# Document Delivery Requests

There is a document delivery service to support researchers when they need items that are not in the library collection. You are eligible if you are:

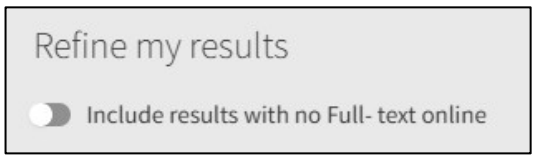
- A full-time or part-time academic staff member who contributes to CQUniversity's research output.
- A student enrolled in a higher degree by research program (Research Doctorate, Research Masters, or Professional Doctorate).

**NOTE:** You must be logged into Library Search to make requests. You can log into 'My Library Card' and then search, or search and then login when you are in the search results list.

For requests for readings for units, the information on how to request these can be found within the 'Teachers requesting readings for their students' drop-down on the **Accessing and Borrowing Library Resources page**.

## REQUEST DOCUMENT DELIVERY FROM A LIBRARY SEARCH RECORD (WITH NO FULL-TEXT)

1. Go to the **Library website**.
2. Under the 'Search Resources' heading, use the 'Library Search' option to search for the item title.
    - If there is a record with a full text link, you can open the document from there and skip the rest of these instructions.
3. If there is no record for the item in the search results, turn on the 'Include results with no Full-text online' filter on the right.



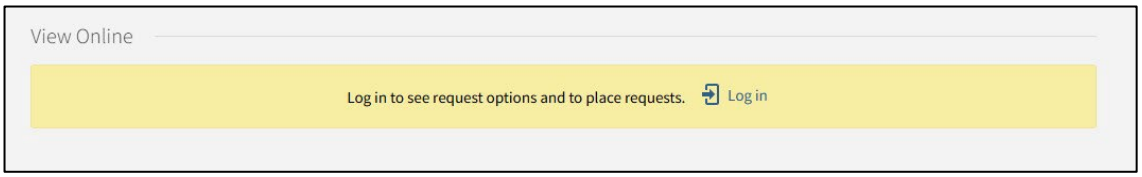

    - Items that are not in our collections will now be included in the search results.
4. If there is a record, but we don't have the item, it will say 'No full-text' below the reference details in the search results.



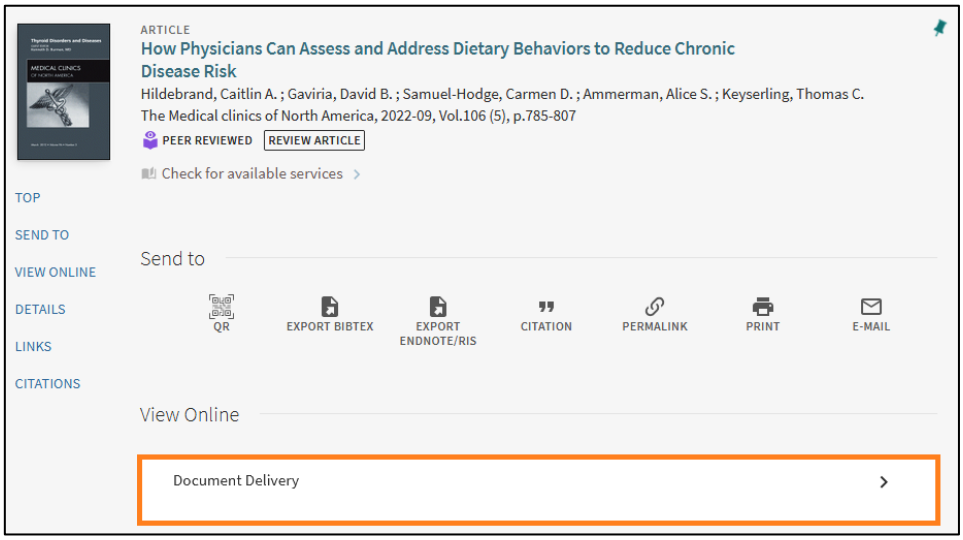

5. Click the item title to open the record.
6. Check the record and abstract to make sure it's the correct item.
7. If you haven't logged in yet, log in to see the 'Document Delivery' option.



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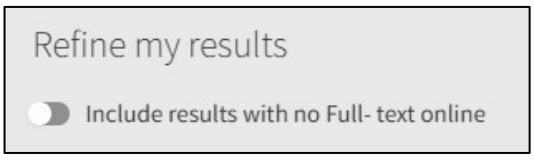

8. Click 'Document Delivery' to open the form.



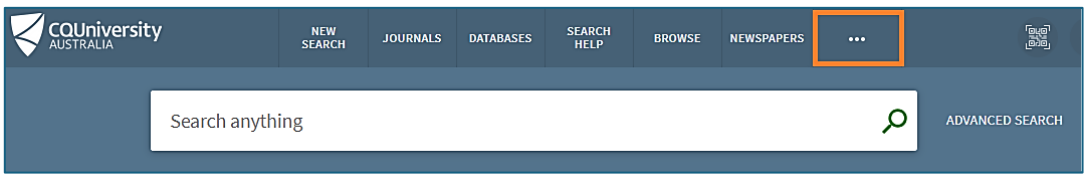

9. The form will auto-populate with the item details from the record. Check the details and make sure that as much information as possible is provided in form, including a delivery address or campus location if we are unable to obtain an item electronically.
10. If you need a specific chapter from a book, make sure to add the chapter number and other chapter details.
11. Read the 'Copyright Declaration' at the bottom and tick the box to indicate agreement.
12. Click the 'Send Request' button at the bottom of the form.

## REQUEST DOCUMENT DELIVERY WHEN YOU CAN'T FIND A RECORD FOR IT IN THE LIBRARY

1. Go to the **Library website**.
2. Under the 'Search Resources' heading, use the 'Library Search' option to search for the item title.
3. If there is no record for the item in the search results, turn on the 'Include results with no Full-text online' filter on the right to include records for items that are not in our collections.

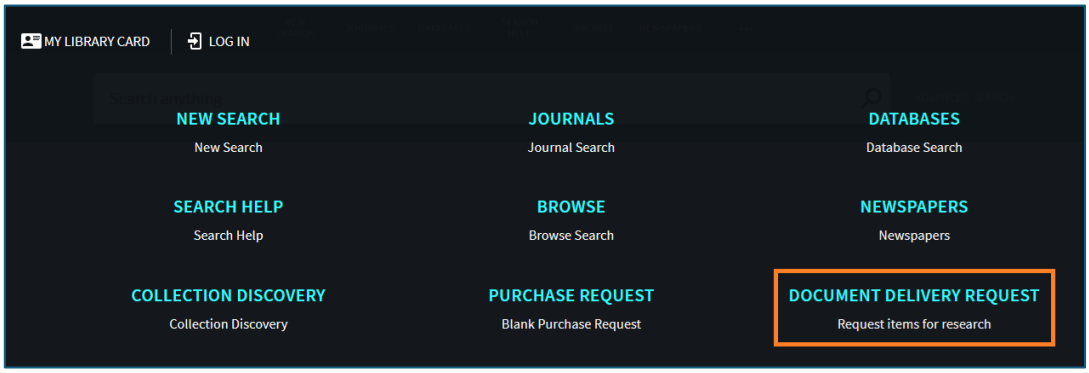



4. If the title you are looking for is still not in the Library Search results list, click the ellipsis (three dot icon) beside 'Newspapers' in the toolbar at the top of Library Search.




5. This opens the full menu. Click 'Document Delivery Request' to open the form.

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6. You will need to log in if you haven't already.
7. Fill in the form with as much information as possible, including a delivery address or campus location if we are unable to obtain an item electronically.
    a. If you know the DOI/PMID, paste it into the relevant field of the blank form to auto-populate the rest of the bibliographic details. Make sure to double check the form details and fill in any missing information (where possible).
    b. If you do not know the DOI/PMID, you will need to fill in the details yourself.
8. If you are requesting a chapter or specific pages from a book, please include the page or chapter numbers.
9. Read the 'Copyright Declaration' and tick the box.
10. Click the 'Send Request' button at the bottom of the form.

## NOTES ON DOCUMENT DELIVERY REQUESTS

- You may need to use your CQUniversity username and password to download a file sent to you by document delivery.
- You can reply to the automated emails from the library system if you have issues or need to follow-up.
- Requests can take up to 4 weeks for items that are difficult to source.
- Sometimes an item cannot be sourced. If an item cannot be sourced, you should receive an email informing you of this.

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