

HOW TO: DOCUMENT DELIVERY SERVICE

WHAT IS DOCUMENT DELIVERY SERVICES?

- 1. The **Document Delivery Service (DDS)** enables UPM students, faculty members, and staff to borrow materials that are not available in UPM libraries from other libraries/institutions. Requests are restricted to materials required for study, teaching or research purposes only. All requests must comply with the Copyright Law.
- 2. This service is offered to registered library patrons:
 - UPM faculty members
 - UPM students
 - UPM staff
- 3. Library external members, UPM alumni and members of the general public are not eligible for this service.

- Items not owned by UPM libraries.
- Library items which status (in KOHA WebOPAC) is either 'Checked out', 'Missing' or 'Damaged'.

Items That Can Be Requested

- Items available at UPM libraries.
- Items designated as Non-Circulating which include reference materials, microfilm and etc.
- Items On-Reserve for specific course.

Items That Cannot Be Requested

Items That May Be Difficult to Obtain:

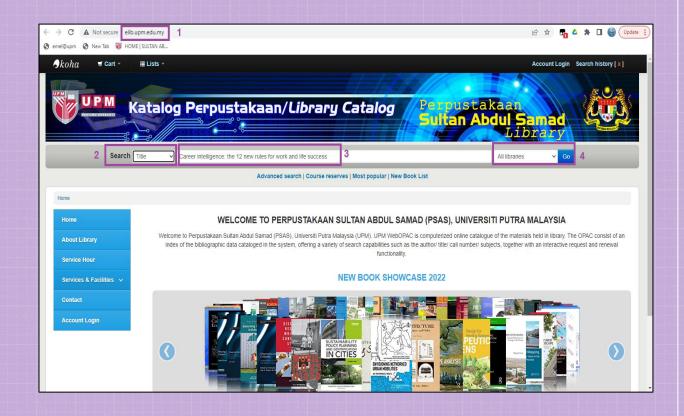
- Entire journal volumes or issues are often not available for loan; alternatively, photocopies of articles could be supplied through interlibrary loan service. Request must be made individually for each article.
- Audio-visual materials are not available through interlibrary loan.
- Thesis/Project Paper are also not available through DDS. However, a copy of thesis could be purchased from platforms such as ProQuest Digital Dissertation (PQDT) or other universities abroad.
- Requestor must comply with the loan policies set by the lending libraries.

IMPORTANT NOTE:

Before place any request, please check the item against KOHA WebOPAC and PSAS
Subscribed Online Databases to ensure that the item is not available in the library.

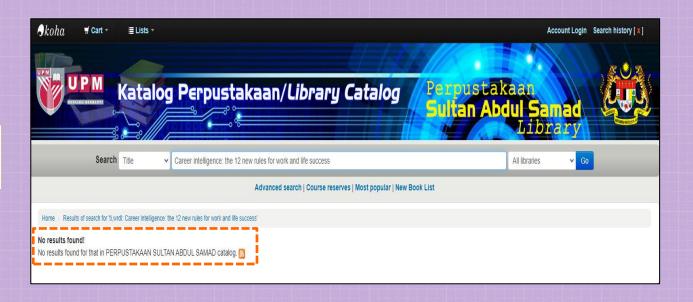
A. SEARCH: PRINTED BOOK

- Open the <u>Library</u> <u>Catalog</u> (KOHA WebOPAC).
- 2. Select search option.
- 3. Type your search term.
- 4. Select 'All libraries' and click Go.



A. SEARCH: PRINTED BOOK

If the item is **NOT AVAILABLE**, please fill up the DDS form.

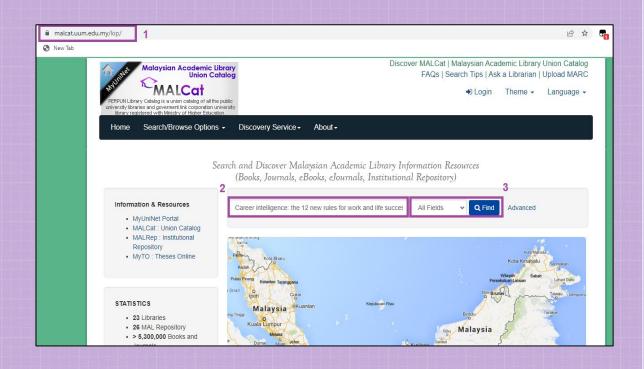


**If the requestor is able to identify the library/institution that owns the item, please indicate in the DDS form (this will expedite the process). Requestor may check from other Malaysian library catalogs too.

EXAMPLE: SEARCH BOOK USING MALCat

Find books using MALCat

- Open <u>Malaysian</u>
 <u>Academic Library Union</u>
 <u>Catalog</u> website.
- 2. Type your search title.
- Select 'All Fields' and click **Find**.

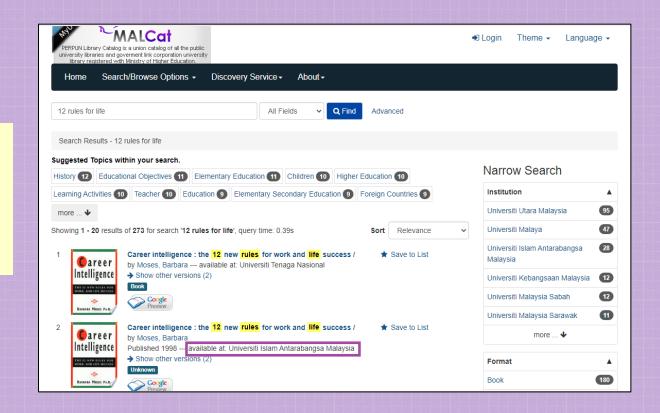


*Malaysian Academic Library Union Catalog (MALCat)

EXAMPLE: SEARCH BOOK USING MALCat

Find books using MALCat

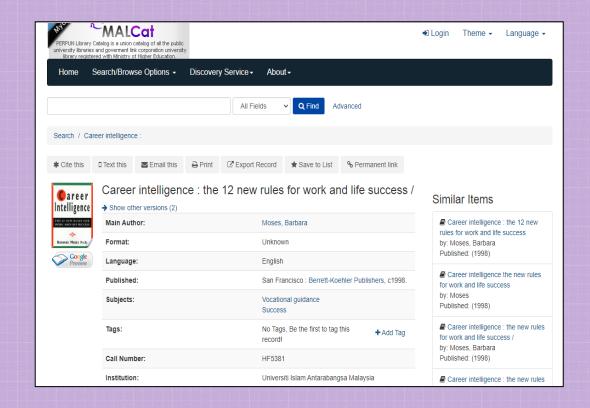
- Item is available at Universiti Islam Antarabangsa Malaysia.
- 4. Click the title to get the bibliographic information.



EXAMPLE: SEARCH BOOK USING MALCat

Provide these information when you fill-up the DDS form:

- 1. Title
- 2. Author / Editor
- 3. Year Published
- 4. ISBN (if available)
- 5. Edition (if available)
- 6. Institution



B. SEARCH: ONLINE RESOURCES

- 1. Access the Library Website.
- 2. Click EZaccess.
- 3. Login with your UPM-ID.



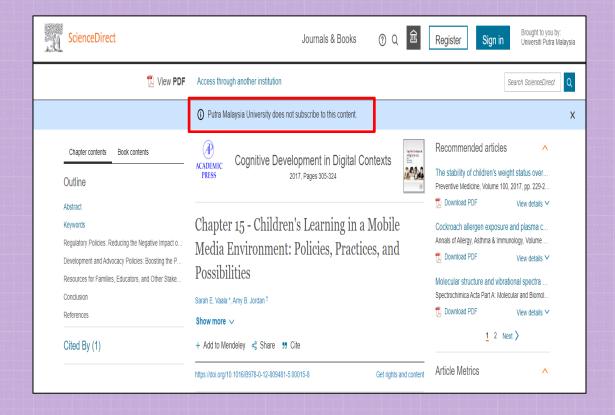
B. SEARCH: ONLINE RESOURCES

4. Choose the online database. For example: *ScienceDirect*.



B. SEARCH: ONLINE RESOURCES

- 5. The Library does not subscribe to this content.
- 6. Please fill-up DDS form.

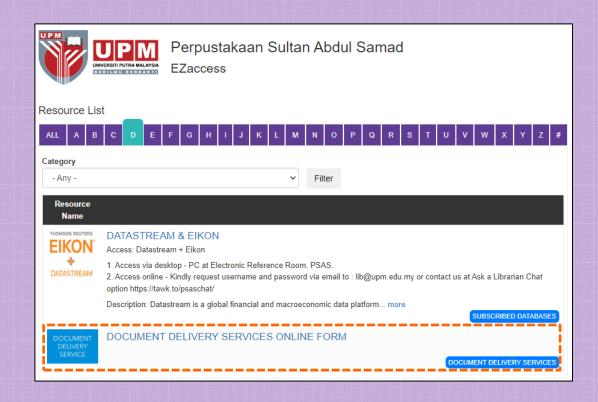


- 1. Access the Library Website.
- 2. Click EZaccess.
- 3. Login with your UPM-ID.



4. Click alphabet 'D' then click DOCUMENT DELIVERY SERVICES ONLINE FORM.

**[Only UPM email authorized/allowed to access this form]



Please fill up your personal details and click 'Next'.



UPM DOCUMENT DELIVERY SERVICES

Nama (Nama)

Document Delivery Service supports the needs of UPM's academic staff and post-graduate students' engagement in teaching, learning and research activities. It is a service for requesting articles which is not held in UPM Library collection. Thus, it is mandatory for the requestor to check and confirm that the article(s) requested is not available in UPM Library collection.

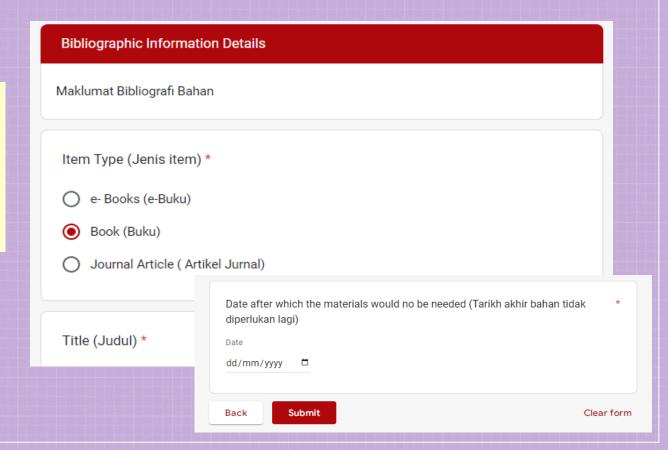
ivalile (ivalila)
EMILY
Staff No. / Matric No. (No. Staff / No. Matric) *
A03211
Faculty (Fakulti) *

Faculty Of Educational Studies / Fakulti Pengajian Pendidikan

Fill up Bibliographic Information Details and click 'Submit'.

Notes:

- All requests are processed within 5 working days.
- Requestor will be notified by email when the item arrives.



Thank you