Document Delivery Service

If you can’t find the item you need in the Library, in local libraries or freely available on the internet then you can order it through the Document Delivery Service (DDS). The service is available to all University members. We can get hold of:

Books    Journals    Book chapters    Conference proceedings    Theses    Patents

How do I make a request?

Request forms can be found via the Document Delivery Service web pages, via the ConneXions button where it appears in online resources, or via the More tab when searching Discover (the library catalogue).

Making the request:

- Choose the appropriate request form for your request: Book, Journal (for a whole issue or an article), Book Chapter, Conference Proceedings or Thesis.
- Give as much information about the item as possible and say where you found your reference (in the “Notes” field). If you use the ConneXions button then these first two steps are automatically done for you.
- Select the delivery method. Electronic delivery is the default option for articles and chapters, so un-tick the box if you would prefer a paper copy.
- Read the copyright declaration and type YES into the box to agree.
- To submit the request enter your CIS username and password, then select the button marked Submit DDS request. You will now see a message that says “Your request has been sent to the library” to confirm that the request has worked.

How much does it cost?

A fee is charged for each request and a full list of current charges is available on our web pages.

https://www.durham.ac.uk/library/using/borrowing/dds/charges

Requests for staff and research postgraduates will be paid for by your department (check with your department to see if you have an allowance). Requests for taught postgraduates are paid for by the library. If you are an undergraduate, retired staff or library visitor, then you will need to pay for your own requests. The charge is added to your Library record when the requested item arrives and can be paid with cash at the Library, or online via your library record.
**How long will the item take to arrive?**

Straightforward requests usually arrive within a week; 23% of Document Delivery requests arrive within 2 days and 76% of items arrive within 7 days. More complicated requests, such as requests for foreign material, will take longer to source and arrive.

**What should I do if I want to cancel my request?**

If you wish to cancel a request then contact us via the online renewals and enquiries form.

[https://www.dur.ac.uk/library/using/borrowing/dds/enquiries](https://www.dur.ac.uk/library/using/borrowing/dds/enquiries)

Where a cancellation is possible the request will be stopped and no payment will be required. It is not always possible to cancel a request: we will let you know if that is the case.

**What happens when the item arrives?**

Some requests are supplied as copies for you to keep, while other material is supplied on loan for a limited period (usually 3-6 weeks). You will be notified of the book's arrival via your Durham University email account, giving the return date and any special conditions applicable to the loan. Books should be collected from the Help and Information desk at the Bill Bryson Library. Depending on the delivery method chosen on your request form, paper articles could be posted to you or kept at the Bill Bryson Library for collection. Electronic articles arrive as a link in an email or a pdf attachment and can be printed or saved for long-term use. Saved copies of electronic documents can be viewed for 3 months or 3 years (depending on publisher). When using electronic copies for the first time you will need to set up a British Library On Demand account: you will need the On Demand login/password each time you access your document.

**Can I renew Document Delivery books?**

Some books are renewable: your collection letter will say if this is possible and if there will be a charge for the renewal. Email us at [document.delivery@durham.ac.uk](mailto:document.delivery@durham.ac.uk), or use the online renewals and enquiries form.

To request renewals, cancellations or to enquire about your request go to:

[https://www.dur.ac.uk/library/using/borrowing/dds/enquiries](https://www.dur.ac.uk/library/using/borrowing/dds/enquiries)

For contact details and more information about this service, please see our web pages:

[https://www.dur.ac.uk/library/using/borrowing/dds](https://www.dur.ac.uk/library/using/borrowing/dds)