

**VCU LIBRARIES
REGULATION MANUAL**

Document Delivery Services

Approved: January 28, 2005

Revised:

Purpose

VCU Libraries provides document delivery services in three ways.

- **Book and Media Delivery**
Book and Media Delivery service provides for the retrieval and delivery of circulating books and media materials held in VCU Libraries collections to distance education users.
- **Loansome Doc**
VCU Libraries participates in the National Library of Medicine's Loansome Doc program. This service enables users of PubMed to request materials from the VCU Libraries collections.
- **Photocopy**
Photocopy service provides users with duplicated copies (electronic and print) of VCU Libraries journal articles or portions of books.

Regulation

Book and Media Delivery

1. Book and Media Delivery Service is available to VCU employees and students currently enrolled or employed in a VCU distance education program.
2. Resource Delivery Services staff will retrieve, deliver, and arrange for the return of circulating books and media.
3. Book and media requests must be for materials from the VCU Libraries' circulating collections.
4. Users are subject to the same [overdue fines](#), replacement fees, and damage fees as on-campus users.

Loansome Doc

1. Loansome Doc service is provided to the following:
 - VCU Faculty, Staff and Students
 - VCU Health System Employees
 - Virginia Health Care Professionals
 - Virginia Citizens
 - Virginia Corporate & Commercial Entities
2. VCU Libraries will accept requests from the above groups, provided the individuals have completed the Resource Delivery Services [registration form](#) and the National Library of Medicine Loansome Doc [registration form](#). For instructions on registering for Loansome Doc services, go to the Resource Delivery Services Web page on [Loansome Doc](#).
3. For VCU faculty, staff, students, Health System employees, and Virginia Health Professionals, VCU Libraries will forward requests to other libraries if items are not owned by VCU. Requests from residents of Virginia and corporate/commercial users will only be filled when the item is owned by VCU Libraries.

Photocopy Service

1. Photocopy service is available to currently employed or enrolled VCU faculty, staff, and students; VCU Health System employees; and regional centers that participate in the Theresa Thomas Project.
2. Materials are retrieved and duplicated within 48 hours of receipt.
3. Methods of delivery include campus mail, electronic delivery, fax, Federal Express Ground Services, first class USPS, and pick-up at one of the VCU Libraries.
4. All users must submit requests via the ILLiad "Request a Photocopy" form with the exception of Theresa Thomas centers. Theresa Thomas centers should use the specialized request form.

Fees

There are fees for Document Delivery Services. For fee information refer to the Resource Delivery Services Web page section on [Services and Fees](#).

Definition of Terms

Corporate/Commercial Users: Anyone requesting services for a corporate/commercial entity.

Distance Education Users: VCU employees and students currently enrolled or employed in a VCU distance education program.

Virginia Health Care Professionals: Practicing health care personnel within the Commonwealth of Virginia.

Virginia Citizens: Current residents of the Commonwealth of Virginia who are not health care professionals and are not affiliated with VCU.