

# Document Delivery

## How to make a request

You must be registered to use this service. [See the website](#) for details.

[Check the journals database](#) before requesting journal articles; the journal may already be held at the Library in print or online.

### Request an item

1. Send an email to [document.delivery@rch.org.au](mailto:document.delivery@rch.org.au), with a subject line of "Document Delivery request".
2. Include your USERNAME and SECURITY NUMBER as provided to you upon registration.
3. Provide a cost centre, or request an invoice for payment (see Charges below).
4. Provide details of the requested item. This may include:
  - a. journal title
  - b. article title
  - c. year of publication
  - d. volume, issue, page numbers
  - e. author(s)
  - f. DOI
5. Specify *or Non-urgent, Urgent, or Express*.

Alternatively, while searching databases such as Ovid, Ebsco, or PubMed you may be redirected to the Library's journal database where the message "No online sources available" is displayed.

Use the Document Delivery link to go to a pre-populated form and place your order.

The screenshot shows the RCH Library website interface. At the top, it says 'The Royal Children's Hospital Melbourne Library'. Below that, a search result is displayed for the article 'Hematogenous Calcaneal Osteomyelitis in Children' from 'Foot and Ankle Specialist' [1938-6400] Mooney, Megan yr:2017 vol:10 iss:1 pg:63 -68. A message states 'No online sources available. See below for other options.' Below this, there is a 'Can't find it?' section with a button that says 'Order an article via Document Delivery Go'. A red arrow points from this button to a 'Document Delivery Request' form. The form contains the following fields:

Article title	Hematogenous Calcaneal Osteomyelitis in Children
Journal	Foot and Ankle Specialist
Author name	Mooney, M L
Year	2017
PubMed ID	
Pages	63-68
ISSN	1938-6400
DOI	10.1177/1938640016679704
Comment	

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## Charges

- **Non-urgent:** \$11.00 per item (typically received within 4 working days)
- **Urgent:** \$30.00 per item (typically received within 48 hours, Mon - Fri)
- **Express\*:** \$45 per item (typically received same day if requested before 1pm)

\* Call the Library before submitting an Express request to ensure staff availability.

Payment can be made by quoting a cost centre in your order or you may request an invoice.

## When the item arrives

Documents are sent via email.

**Non-urgent requests may be fulfilled within 4 working days** from the time the request is sent to the first potential supplier.

**Urgent requests may be fulfilled within 48 hours** (Mon-Fri), half a day, or sometimes within two hours.

**Express\* requests may be fulfilled on the same day** if requested before 1pm.

\* Call the Library before submitting an Express request to ensure staff availability.

If an Urgent/Express order cannot be fulfilled by an Australian supplier the Library reserves the right to use commercial suppliers to obtain the item from overseas. In this event we cannot guarantee delivery within 48 hours (Mon - Fri), but the \$30/\$45 charge will still apply to cover costs.

## Conditions of service

- RCH Library will make all reasonable efforts to supply the requested item but cannot guarantee supply. If the requested item cannot be located you will be notified and no charge will be applied.
- There is no guaranteed delivery time. Reasonable efforts will be made to send the requested item to you as soon as possible. This may vary from 1 to 4 days.
- Requests with incomplete or missing information will result in delivery delays or nonfulfillment.

## Help

- [document.delivery@rch.org.au](mailto:document.delivery@rch.org.au)
- [Ask a Librarian](#)