

**VCU LIBRARIES
POLICY MANUAL**

Delivery of Library Materials
(Formerly Document Delivery Services)

Approved: January 28, 2005

Revised: August 12, 2009

Purpose

VCU Libraries Delivery of Library Materials Services meets the research, education, patient care and administrative needs of VCU faculty, staff and students and VCU Health System staff by providing access to materials available at or licensed by the VCU Libraries. These services are available to the VCU community and affiliated users. The following regulations govern these material borrowing and lending activities.

Policy

Book and Media Delivery Service - the retrieval and delivery of circulating books and media materials held in VCU Libraries collections.

1. Is available **only** to VCU faculty, staff and students who reside outside the Richmond metro area.
2. Requests must be for materials from the VCU Libraries' circulating collections.
3. Users are subject to fines, replacement fees, and damage fees.

Copy Service - the retrieval and delivery of copies of journal articles or portions of books from VCU Libraries' collections.

1. Is available to currently employed or enrolled VCU faculty, staff, students, and VCU Health System employees, as well as current members of the VCU Libraries Friends of the Library.
2. Materials are delivered electronically. Alternative delivery mechanisms are available **only** when electronic delivery is not feasible.
3. There are fees for copy service for eligible users within the Richmond metro area. Copy service is provided without charge to eligible users who reside outside the Richmond metro area.

Loansome Doc Service - the retrieval and delivery of materials from the VCU Libraries' collections upon request for PubMed users through the National Library of Medicine program.

1. Is not available to VCU faculty, staff, and students.
2. Loansome Doc service is available to:
 - Virginia Health Care Professionals
 - Virginia Citizens
 - Virginia Corporate & Commercial Entities
2. Requests will be accepted from eligible groups upon completion of registration forms.
3. Requests from Virginia Health Care Professionals will be forwarded to other libraries if unavailable in the VCU Libraries collections; requests from residents of Virginia and corporate or commercial users will only be filled when the item is available at the VCU Libraries.
4. There are fees for Loansome Doc Service.

Definition of Terms

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

Fee-based Services: Users are charged fees for delivery of library materials in accordance with the current fees listed on the Resource Delivery Services' Services and Fees web page.

Richmond Metro Area: The VCU Libraries consider the following ZIP codes Metro Richmond. Users residing in these ZIP codes are ineligible for enhanced services. The list is subject to change.

Metro Richmond ZIP Codes				
23005	23218	23234	23274	23295
23058	23219	23235	23276	23298
23059	23220	23236	23278	23801
23060	23221	23237	23279	23803
23075	23222	23238	23282	23804
23103	23223	23240	23284	23806
23111	23224	23241	23285	23822
23112	23225	23242	23286	23831
23113	23226	23249	23288	23832
23114	23227	23250	23289	23834
23116	23228	23255	23290	23563
23120	23229	23260	23291	23860
23146	23230	23261	23292	23875
23150	23231	23269	23293	
23173	23233	23273	23294	

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.