1. Introduction

An inter-library loans and document delivery service is available to all students, staff and registered visitors of UCL Qatar. This service seeks to provide access to any materials (e.g. books, reports, journal articles, theses, or parts thereof) that are not held at UCL Qatar Library.

These materials can be requested by UCL Qatar Library from other libraries and where they are available they can usually be obtained via temporary loans of the whole of the original book, journal issue, or other item (inter-library loans), or via scanned print or electronic copies of a book chapter, a journal article, or a specified part of other items (document delivery).

2. Use of inter-library loans and document delivery service

The inter-library loans and document delivery service may be used by all current students, staff and registered visitors of UCL Qatar who are in possession of a valid UCL Qatar Library borrowing card.

UCL and UCL Qatar Alumni, students and staff from other universities, and members of the public are not entitled to use the UCL Qatar Library inter-library loans and document delivery service.

3. Service costs

There are costs involved in obtaining inter-library loans and document delivery items (currently costs range between circa £20 and £50 per request depending on the material and format type) and so the service is limited as follows:

**Masters students:** 10 inter-library loans or document delivery items per academic year per student. Students who require more than 10 inter-library loans or document delivery items must pay in full for the additional requests before the requests are processed.

**PhD students:** 15 inter-library loans or document delivery items per academic year per student. Students who require more than 15 inter-library loans or document delivery items must pay in full for the additional requests before the requests are processed.

**Staff and visiting researchers:** Within the confines of the budget, the Library will aim to satisfy all staff and visiting researcher inter-library loan and document delivery requests related to UCL Qatar research without charging a fee. Inter-library loans and document delivery requests to support external courses attended by members of staff or visiting researchers should be requested through the external institution running the course.

**Research projects:** Costings for specially-funded projects, e.g. University funded, should include an estimated sum for inter-library loans and document delivery requests. The relevant department(s) or project teams will be invoiced for any items received for these projects.
4. Ordering, collecting and returning items

Items should be ordered by sending the full bibliographic details of the item(s) required to the Library email address: Library.Qatar@ucl.ac.uk

Requests must be sent to the Library at least three weeks before deadlines for inter-library loan requests and two weeks before deadlines for document delivery requests to allow adequate time for the request to be sent and processed. The Library undertakes to process requests within 3 working days of receipt whenever possible.

Requests for inter-library loans will not be processed if students or staff have any overdue items on loan from UCL Qatar or Georgetown Libraries.

Inter-library loan items must be collected from UCL Qatar Library. Failure to do so without a reasonable excuse may result in suspension of the inter-library loans service for that student/member of staff and a fee may be incurred to cover the cost of obtaining the inter-library loan.

Inter-library loan items must be returned by the specified due date. If an item is returned to the Library after the specified due date then any fines or overdue charges that are levied by the lending library will be passed to the borrowing student or staff member for payment.

Material requested on inter-library loan is subject to Copyright regulations and a Copyright declaration form must be signed for each item obtained on inter-library loan.

5. Copyright issues

UCL Qatar is subject to and abides by the copyright laws of the State of Qatar. However, UCL Qatar is a UK university and as such it also adheres to UK copyright legislation and guidelines.

UK copyright guidelines state that you may receive photocopies of:

- One chapter or 5% of a book, whichever is greater
- One article from an issue of a journal

If you require more than the prescribed limit you should ask to borrow the item instead. Copyright law still applies, so you will not be able to make copies yourself over the amount shown above.

If you receive your article by Secure Electronic Delivery, copyright law allows you to make a single paper copy of it. You are not permitted to save it in machine-readable format.

If the copy is for commercial purposes, it will be processed under a Copyright Cleared Service, meaning that there is an additional copyright fee which is set by the journal publisher. You can check the copyright fees for each journal on the British Library’s catalogue – http://explore.bl.uk.
6. Length of time for receipt of items

Inter-library loans

Times vary for the delivery of books and other items that have been requested on loan from other institutions. Assuming the item required is available and the lending library is willing to send the item to Qatar (which is not always the case) then the request may take two to three weeks to arrive.

Frequently though inter-library loan requests may take longer than this to arrive and in some case they may take many weeks. It is therefore important to submit your inter-library loan request as far in advance as possible.

Document supply items

Items that can be scanned and delivered electronically may take around 5 working days to arrive, assuming the provider library is able to locate and supply the item.

Requests that cannot be delivered electronically and that need to be posted to Qatar will usually take between two to three weeks to arrive, and sometimes longer. Similarly, requests where little information has been provided about the item being requested may take longer to arrive.

7. Consultation of items

Items requested on loan from other libraries must be consulted in UCL Qatar Library. These items cannot be taken out of the Library or borrowed from the Library.

Photocopies or electronic scans of documents can be taken out of the Library and can usually be kept by the requestor. UCL Qatar Library will stipulate in advance if this is not the case.

8. Lost or damaged items

If an interlibrary loan item is lost or damaged whilst on loan to you, we will pass on to you the amount charged by the lending library for the replacement or repair of lost / damaged items.

This charge does not mean you have purchased the item. If you subsequently find a lost item it must be returned to the Library and you may be entitled to a partial refund.

RNW – 06/09/18