

LOANSOME DOC SERVICE and DOCUMENT DELIVERY TO NON-AFFILIATED PATRONS

Yale University Cushing/Whitney Medical Library

Document Delivery Office

Phones: 203-785-4359 or 203-785-5358

Mailing address: P.O. Box 208014

Street address: 333 Cedar Street

UPS mailing address only: 311 Congress Avenue
New Haven Ct 06520-8014

URL for home page: <http://www.med.yale.edu/library/>

FAQs

What is THE Loansome Doc service?

The Loansome Doc service provides non-Yale affiliates, including international patrons, an easy way to order journal articles while searching PUBMED. Requests are filled from our holdings or transferred to another library to fill.

How do I register for this service?

There are 2 registration forms to fill out. One form registers you to use the Yale University Cushing/Whitney Medical Library as your Interlibrary Loan (ILL) library. This [form](#) should then be sent back to our Document Delivery Office, either via mail (to mailing address noted above) or by fax (203-785-4369).

Then, register with the National Library of Medicine's (NLM's) Loansome Doc Service at <https://docline.gov/loansome/login.cfm>

Follow these steps:

Click [Sign Up!](#)

At **Step 1** click [Get Started](#)

Step 2 click [enter your library](#) identifier on the right side of the screen

Step 3 [type](#) our library ID which is [CTUYAL](#) and then click [Continue](#)

Step 4 read through our information

then, click a radio button identifying your category (either you are a health professional, not affiliated or a member of the general public), click Continue
Note private researchers and international patrons must prepay. Please submit this credit card form each month with your charge information.

Step 5 read through the terms and conditions which cover copyright policies
 then, click on the small box indicating you've read them and click Accept

Step 6 fill in the template,
 ***you need an e-mail address for your login ID make up your own password and please remember it (we can't retrieve it)
 *In the Ordering Preferences section, indicate your preferred delivery method
 *indicate your maximum cost (see our LD charges below)

Step 7 Verify the information you've filled in and click on Complete registration

After I've registered, how do I order articles?

Click here for an [instruction sheet](#) on how to order on PUBMED.

Are there charges for this service?

Yes, there are charges, which vary depending on whether the journal is available from our own holdings or whether we have to transfer the order to another library, what type of delivery method you've chosen, what category you are (health professional or corporation or member of the general public) and whether you are an international user.

What are the charges?

| | | | | |
|-----------------------------|------------------------------|-----------------|-----------------|--------------|
| | | FILLED IN-HOUSE | FILLED IN-HOUSE | 2-HR. RUSHES |
| | mail, web or e-mail delivery | | fax delivery | NO. AMERICA |
| Health professional | | \$11.00 | \$14 | \$24 |
| General public, corporation | | \$11.00 | \$20 | |
| International | | \$25 | \$25 | \$30 |
| | | TRANSFERS | TRANSFERS | |
| | mail, web or e-mail delivery | | fax delivery | |
| Health professional | | \$14 | \$20 | |
| General public, corporation | | \$18 | \$24 | |
| International | | \$30 | \$30 | |

Charges for copies over 50 pages are doubled, if material is not restricted by copyright regulations.

What is the turn-around time for orders?

Orders that are in-house are usually filled the day of receipt, if an order is transferred to another library, the usual turn-around time is 2 days.

What delivery methods are available?

We deliver electronically (either web pdf or e-mail), by regular U.S. mail, via fax or courier (you must provide your own account number for the courier service and an additional \$5.00 surcharge is added to the basic fee).

Who are the Loansome Doc contacts in the Document Delivery Office?

| | |
|---|--|
| Manager | Mary Angelotti |
| Phone | 203-785-4359 |
| E-Mail | mary.angelotti@yale.edu |
| Lending staff | Kelly Perry |
| Phone | 203-785-5358 |
| E-Mail | Kelly.perry@yale.edu |
| | Carol Acquarulo |
| Phone | 203-785-5358 |
| E-Mail | carol.acquarulo@yale.edu |
| Administrative contact (for billing questions) | Betty Whittemore 203-785-5352 betty.whittemore@yale.edu |

How do I check what materials are in the Yale Medical Library?

To verify whether our library can fill your request, you can check our holdings in our online catalog, ORBIS. The URL for ORBIS is, <http://orbis.library.yale.edu>

Look for MEDICAL in the Location field.

NOTE: SML indicates Sterling Memorial Library, this is a separate library, with its own Document Delivery Office.

The URL for their lending service is:

<http://www.library.yale.edu/ill/lending.html>

Can I request materials that are not available on PUBMED?

If Yale Medical Library owns the material, journal articles that are not available on PUBMED can be requested through our online form:

<http://www.med.yale.edu/library/docdelivery/ddartex.php>

Since you cannot request books or copies of book chapters on PUBMED, use this form:

<http://www.med.yale.edu/library/docdelivery/ddbkex.php>

Are there materials that cannot be loaned or copied?

There are restrictions that may be applied to books that are old, fragile, rare or out of print. We do not lend books published before 1850. We do not loan locked History of Medicine books to international borrowers. However, we may be able to scan historical materials, if the item does not exceed 200 pages, with the permission of our History of Medicine librarian. Also, some electronic resources are not licensed for interlibrary loan use.

NOTE: If we cannot fill a request submitted on an electronic form, we will cancel the request because we are unable to transfer it to another library if you do not use Loansome Doc.

Are there other restrictions to filling the request?

If an invoice is delinquent for more than 3 months, our Administrative Office will notify the Document Delivery Office and service will be stopped until the bill is paid. Also, we cannot copy an excessive number of pages (over 10%) from material that is copyrighted.