

# Document Delivery

Document Delivery is a service that allows students, faculty, and staff to request items at Grand Valley State University Libraries or from other participating libraries. When a request is placed, University Libraries staff check our multiple locations, if the resource is available, it will be retrieved and sent to a preferred pickup location – or directly to an inbox. If University Libraries does not own the resource, staff work with other libraries to borrow the item as quickly and cost-effectively as possible. When the item is ready, the requestor will receive an email with the electronic version, or an alert that the physical items can be picked up at the preferred University Library location. Continue reading for more information about this service.

## By The Numbers

(in 2017-2018 fiscal year)

**12,216** total documents borrowed

requests for documents that we have in our libraries **1,072**

**3,712** total documents loaned out to other libraries

documents purchased due to high demand **88**

Request a document

Did you fill out the form with all the information you have?

YES

NO

Is the document more than 5 years old?

YES

NO

Providing the most information upfront will expedite the process.

RapidILL, an automated retrieval system, will find the document

Your request is sent to a staff member

The document request will be fulfilled by the system.

A staff member works to retrieve the document in the most efficient way.

Receive the document at the library or in your inbox