



# California University of Pennsylvania

## DOCUMENT DELIVERY POLICY MANDERINO LIBRARY

### A. Purpose & Scope:

To provide rules governing Document Delivery Department Services in the Louis L. Manderino Library.

### B. Definitions:

See policy below for document delivery explanation.

### C. Policy:

Requests: The Louis L. Manderino Library provides document delivery service to the students, faculty, and staff of the California campus and our Global Online Community. This service is intended to provide articles and book chapters, not monographic material. Although we will supply books owned by Manderino Library to the home of our Distance Education students; it is against Interlibrary Loan Policy to borrow monographic materials for Distance Education students. Limits may be applied for photocopy requests in cases where violation of copyright law may be in question.

Requests can be submitted by accessing electronic forms on the Library's home page, or by filling out a form obtained at the Research Desk or Document Delivery/Interlibrary Loan Office. The patron must use their calu.edu email address to receive materials provided by the Document Delivery Department; documents are delivered in PDF format to the patron if possible.

Every effort is made to fill requests in the most efficient manner possible. Patrons must understand that materials listed in some databases are unpublished and do not exist in libraries and others are unavailable due to licensing agreements of the publishers.

### D. Procedure(s):

(1) Go to: <http://library.calu.edu>  
Click on Interlibrary Loan in the Quick Links box  
Choose the Article Request or Book Request Tab  
Enter the information into the form  
Click Submit

(2) From a database:  
Click on Request Article  
Enter personal information  
Click Submit

### E. Effective date: October 23, 2015

Adopted: October 23, 2015

by: Library Services

Revised: September 1, 2016