Completing the online Document Delivery Request Form

The Document Delivery Service is used to request books which are not available from any of the University's four Libraries, as well as journal articles which you cannot obtain from your own campus library or from the extensive e-journals collection.

You may access the Document Delivery Request Form by following a link within the Library website or from the following prompt that may appear when searching the Library catalogue.

If not already logged into the university network, you will be taken to the University Single Sign-On page:

Log in using your university user ID and password and you will then be taken to the first part of the Document Delivery request form.
Enter the details of the item you need and click the ‘Search Local Holdings’ button. The system will then search for the item within the library catalogue to see if we already have a copy. This check does not include article titles so please use USearch to search for your item before requesting a journal article. We are not able to process requests for items we already have in stock or e-access to.

If the search of local holdings is unsuccessful, your item details will be presented in the request form. Please select your item type from the dropdown menu and enter as much information as possible relating to your request, making sure you complete any mandatory fields marked with an asterisk.

For a book, the following input fields will appear

- ISBN
- Author
- Book Title: *
- Chapter Title (where applicable)
- Publisher:
- Year: *
- Edition
- Page numbers (where applicable)
- Collection site*

For a journal article, the following input fields will appear

- ISSN
- Author
- Journal Title *
- Article Title
- Year *
- Volume/Part Number
- Page numbers
- Home site*

If we do not have enough information to process the request, we may email you to ask you to provide more information.

Book requests must be collected from the Library and the default delivery method for journal articles is SED (i.e. Secure Electronic Delivery to your university email).

Once you have entered as much information as possible, you must check the tickbox to confirm that you agree to the copyright declaration and to the document delivery request terms and conditions. You may find you cannot check this tickbox if you have not completed any of the mandatory input fields.
Upon completing your online request by clicking the ‘Confirm Item Request’ button, your request will be automatically sent to the Document Delivery team for processing. Please note, some items cannot be copied or borrowed from other libraries. We will let you know if we have difficulty obtaining your request and you can check on the progress of your request via My Account in the Library catalogue.

Further guidance on using the document delivery service is available from the library website at http://library.ulster.ac.uk/documentdelivery.