

## Document Delivery Services for Faculty, Staff, and Graduate Students

In addition to our interlibrary loan services, Randall Library is proud to support the research needs of our faculty, staff, and graduate students through document delivery of Randall Library items.

### Circulating materials

Please request items from Randall Library's circulating collections through the library catalog. Simply click "Request" for the item you need and login with your UNCW username and password. To view the status of your request or to cancel it, click "My Account" on the Randall Library homepage.

Once your request is placed, please allow 2-5 business days for the item to be retrieved, after which you can pick it up from the circulation desk at Randall Library.

Or, for on-campus faculty and staff, these materials can be mailed to your office on campus. Please contact the Circulation Department at [rlcirculation@uncw.edu](mailto:rlcirculation@uncw.edu) or 910-962-3272 to set up campus delivery of these items.

### Articles and Books Chapters

Document scanning is provided to UNCW current and emeritus faculty, current staff, and currently enrolled graduate students. Please plan for 1-4 business days for scans to be delivered.

Scans of articles and chapters (up to 50 pages where permitted) are provided from the following collections:

- Journals, magazines, and newspapers,
- Government Documents, and
- Reference & General Collection books.

Requests for Special Collections or Archives materials are considered on an individual basis.

Users will be notified via email and/or text when requested scans are available to download. PDFs are hosted on the Interlibrary Loan server for 30 days, after which they are deleted and cannot be recovered. Please download articles before they expire.

All scans are intended for individual, academic use, and requests to scan multiple articles from a single journal issue, multiple chapters from a single book, or the entirety of a work may be prohibited by copyright restrictions.

### Help

At any time, you can open the ILL page, click on "interlibrary loan logon," and login to check on the status of your scanning request.

You can also contact the ILL office at 910-962-7312 or 910-962-7005, or by email at [libraryill@uncw.edu](mailto:libraryill@uncw.edu). The ILL office is typically open from 8am-4pm on Monday – Friday.

To check the status of items (such as books or DVDs) from the Randall Library collection, click "My Account" on the Randall Library homepage. Or, contact our circulation department at 910-962-3272.