

INTERLIBRARY LOAN AND DOCUMENT DELIVERY SERVICES GUIDELINES

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INTERLIBRARY LOAN AND DOCUMENT DELIVERY SERVICE GUIDELINES

Identification Block

Name of Guidelines	INTERLIBRARY LOAN AND DOCUMENT DELIVERY SERVICES GUIDELINES
Document Number	UIAM.LIB.GUI.100-1/7/8
Guidelines apply to (Geographical scope)	☒ All Campus Libraries ☐ Specific (Outline location, Campus, Organizational unit, etc.)
Guidelines Status	☐ New Guidelines ☒ Revision of Existing Guidelines

Approval Authority	Library Top Management Meeting (LTMM), Dar al-Hikmah Library
Responsible Office/Custodian	Circulation & Loans Unit (CLU)

Approval Date	26.12.2024
Effective Date	26.12.2024
Date of Last Revision	15.02.2024
Date of Next Guidelines Review*	26.12.2026 (Every two years) *Note: Unless otherwise indicated, these guidelines will still apply beyond the review date.

Revision History

Requestor	Description	Submission date
Head, Collection & Client Services Department (CCSD)	i. The need for a revision due to the changes in practices and technologies used for the request and supply of IIL/DD. ii. Version and Revision numbers changed to 01:01 as advised in the Workshop on Standard Operating Procedure organized by KCA, dated 05 th September 2024 iii. Tabled before the LTMM no. 18/2024 held on the 26 th December 2024. Approved and good for use.	26 December 2024

Referenced Documents

Referenced Documents (Legislation, Policies, Guidelines and Procedures)	i. Copyright Act 1987 (Act 332) ii. Loan Renewal Guidelines iii. Borrowing and Returning of Library Materials Guidelines iv. Library Charges Guidelines
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1.0 OBJECTIVE

The objective of the guidelines is to facilitate access to materials not available within Dar al-Hikmah Library to the IIUM academic community for teaching, learning, research, and scholarship through interlibrary loan (ILL) and document delivery services (DDS).

2.0 SCOPE AND COVERAGE

This guidelines covers requests for materials in the general collection only. The libraries which are involved in this service are government and semi- government agencies that are registered with Perpustakaan Negara Malaysia. This procedure applies to all campus libraries.

3.0 DEFINITIONS

These definitions relate to these guidelines only:

TERMS	DEFINITION
Interlibrary Loan (ILL)	The process of borrowing books or obtaining copies of materials from other libraries when unavailable in Dar al-Hikmah Library.
Document Delivery Service (DDS)	The provision of copies (physical or digital) of materials held by other libraries.
Requestor	An eligible library client (staff or student) who submits an ILL or document delivery services request.
Lending Library	The library providing the requested materials to Dar al-Hikmah Library.
General Collection	A collection or group of collections of books and/or other print or nonprint materials organized and maintained for use.
Call Number	A unique number given to an item that identifies the location and subject content of materials in a library.

4.0 DETAILS OF THE GUIDELINES

4.1 Eligibility

Only IIUM faculty members, staff and students registered with Dar al-Hikmah Library are eligible for ILL/DDS.

4.2 Availability

4.2.1 The material(s) is/are not available in Dar al-Hikmah Library.

4.2.2 The status of the material(s) at Dar al-Hikmah Library is/are either on loan, lost or damaged.

4.3 Request Requirement

The requestor is advised to identify the library that holds the requested material as well as to provide the specific 'call number' (if available).

4.4 Loan Request

Each client can submit up to 5 (five) requests (for articles or books) at a time.

4.5 Loan Limit

Each client is allowed to borrow a maximum of 2 (two) books at a time through ILL.

4.6 Duration of borrowing period

The duration of the borrowing period determined by the lending library.

4.7 Cost

Should any costs be incurred, the amount will be borne by the requestor. The requestor must be informed of any potential costs and provide consent before the request is submitted to the lending library.

4.8 Recalls

The library reserves the right to recall items on ILL before its due date.

4.9 Fines

A fine of RM0.50 per day will be levied for overdue books.

4.10 Renewal

A client can only make two (2) consecutive renewals for each item borrowed. Once the renewal has reached the limit, all items must be returned to the library.

4.11 Lost or damage

Should there be any loss or damage of ILL book, the fine will be borne by the requestor.

4.12 Copyright Compliance

All requests must comply with the copyright law of Malaysia (Act 332, Copyright 1987) that governs the making of copies or other reproductions of copyright material. One of these specified conditions is that "the copies are to be used only for the purpose for teaching, learning, research, and scholarship". If a client makes a request for, or later uses, a photocopy or reproduction for purposes in excess of 'fair use', that client may be liable for copyright infringement. The Dar al-Hikmah Library reserves the right to refuse a copying order if, in its judgment, fulfilment of the order would involve violation of copyright law.

5.0 ADMINISTRATION OF THE GUIDELINES

The responsibility for implementing these guidelines lies with the respective sections and departments across all campus libraries. This includes:

- i. Head of Circulation & Loans Unit, DaHLG
- ii. Head of Client Services Unit, DaHLK
- iii. Head of Client Services Unit, CFSL
- iv. Head of Client Services Unit, SMNAL
- v. IUM Librarian of Shared-Facilities Library Education Hub Pagoh (SFLEHP).