

## **Transcript: How to get research materials from other libraries**

If your campus library does not have a book or an article you need, you can order them through other libraries by placing a document delivery request.

One way to place your order is to select the “document delivery” option on the library’s home page, under Quick Links, and fill out the document delivery request form. In order to get to the form, you have to read the information on the page, check the box, and select “I agree.”

On the login page, you need to select whether you want to request a book or an article and then log in with your UNB user name and password; the same ones that you use to check your UNB e-mail.

Enter as much bibliographic information as you can. In this example, I have entered the title, the author, the publication date, and the publisher of the book I want to order.

Always be sure to select a pickup location as well. Indicate how you want to be notified when the book is ready to be picked up. The default option is to be notified by e-mail. When you are ready to place your request, read the copyright compliance information, check the box at the bottom of the page, and submit your request. The library will notify you when your book is ready to be picked up.

If you have ordered an article, you will receive an e-mail when the article arrives and that e-mail will contain a link that directs you to the webpage where you can download a copy of the article. There may be a cost associated with your order. If this is the case, the library will always contact you and you can decide to either cancel your order or to pay part of the cost.

There is an even easier way to request materials that you find using UNB WorldCat or one of the library’s article databases.

When you find a book or an article in UNB WorldCat that your campus library does not have, you can request it by going to the book’s or the article’s detailed record. Select the red “Request Item” button under “Availability.” This takes you to the same login screen you saw before, but this time, after you log in, you will see that the form is already filled out with information about the item you want to order.

At this point, look over the information to make sure it is correct, select a pickup location, confirm that you have read the copyright compliance information at the bottom of the page, and submit your request.

If you are using an article database and you have clicked the “check for full-text” link to the article, but you get a message telling you that the article is not available electronically or in print at UNB Libraries, you may request the item from other libraries. Click the “request item” button and log in.

Once you are logged in, you will see that your form is already filled out. You just need to read the copyright compliance information, check the box at the bottom of the page, and submit your request.

If you have any questions or would like to learn more, visit the Research Help Desk or talk to us via the Ask Us chat on the library’s home page ([lib.unb.ca](http://lib.unb.ca)).