

GENERAL INFORMATION

UTAR Library provides this value-added service to help our users obtain books, book chapters, journal articles or conference papers that are not available in its library collections. This service is only available to the University staff, post-graduate and final year student.

HOW TO REQUEST THE SERVICE?

Before requesting for the materials, please check for the item in the UTAR library catalogue (OPAC) and Online Databases to ensure that it is not available in the UTAR Library. To request, please request [Online](#).

HOW MUCH DOES IT COSTS?

- a) Costs incurred in borrowing books from other libraries are to be borne by UTAR Library. This refers to the courier fees charged by the lending library and the charges incurred in returning the books.
- b) Costs incurred in procuring photocopies of articles from other libraries are to be borne by the requestors.
- c) However, staff with research projects registered at UTAR and all postgraduate students can now obtain free copies of articles/papers that have to be purchased from another library.

Maximum number of paid articles per year, subject to approval:

- **PhD students** (*Registered as UTAR Student*) – **2 paid articles**
- **Masters students** (*Registered as UTAR Student*) – **1 paid article**

Procedure to Request Free Copies for Staff with Research Projects Registered in UTAR and all Postgraduate Students

Staff with research projects registered at UTAR and all postgraduate students may request [online](#) for copies of articles/papers. If a copy of the article/paper has to be purchased, the Library will request the staff or postgraduate student concerned to obtain relevant approval:

- Staff with research projects registered at UTAR have to obtain approval from the Principal Investigator
- Postgraduate students have to obtain approval from their supervisors

Upon obtaining approval, the Library will proceed to purchase the article/paper for the requestor.

BORROWER'S RESPONSIBILITIES

- Requestors have to respect and abide by any restrictions placed on them by the lending libraries
- Kindly pickup the requested items and return them promptly. (Books can usually be borrowed for 2 WEEKS)
- Requestors are responsible for any damage or loss of the items. They are to bear all financial costs involved.

CAN I RENEW DOCUMENT DELIVERY BOOKS?

If you would like to renew the books borrowed via this service, please contact the librarian-in-charge at your respective faculty library before the due date. Please note that some libraries charge for renewals.

HOW LONG IT TAKES TO FILL REQUESTS?

Request will be fulfilled within 15 working days. If documents are not delivered within 15 working days, requestors will be informed about the status of their requests.

WHAT SHOULD I DO IF I WANT TO CANCEL MY REQUEST?

Please contact the librarian-in-charge at your respective faculty library if you wish to cancel your request. No payment or charge is involved.

HOW WILL I BE NOTIFIED?

Requestors will be notified by email or telephone call when the item arrives.