

DOCUMENT DELIVERY SERVICES

What is Document Delivery Services?

Document Delivery Service supports the needs of Taylor's academic staff and post-graduate students engaged in teaching, learning and research activities. It is a service for requesting journal articles or conference papers not held at the Taylor's Libraries.

Resources made available through this service include journal articles, conference papers and book chapters. Document Delivery service is available for all academic staff and postgraduate students. Currently the service is free of charge but requires approval from the Dean

Are there alternatives to Document Delivery?

Yes. Please check whether a journal article or conference paper is available from any of the Taylor's Library's databases or electronic journals. Also check whether the journal article or conference paper is available free online

How do I request a Document Delivery?

1. Before making a request, check if the required item is available in the Library's collection using MulT-Search.
2. If the full text article is not available, click on the link "Request the item through Document Delivery Services"

3. Fill up the Document Delivery Form and submit

If the article is not found via MulT-Search, fill in the [Document Delivery Form](#) which is available from the 'Document Delivery' page under 'Services' on the Home page

Fill in the details and send via email to docdel@taylors.edu.my

Where can I ask for help?

Staff at the lending Desk can assist users with queries about where items are held, citation details and how to place a request for a Document Delivery.

How long does it take to get the articles?

It may take up to 45 days depending on whether the document is sourced from a local or overseas institution.

Beyond 45 working days, requestors will be informed of the status of their requests.

Lending Services and
Client Support Unit

Email: docdel@taylors.edu.my

Ext.: 5316

Rev111014

Where do I collect the document?

Articles are delivered electronically to the requestor's registered Taylor's email address with instructions on how to download the article and the link to the article.

Download Instructions:

1. Before downloading the article, ensure that the software **Digital Rights Management** has been installed on your computer.
2. The article can be downloaded and printed **ONCE** only. Once you click download or print it will not allow you to do so for the second time.
3. The article must be downloaded within **30 days**, after which it will be automatically removed

Important

All requests must comply with the copyright law of Malaysia as stated below. The copyright law of Malaysia (Copyright Act (Act (332) governs copyrighting and other productions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproductions. One of the specified conditions is that the photocopy or reproduction is not for:

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