

Interlibrary and Document Supply Service (IDSS)

Policies and Procedures

The policy has been established by CITY College Library and reviewed by the Library Committee.

Mission Statement

The mission of the CITY College Interlibrary and Document Supply Service is to encourage the dissemination of knowledge through sharing resources at a local and national level, in order to provide users with the information they need for learning, teaching and research purposes. The Interlibrary and Document Supply Service offers the possibility to students, researchers and academics, to obtain material which is not part of the CITY Library collections and resources, such as: photocopies of articles, extracts of books, monographs, reports, conference proceedings, etc

Main Objectives

- The Library staff will strive to quickly locate and obtain items for users that are not available in any of the CITY Library collections or resources.
- The Library staff will use technology to provide information in a timely manner and to keep users informed of the progress of any loan transaction.
- The Library staff will carefully handle the items they borrow and expect from users of the Interlibrary and Document Supply Service to also do the same.
- CITY Library will share its collections and information resources with other libraries and institutions.
- The Library staff will refer external users to the appropriate CITY Library collections and services library that meet their information needs.

Service Priorities

- To assist CITY College academic staff to obtain any material for unit-related purposes.
- To assist CITY College students (including research and off-campus students) to obtain items they require (research/non-research) from other libraries.
- To assist CITY College staff (including academic and research staff) to obtain items they require from other libraries.
- To lend items of CITY College Library collections and resources to other libraries and institutions.

Collaborative Networks

The CITY Library Interlibrary and Document Supply Service is available through the following collaborations:

a. The National Documentation Centre (EKT)

As a member of the National Documentation Centre (EKT), CITY Library plays a significant role in the general Interlibrary and Document Supply System. Membership to NDC, provides access to "Serials Union Catalogue", a national database of 29.000 periodicals titles of 249 Academic and Scientific Libraries in Greece and access to the "Hellenic Dissertations", a national archive of the dissertations that have been written in Greek universities and abroad. Web access allows the online ordering of material. Material is received either by e-mail, post or fax.

b. International Orders


Overseas orders are usually sent to Subito (Consortia of German Academic Libraries). The Library obtains through Subito journal articles and monographs. In case an order through Subito is cancelled, the Library proceeds the ordering to the British Library Document Supply Centre (BLDSC). Journal articles that do not exceed 30 pages are sent by email. Photocopies over 30 pages and monographs are normally sent to the Library by surface mail.

c. Local and National Co-operations

The co-operative channel between CITY Library and local and national universities facilitates students and academic staff to use other libraries and ensures high speed in the delivery of Interlibrary and Document Delivery Services. CITY College Library has an active role and participates as a collaborator at IRIS, the official consortium of from Interlibrary Loan and Document Delivery Service of Greek Academic Libraries.

General Policies and Procedures

- The Library undertakes to process correctly request forms within 2 working days of receipt.
- Requests of the academic staff that are for unit-related purposes must be passed to the Library at least three weeks ahead of the commencement of the academic semester to allow adequate time for the request to arrive.
- The users must first check the Library Collections Web pages to confirm that the item they require is not available in printed or electronic format at the Library and then contact the Information Services Desk.
- The users must give the fullest possible bibliographic details of requests and write clearly when filling in the forms.
- When the electronic format of the requested material is available, it will be obtained within two working days.
- Photocopies of material and monographs ordered through a national library will be received by mail within 5 working days.
- Items ordered from abroad will be received within 15-20 days.
- The users can either collect the material from the Information Services Desk, or may request the material to be sent to them by fax or post.
- Requests must be collected – failure to do so may result in suspension of the Interlibrary and Document Supply Service.
- Requests for Interlibrary and Document Supplies will not be processed if users have overdue items or outstanding fines.

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- The cost of the Interlibrary and Document Supply Service varies, depending on the number of pages and whether the item is acquired from a national or international library.

Urgent Request Service of the National Documentation Centre

An Urgent Request Service is available for items that are needed quickly. This service has an additional cost of three EURO per item. Items can either be emailed or faxed. Items are usually sent within four hours after submission of the application to the National Documentation Centre.

eDocument Delivery Service


The purpose of this service is to speed up delivery and help avoid postage charges, since articles are sent electronically, as e-mail attachments. As a result, these articles may be viewed from any computer that is connected to the Internet using Adobe Acrobat Reader.

Interlibrary and Document Supply Services for PhD students

CITY Library developed Interlibrary and Document Delivery Services targeted for SEERC's PhD students. The services have been developed in cooperation with the University of Sheffield Library and with the British Library. The complete policies and procedures appear in the "SEERC students handbook".

Copyright Restrictions

Items requested through the Interlibrary and Document Supply Service are subject to Copyright Regulations (Law 2121/93, Law 3049/2002 article 14 and Law 3057/2002 article 81) and all users of the specific service are expected to comply with Copyright policies. A copyright declaration form is signed for each item obtained stating that the material will be used "for personal study and research".



The Library Committee will on a regular basis review the effectiveness of this Policy and Procedures and make every effort to ensure that library services are in compliance with the Greek Copyright Law.