

## **QUT** goes from photocopies to **e-copies**: 'an absolutely **fantastic service**'



*Suzy Sheppard, Document Delivery Supervisor (acting) has been instrumental in establishing the e-copy service*

The Queensland University of Technology (QUT) Library has made a significant enhancement to its document delivery services by expanding the digitisation and delivery of library resources. QUT staff and students can now have documents from other QUT campuses, or other Australian university libraries delivered electronically.

All articles from other QUT branch libraries or from other Australian university libraries which were previously provided as paper copies, are now delivered electronically. Copies of journal articles, cases, book chapters etc. will be posted as a PDF document on a secure server ready to download or print. This has delivered real savings in terms of time and paper.

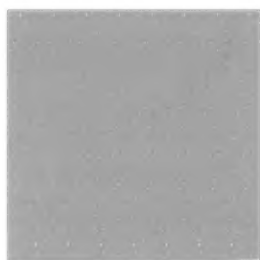
Electronic forms available on the Library's website are used to request material and an email is sent when the request is available. The email contains a URL link to where the e-copy is stored and instructions on how to download it. The article will remain available on the server until it has been opened five times or after fourteen days from the email's date.

This has greatly improved delivery time, as the copies are no longer sent between campuses by mail and the patron is emailed as soon as the copy is posted to the server. The 24/7 service ensures fast and efficient access to information, particularly for non-metropolitan and remote students.

As one student said, 'This is an absolutely fantastic service; it really works just as you described it!'.

For more information, see the QUT Library website at <[www.library.qut.edu.au/borrowing/](http://www.library.qut.edu.au/borrowing/)>.

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