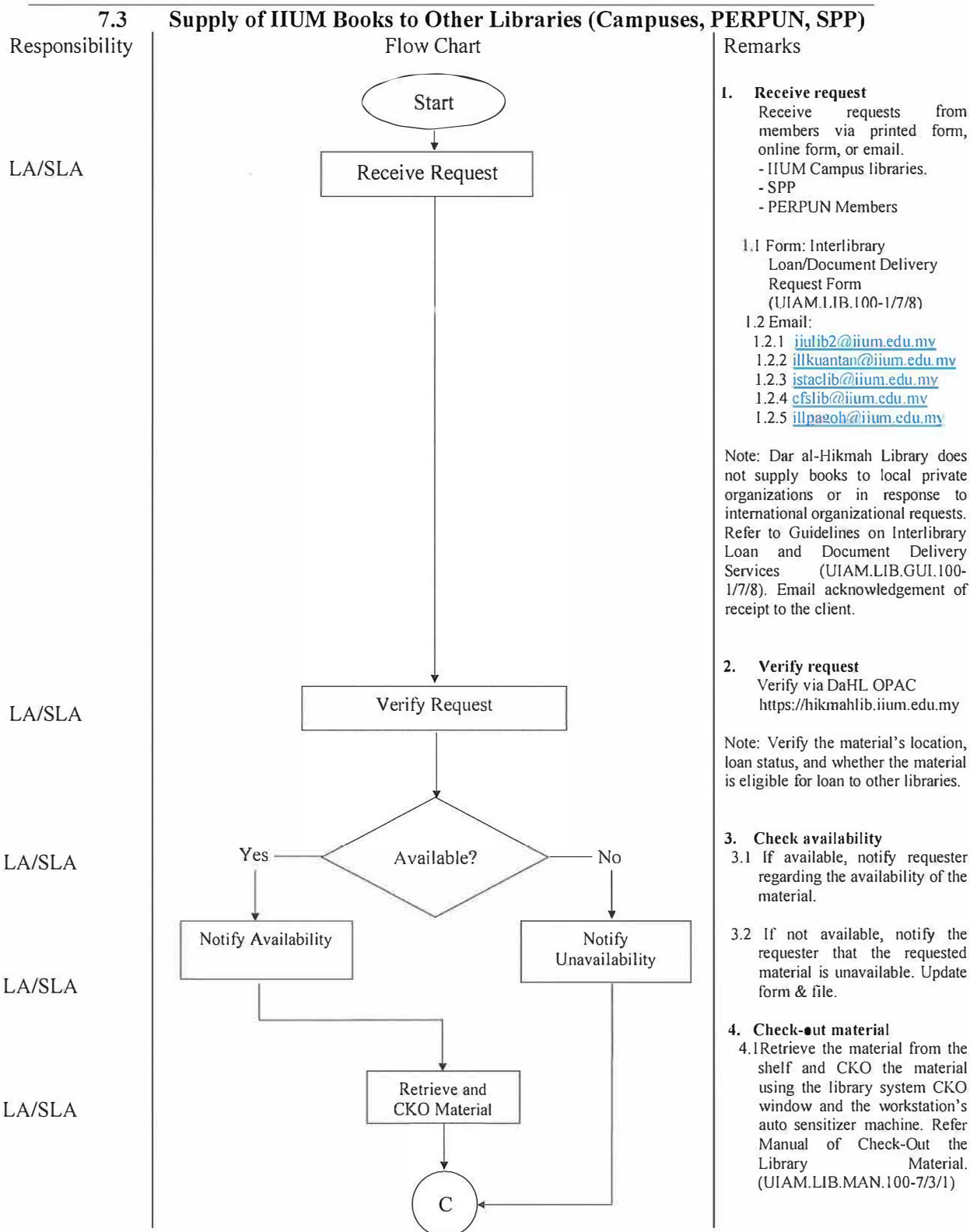
14. Housekeeping

14.1 File the form accordingly.
14.2 Update records.

7.2 Request for Articles by IIUM Members from Other Libraries (PERPUN, SPP Members, External Organizations)

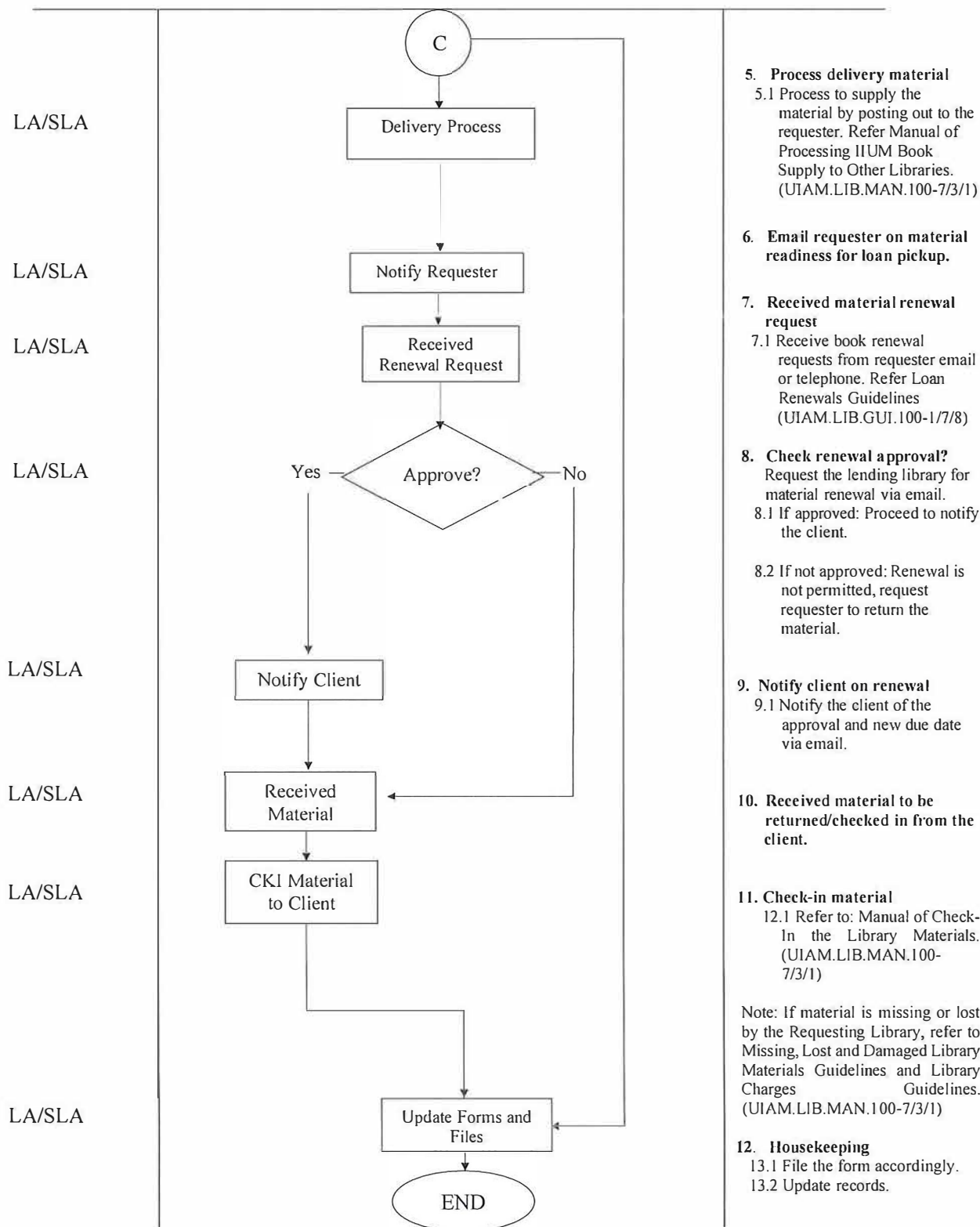


Responsibility	Flow Chart	Remarks
LA/SLA	 <pre> graph TD C((C)) --> BP[Billing Process] BP --> SM[Send Material] SM --> UFF[Update form & file] UFF --> END([END]) </pre>	6. Process of Billing Library Charges (ILL Fee in Client Record) Billing of ILL fees must be recorded in the client's record. Refer to the Manual for Billing Record in Koha (UIAM.LIB.MAN.100-7/3/1) and Library Charges Guidelines (UIAM.LIB.GUI.100-1/7/8). ABMS Sect. 16,17 & 23 (Refer Annexure)
LA/SLA		7. Send Material Send the requested material via email, together with a payment reminder.
LA/SLA		8. Housekeeping 7.1 File the form accordingly. 7.2 Update records.



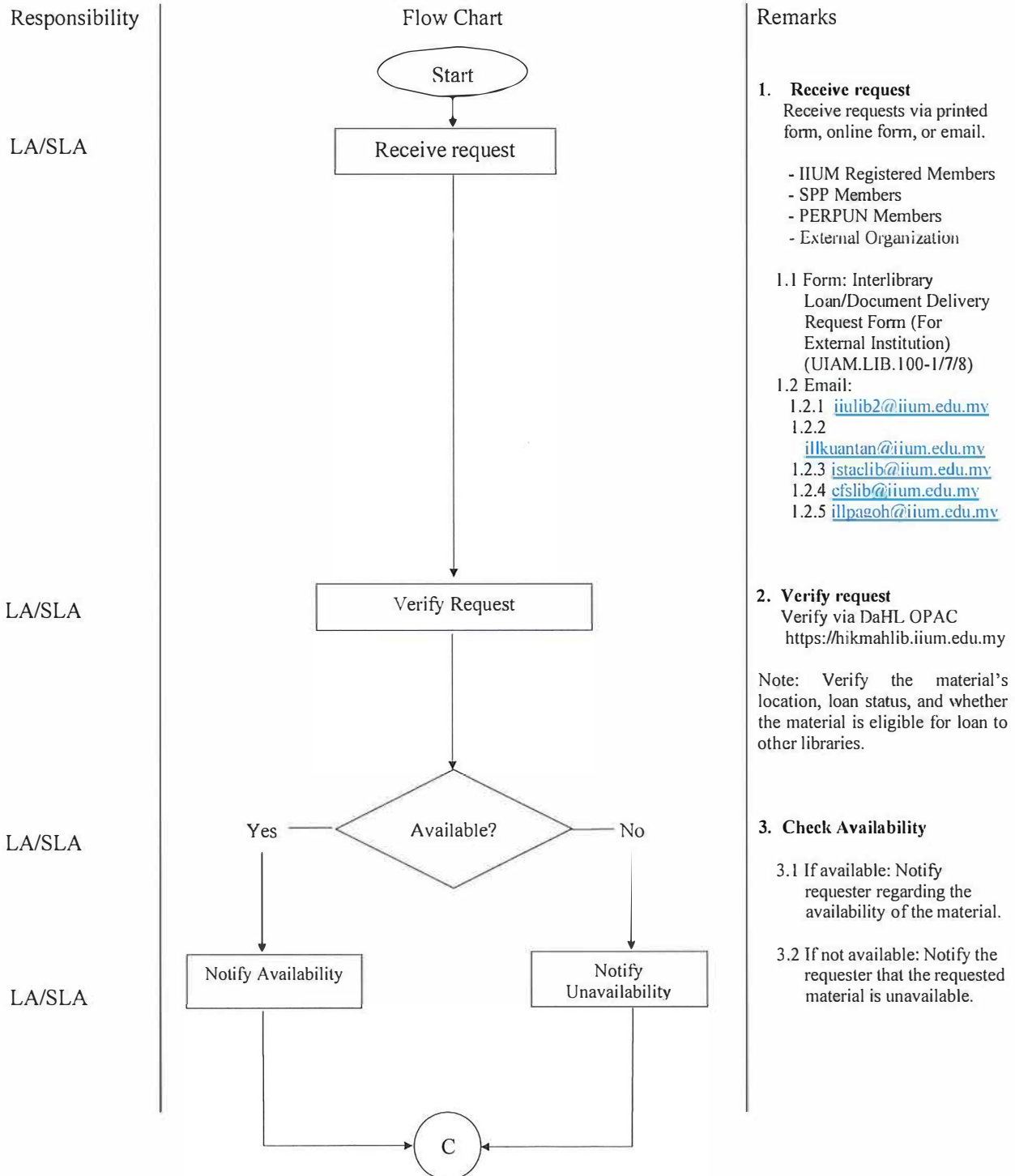


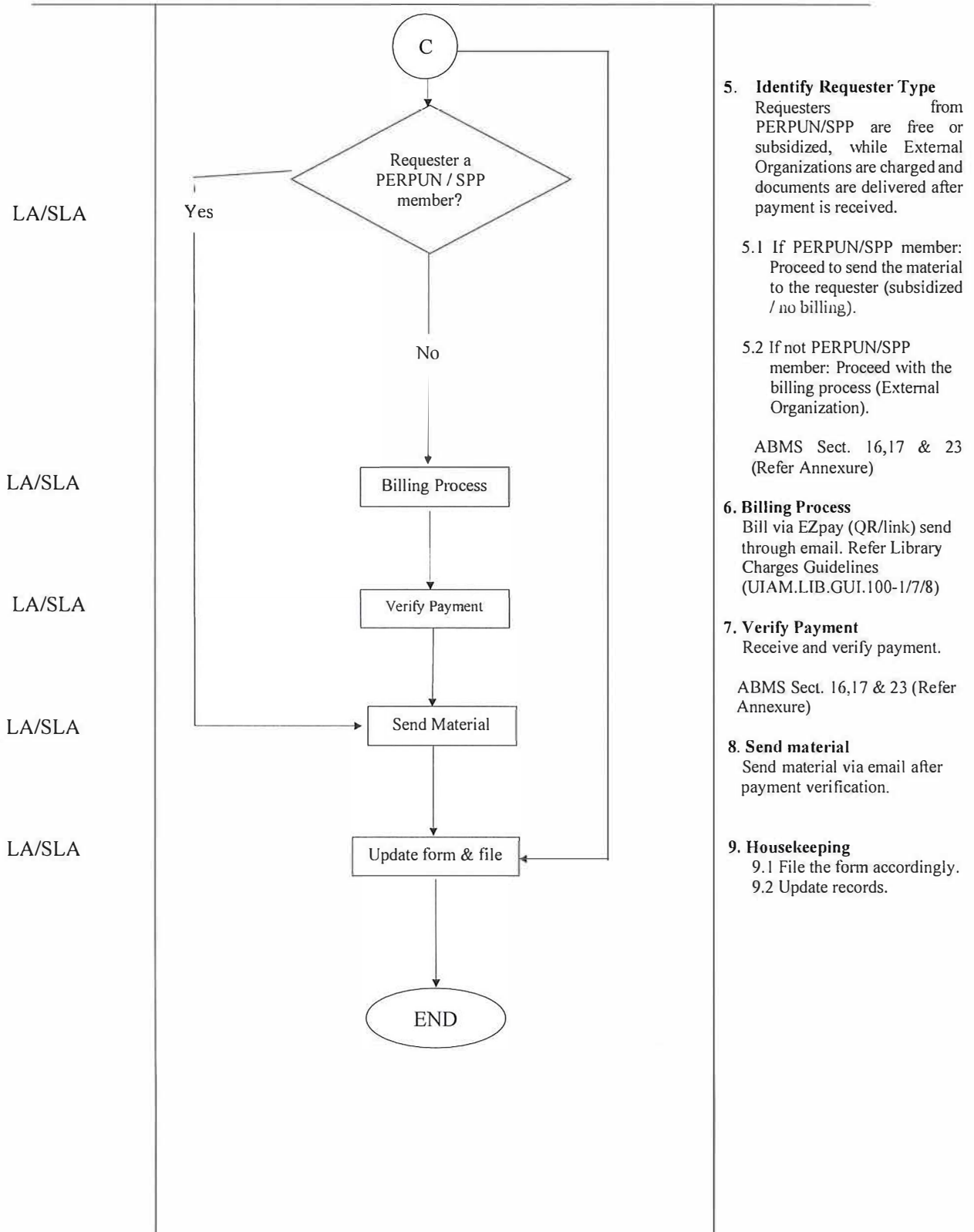
Title : Interlibrary Loan and Document
Delivery Services Procedure
Ref. No. : IIUM/LIB/08
Version No: : 01
Revision No : 01
Effective Date : 15th July 2026





7.4 Supply of Article by IIUM Library to Other Libraries (PERPUN, SPP MEMBERS, External Organizations)





ANNEXURE

1.0 TERMINOLOGIES

- | | | |
|--------------------------------------|---|---|
| 1.1 Blocks | : | Current blocks or pop-up messages that stop the process for membership management process. |
| 1.2 Call number | : | A unique number given to a material that identifies the location and subject content of materials in a library. |
| 1.3 Check-in | : | Returning the library materials through the library system |
| 1.4 Check-out | : | Borrowing/loan the library materials through the library system |
| 1.5 Clients | : | All registered clients of Dar al-Hikmah Library. The term may be used interchangeably and includes external users from other institutions involved in resource sharing. |
| 1.6 Excerpt | : | A selected portion or specific pages extracted from a larger document or book, provided to a user instead of supplying the entire physical item (often done to comply with copyright regulations). |
| 1.7 Fines | : | A charge imposed against a library client by the library for late returning and unreturning of borrowed material after its due date |
| 1.8 Lost | : | Library material marked in the system as unavailable while on loan, whether misplaced by the requested library, lost by the borrower, or untraceable. Replacement or compensation applies according to library rules. |
| 1.9 Library management system | : | Koha Integrated Library Management System. |
| 1.10 Reservation | : | A process to be done to reserve a book on loan status. |
| 1.11 Interlibrary Loan (ILL) | : | A resource-sharing service that allows library clients to borrow physical books from the general collections of other participating libraries when the material is not available locally. |
| 1.12 Document Delivery Service (DDS) | : | A service that supplies users with digital or physical copies of non-returnable materials, specifically journal articles, book chapters, and excerpts, which are open to all subject areas. |

2.0 ABMS NOTES

2.1 Two (2) main offences stipulated in the Anti-Corruption Act 2009 (MACC Act 2009) Act 964:

1. Soliciting/Receiving Gratification (Bribe) [Section 16 & 17(a) MACC Act 2009]
2. Abuse of Power (Bribe) [Section 23 MACC Act 2009]