

DOCUMENT DELIVERY

PROGRAM OVERVIEW

1. HQ AFSVA/SVPAL established centrally funded document delivery accounts with the following vendors:

- **Company Names Removed.**

and **Inter Library Loan(ILL) Fee Payment account with the a Book Company.** Each library is authorized to spend up to a total of **\$500 per fiscal year** for document delivery and ILL Fee Payment services combined. Instructions for using these services are below.

2. Use these services to support:

- The Air Force mission when requested by military or civilian personnel;
- Professional military education; and
- Off-duty education requirements for everyone. This service will be provided to military family members or civilian personnel enrolled in off-duty education.

3. Use the ILL Fee Payment service to pay fees assessed by lending institutions for the borrowing of materials that are:

- Not available in your library;
- Not available free of charge through other interlibrary loan channels; and
- Essential with no other in-house library sources which could fill the need

4. Use the document delivery services for articles that are:

- Not available in your library or through normal interlibrary loan channels;
- Not available through other Air Force libraries, GPO or NTIS accounts; and
- Not available through any full-text information resources available (i.e., FirstSearch, EBSCOHost, ProQuest, etc.) in your library.

5. To provide a comprehensive audit trail and a "track record" of company performance, each library will establish and maintain a six-sided project folder as follows:

Name the project folder "DOCUMENT DELIVERY AND ILL FEE PAYMENT SERVICES."

Side 1: **Document Delivery & Ill Fee Payment Activity Log (ATCH 1)**

Side 2: **Document Delivery & ILL Fee Payment Instructions (This document)**

Side 3: **Document Delivery Order Form (ATCH 2)**

Side 4: **Memorandum for Record (ATCH 3)**

Side 5: **Sample Letter to Lending Institutions (for ILL Fee Payment) (ATCH 4)**

Side 6: **Sample Cover Letter to Book Company (for ILL Fee Payment) (ATCH 5)**

6. HQ AFSVA/SVPAL receives invoices and certifies them for payment. In addition, HQ AFSVA/SVPAL will request copies of your records as a means of evaluating vendor performance. For more information, assistance, or questions pertaining to these services, please contact Charlotte Tolar at DSN 487-4589/3037; email: charlotte.tolar@agency.afsv.af.mil.

ATCH 1

Document Delivery & ILL Fee Payment Activity Log

DOCUMENT DELIVERY ORDER FORM

SECTION I. VENDOR INFORMATION

VENDOR NAME:	
VENDOR FAX NUMBER:	
AF ACCOUNT NUMBER:	
CONTRACT NUMBER:	
DELIVERY METHOD (Circle One):	FAX RUSH FAX 1 ST CLASS MAIL COURIER

SECTION II. ORDERING LIBRARY

DELIVER TO THIS ADDRESS:	
Library POC:	
Phone Number:	
Fax Number:	
E-Mail:	

SECTION III. ARTICLE CITATION(s):

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SAMPLE LETTER TO LENDING INSTITUTIONS

(Format to fit on your library's letterhead)

DATE

MEMORANDUM FOR: (*LENDING INSTITUTION ADDRESS*)

FROM: (*YOUR LIBRARY'S ADDRESS*)

SUBJECT: Inter Library Loan (ILL) Fee Payment (Your Invoice [*NUMBER*] dated [*INVOICE DATE*])

Our library has an ILL Payment Service agreement with a Book Company. The borrowing charge for the above referenced ILL transaction from your library has been submitted to the Book Company for payment. You should receive your payment within approximately 30 days. If there are problems with payment, please contact (*NAME OF CERTIFYING LIBRARIAN/TECHNICIAN*) at (*YOUR LIBRARY'S COMMERCIAL PHONE NUMBER*).

SIGNATURE BLOCK

Attachment:
Copy of ILL Invoice

SAMPLE COVER LETTER TO Book Company

(Format to fit on your library's letterhead)

DATE

MEMORANDUM FOR: Book Company
Address
City State ZipCode

FROM: (***YOUR LIBRARY'S ADDRESS***)

SUBJECT: Inter Library Loan (ILL) Fee Payment (Account #:)

I certify that the enclosed ILL fee(s) was/were encumbered during the current fiscal year.
If there are problems, please contact me at (***YOUR LIBRARY'S COMMERCIAL
PHONE NUMBER***).

SIGNATURE BLOCK

Attachment:
ILL Invoice(s)

Inter Library Loan (ILL) FEE PAYMENT INSTRUCTIONS

1. Borrow materials using normal ILL methods (OCLC, ALA ILL Forms, local consortia).
2. Annotate all fee payments on the Document Delivery & ILL Fee Payment Log. Duplicate the form as needed. Complete the form as instructed below:

FY: The four-digit fiscal year (i.e., 2002)

FL#: Your library's unique four-digit number (i.e., 3047)

BASE: Your library's base name (i.e., LACKLAND AFB TX)

DATE REQUESTED: The date you requested the ILL from the lending institution.

VENDOR: The name of the lending library.

BIBLIOGRAPHIC INFORMATION: The bibliographic information of the item being borrowed.

COST OF ITEM: The total fee assessed by the lending library **plus the \$3.50 Book Company service fee.**

CUMULATIVE BALANCE: Subtract the COST OF ITEM from the previous balance. If your balance is \$0, contact HQ AFSVA/SVPAL prior to processing any more ILL fees.

DATE RECEIVED: The date the item was received.

DATE ILL INVOICE CERTIFIED/SENT: The date the invoice was sent to the Book Company for payment.

3. The library director or responsible technician verifies that the invoice from the lending institution clearly identifies the lending institution and fiscal year of the loan; the loan charge on the invoice is correct; the library's account balance is sufficient to cover both the loan charge and the Book Company service fee. **Sign and date the invoice, retaining the original for your records.**
4. Ensure that the **original** invoice is annotated "**received**" and **signed**. Send **one copy** of the certified invoice to the Book Company for payment to arrive at least ten days before the **15th** of the month. The Book Company Representative from the Book Company prefers only one copy to avoid duplicate invoicing. He has confirmed that checks are cut on the 16th of each month to the lending institution. Attach a completed cover letter to the Book Company to ensure proper billing (**include account # on all correspondence**). Mail to:

**The Book Company
Address
City State ZipCode**

5. Send a completed letter to the lending institution to inform them that they should receive payment for the ILL within approximately 30 days from the Book Company. The Book Company provides an accounting service only and should not be involved in any details of the actual ILL transaction.
6. Return the borrowed material to the lending institution on or before their due date. Use UPS, Federal Express, or USPS (certified-return receipt) to track shipments and to ensure proper delivery.
7. If there are any payment problems, contact the Book Company Representative at the Book Company at phone number or FAX number. Annotate all correspondence with the Book Company or problems with lending institutions receiving payment on the memorandum for record.

**The Book Company
Address
City State ZipCode
Email address**

DOCUMENT DELIVERY INSTRUCTIONS

1. Order documents from any of these vendors through the company's ordering system or with the document delivery order form.
2. Annotate all document delivery charges including copyright and special delivery and handling charges on the Document Delivery & ILL Fee Payment Log. Duplicate the form as needed. Complete the form as instructed below:

FY: The four-digit fiscal year (i.e., 2003)

FL#: Your library's unique four-digit number (i.e., 3047)

BASE: Your library's base name (i.e., LACKLAND AFB TX)

DATE REQUESTED: The date you ordered the item through a document delivery vendor.

VENDOR: The document delivery vendor used.

BIBLIOGRAPHIC INFORMATION: The bibliographic information of the item being ordered.

COST OF ITEM: The total cost of the item including shipping and handling charges, as well as copyright fees. If your cumulative balance is \$0, contact HQ AFSVA/SVPAL prior to processing any more document delivery orders.

DATE RECEIVED: The date the item was received.

DATE ILL INVOICE CERTIFIED/SENT: Leave blank, for ILL Fee Payment transactions only.

3. Firstsearch no longer provides direct links to document delivery vendors. Therefore, you must order directly from each vendor.
4. Use the vendors highlighted in the program review for your document delivery needs. Include your library's complete mailing address, telephone number, and fax numbers on your orders. Incorrect or incomplete information will delay the fulfillment of your order.

Document Delivery Information Removed.