

Interlibrary Loan Service

This service is extended to all academic / professional / administrative staff, postgraduates and final year students of the University. Undergraduate students of the University may be considered for the service if the required items are available only in libraries where they are denied library membership.

HOW TO REQUEST THE SERVICE?

A request must have full details of the materials on the request form. The forms can be obtained at the Readers Advisory Desk or at the Customer Services Division. Those interested in using the service should contact the Customer Service Division at level 4, of the Main Library

TURN AROUND TIME

The response time for requested items within Malaysia takes 1-3 weeks while overseas requests take 2-8 weeks. Clients will be contact by email or phone when the items are ready to borrow. Loan period is 2 weeks.

SERVICE COST

Items from Local Libraries

For all articles and books from local libraries are FREE.

Items from Overseas Libraries

1. British Library

Academics

ITEM	CHARGES
Article	5 FREE articles per year Every additional article RM10.00 per article
Book	RM20.00 per book

Postgraduates and Final year students

ITEM	CHARGES
Article	3 FREE articles per year

	Every additional article RM10.00 per article
Book	RM20.00 per book

2. Other Libraries

Clients are billed for the cost of items and a service charge determined by the libraries.

Online Form (I-Quest) : <http://www.iquest.net.my/iquest/>

DOCUMENT SUPPLY SERVICE REQUEST FOR OTHER LIBRARIES

Other libraries requesting items from UKM Library please contact:

Phone: 603 8921 5817 / 603 8921 5388

Fax: 603 8921 3196

E-mail: syamrooz@ukm.my / illukm@ukm.my