USER GUIDE FOR RESOURCE SHARING SERIVCE

Library Procedures

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1   What is Resource Sharing Service?

Singapore University of Technology & Design (SUTD) Library's Resource Sharing service is an enhanced service offering for its patrons. This is an online interlibrary loan service / digital document delivery service that complements SUTD Library's existing services. It allows patrons to request for chapter/pages of books (following existing copyright laws) and/or articles, that SUTD Library does not have in its collection, from Libraries around the world.

2   Access to this Resource Sharing Service

This service is available to all full-time staff (academic & non-academic) and students (undergraduates & post-graduates). The patron must have a SUTD EASE account.

3   Making a Borrowing Request

Below is an example of how to make a borrowing request:

1. Log on to https://mylibrary.sutd.edu.sg and key in a search phrase on the "Search for Library resources," for example article title "*Scoring Divergent Thinking Tests: A Review and Systematic Framework*".
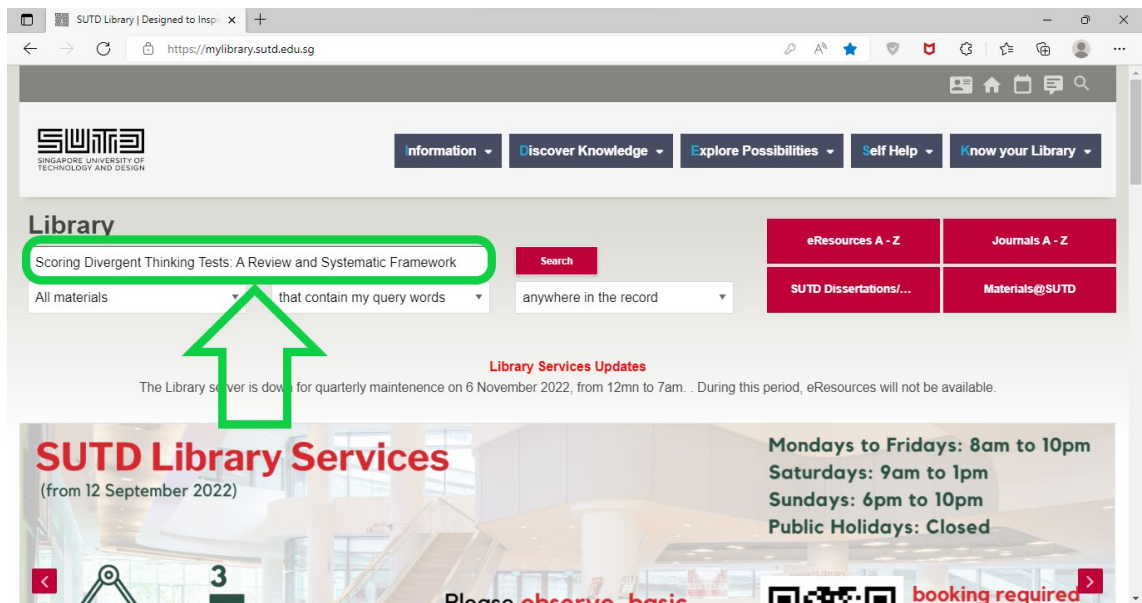

2. The search results will be returned via catalogue search result screen. The screen showed that the article has "No Online Access".
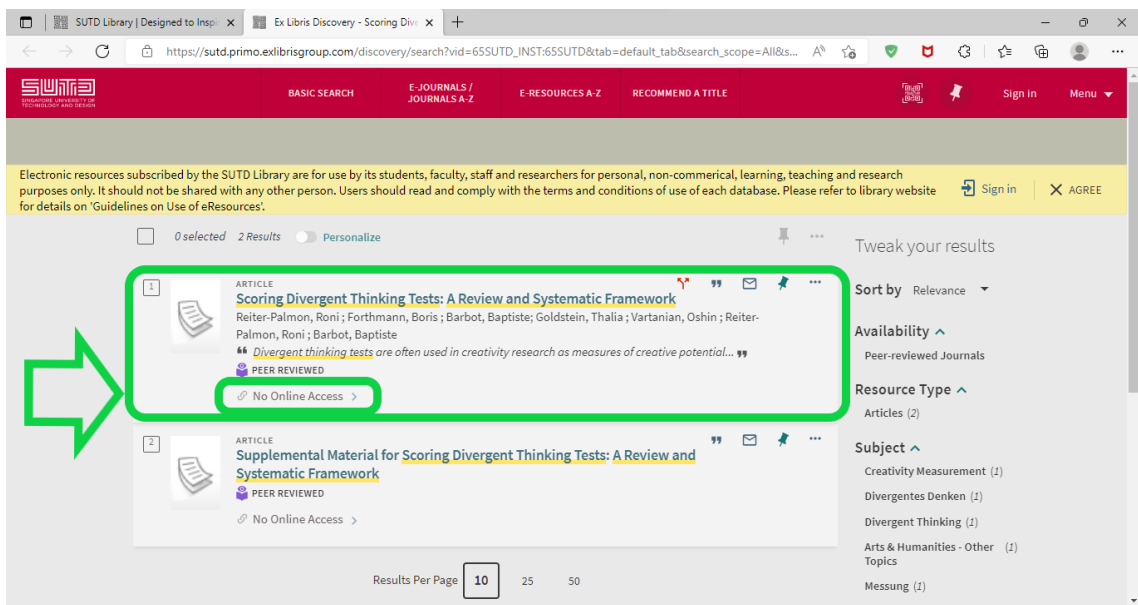
3. Select the item, the screen will display the item details. By clicking "Check for available resources," you will be brought to "How to get it" section (in section 5). To access interlibrary loan service, you must sign in.
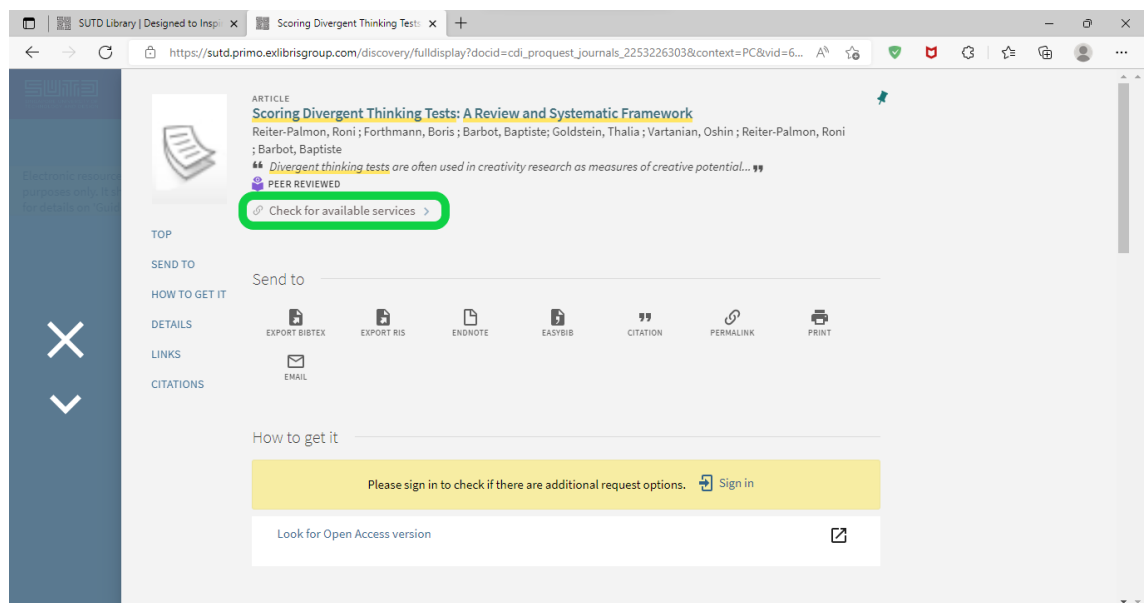
4. You will be shown to SUTD's EASE authentication screen.
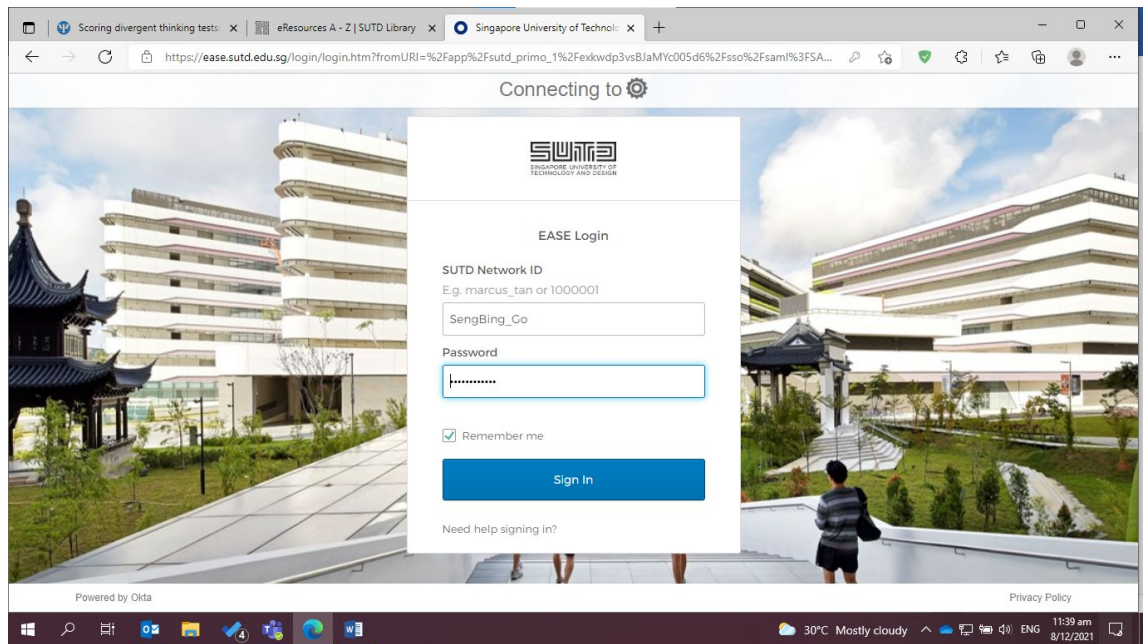
5. Upon successful log in, the interlibrary loan service named as "*Resource Sharing*" is accessible to you via the "Resource Sharing" hyperlink.
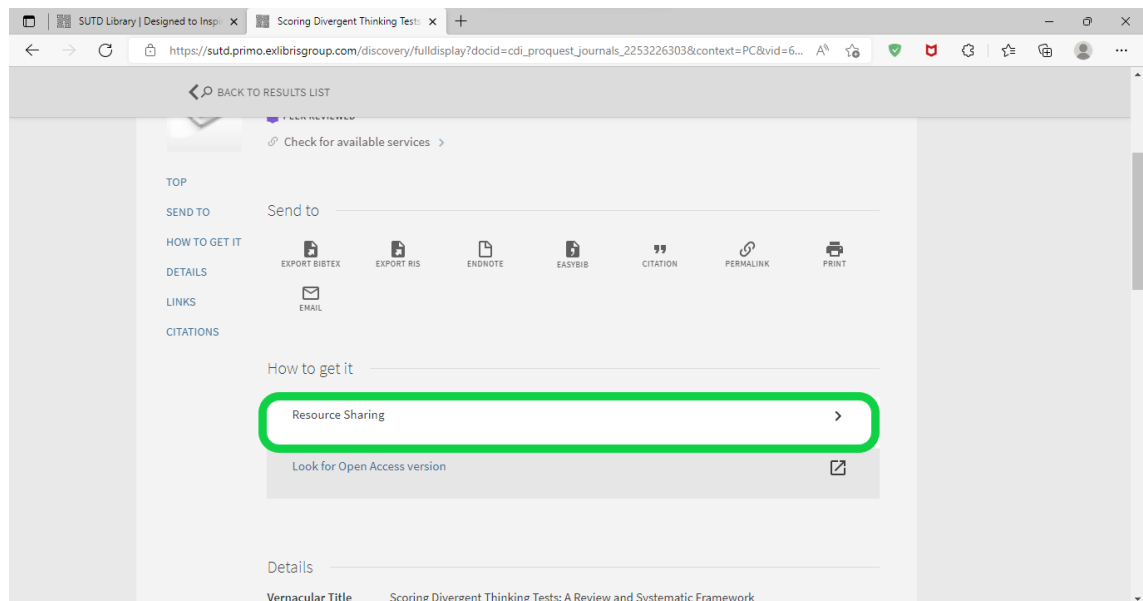

6. The fields[1] are prefilled by the system. For article request, you need to fill in the mandatory fields, such as titles, start and end page, etc. For book, you must specify the number of pages and chapter. Please note that the number of pages or chapter must not exceed 10% of the book. You must also acknowledge copyright statement.
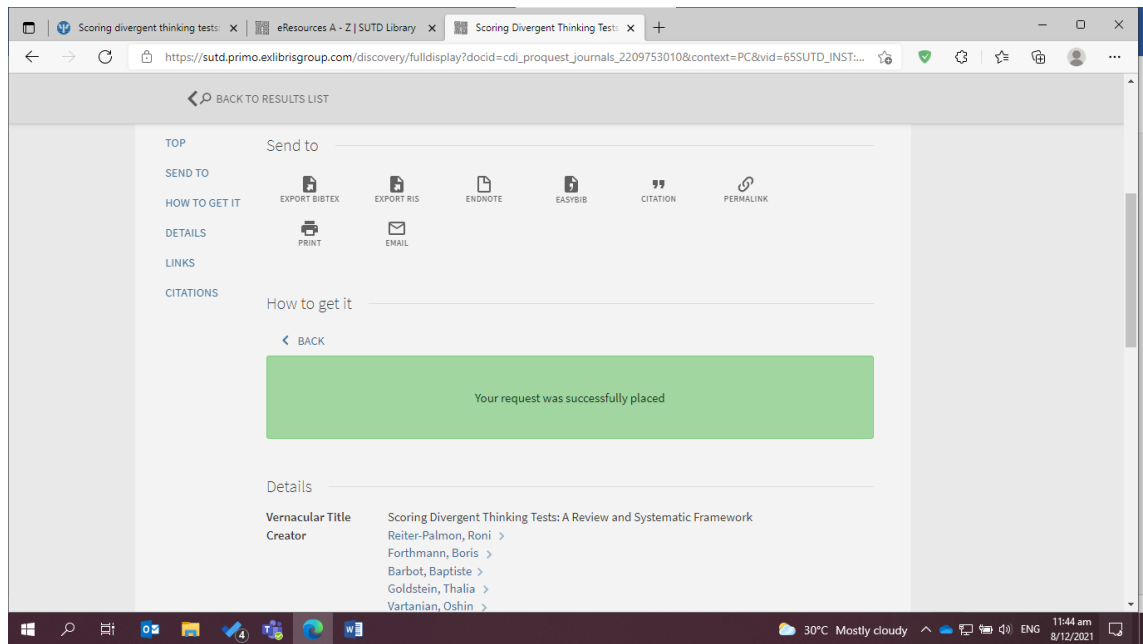
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[1] Please do not change the prefilled data.
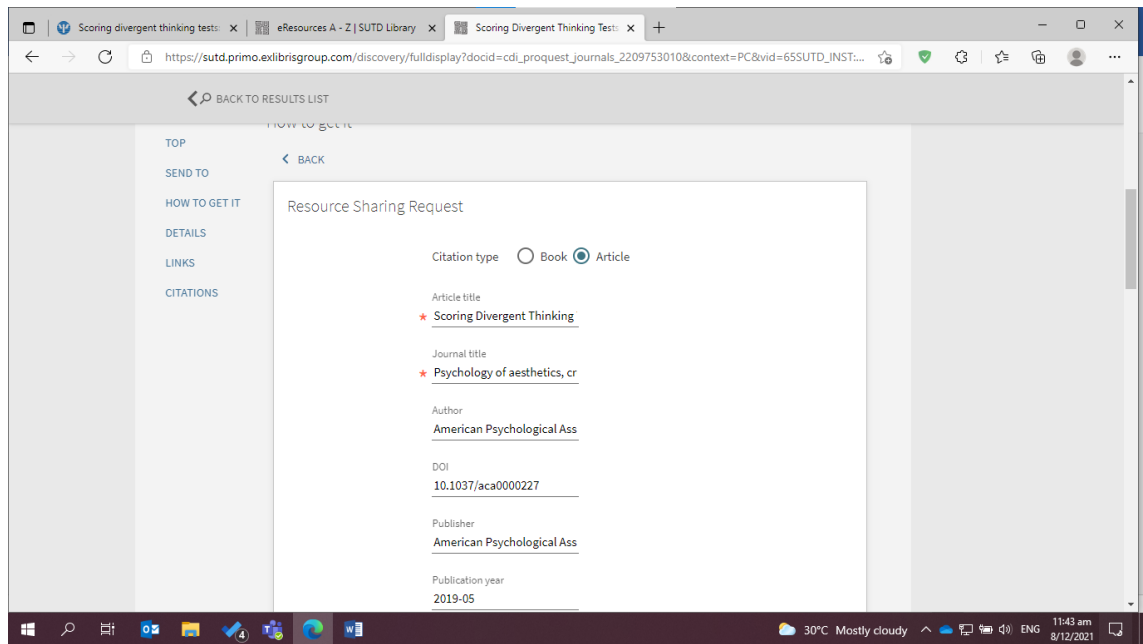
7. If you wish to send the information to an alternate email address, change the email to "Use different email" and key in the alternate email address in the "Different email" field.
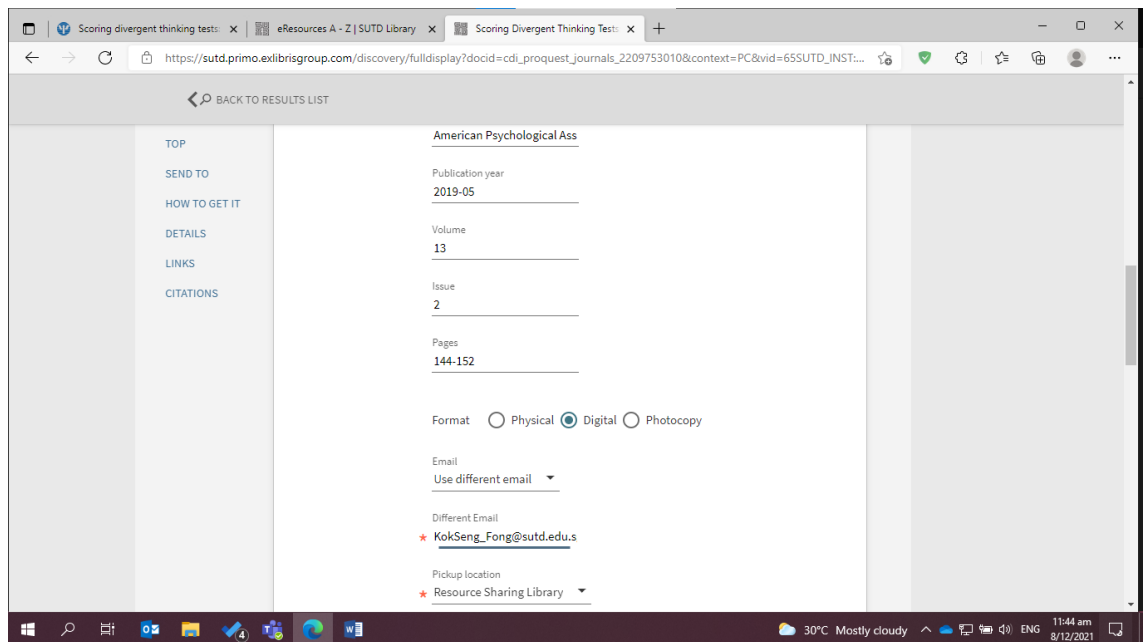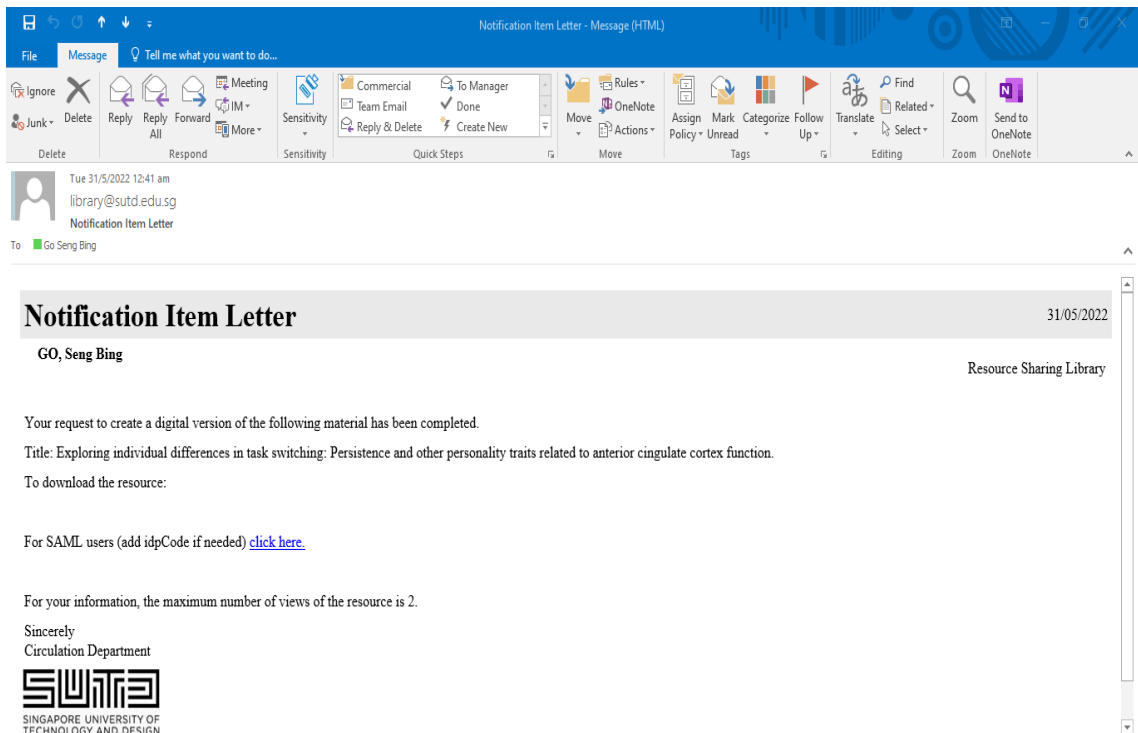

8. Upon hitting the "submit" button, your display will show the message: "Your resource is successfully placed".
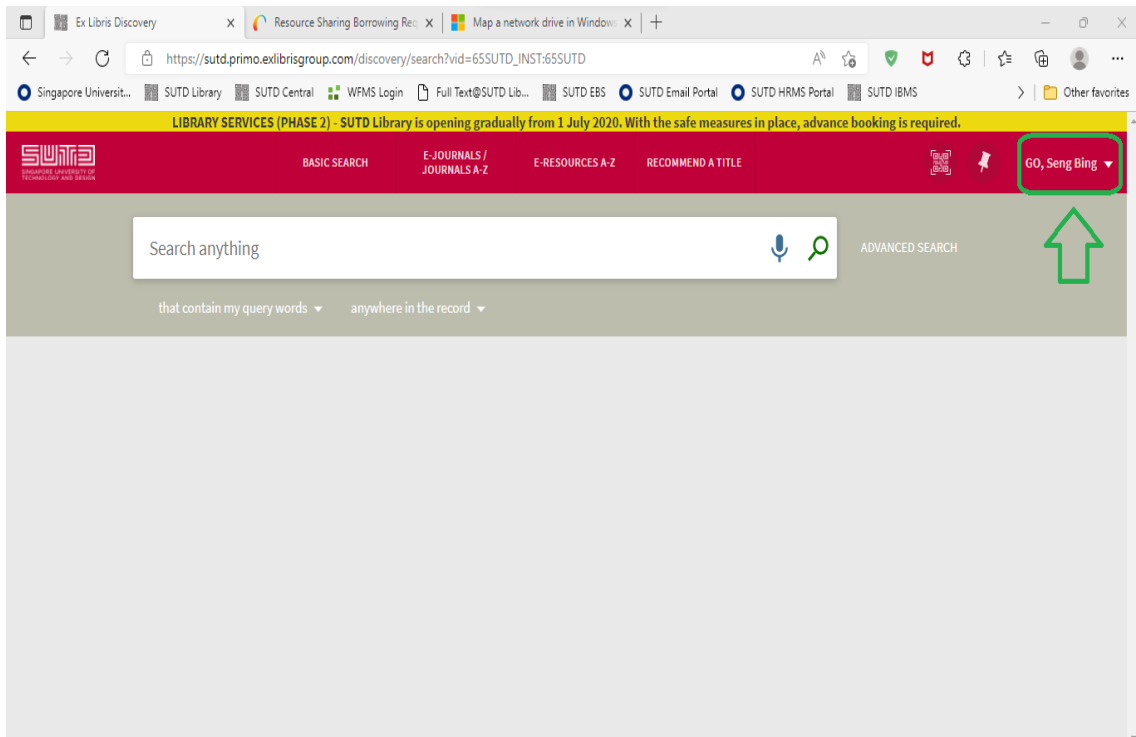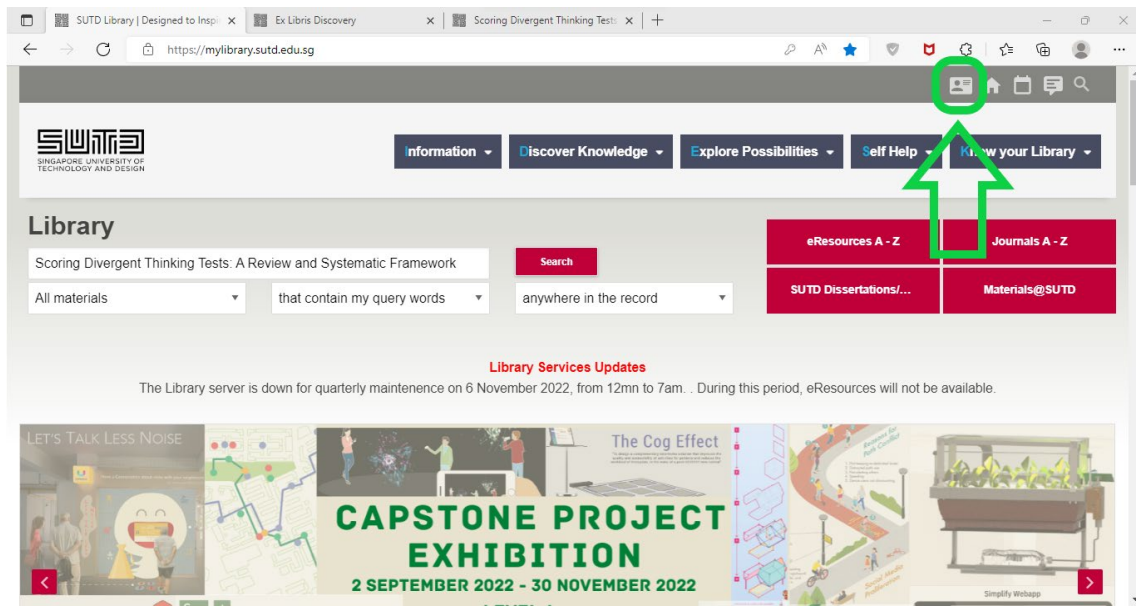
4 Users Retrieving Article

1. When the article is sent from the lending university, you will receive an email notification.

2. Before you retrieve the article, log on to "My Library Account" first via https://mylibrary.sutd.edu.sg. Refer to section 4.1 if you are unable to access the requested article/book chapter through your email.

3. You can download the article by clicking the "Click here" URL on the email. the article (in PDF format) will be automatically downloaded to the designated download folder of the default internet browser.
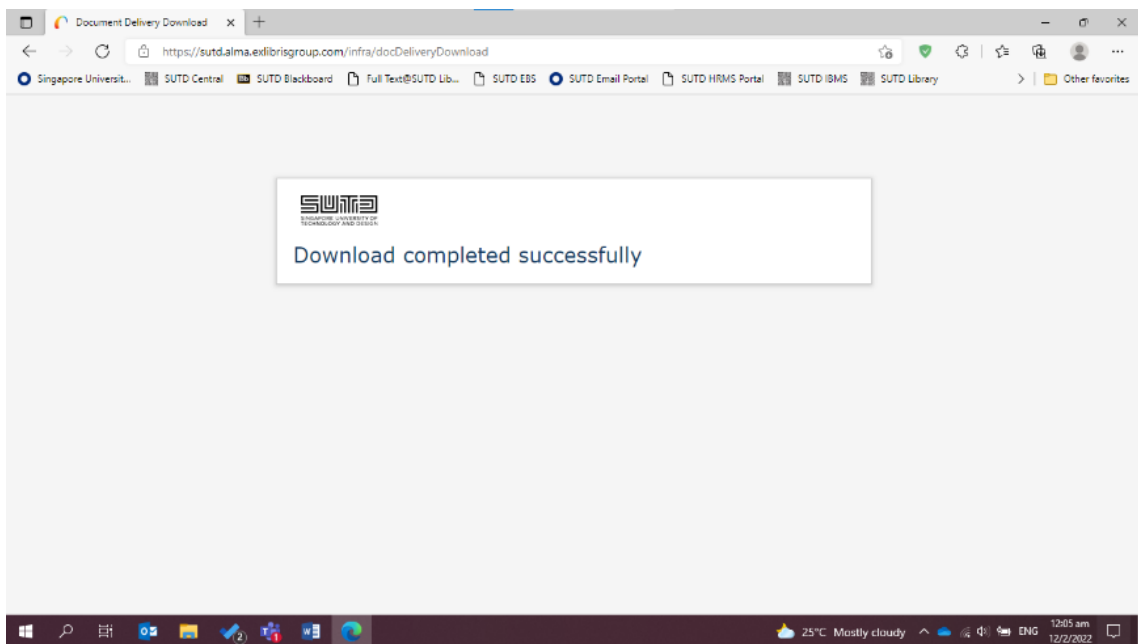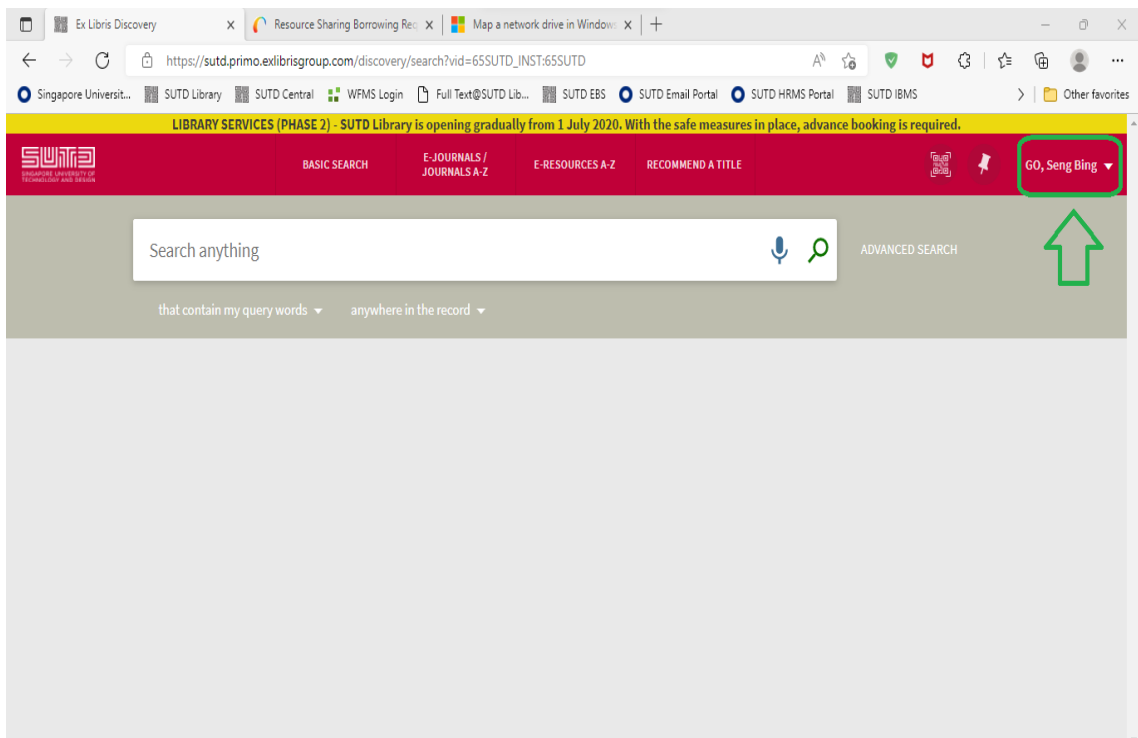
4. You can access the document from the designated download folder.

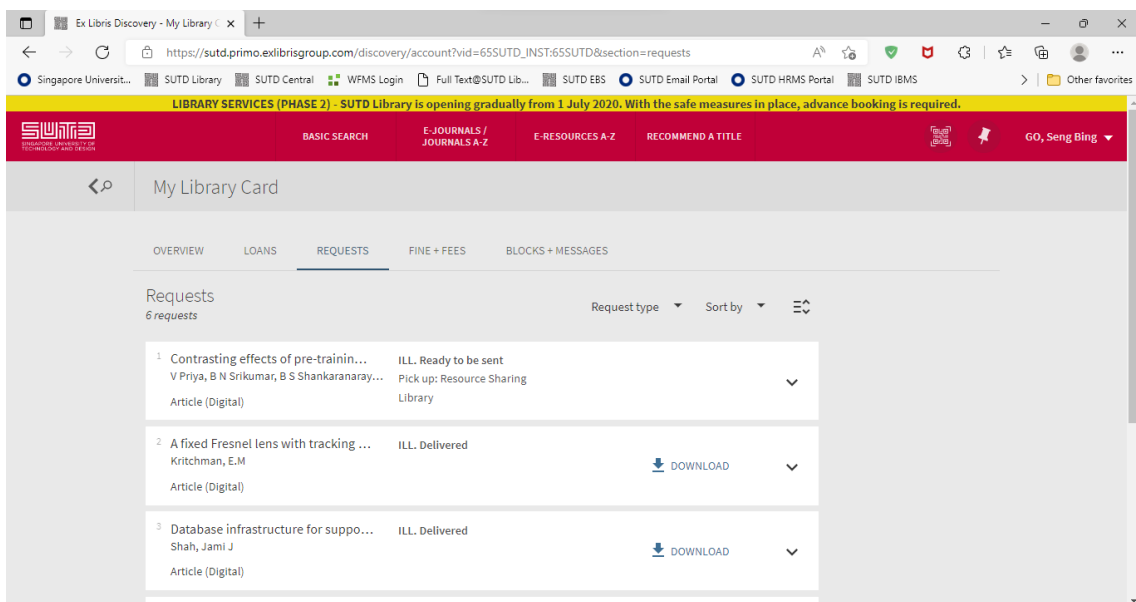## 4.1 Possible Exception – User met with an error when retrieving article.

1. If user cannot access the article via the email notification, the solution is to first log on to "My Library" account.

2. Click on your name on the top right-hand corner of the internet browser. Then on the dropdown menu, click on "My Requests".
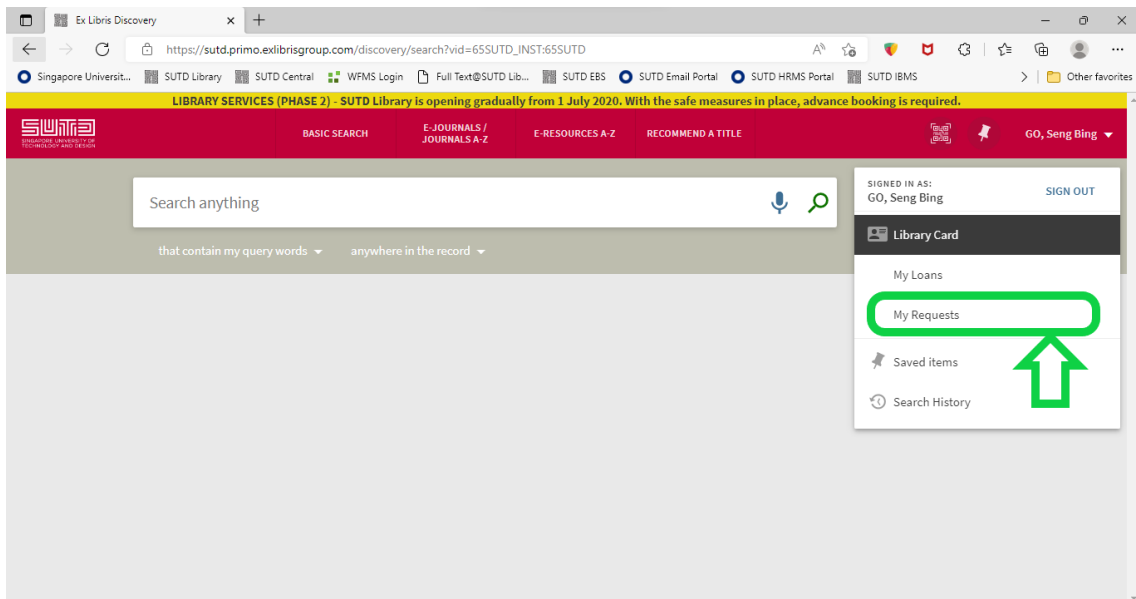
3. The requested articles are found on the "Requests" page.

5 Frequently Asked Questions

5.1 When should I use Resource Sharing Service?

It is recommended that you perform a search in SUTD's Library Catalogue and SUTD's eResources first before requesting through Resource Sharing Service.

5.2 How long does it take for my request to be fulfilled?

A typical borrowing request usually takes up to three working days to be fulfilled. If it does not, please allow up to two weeks or nine working days for the request to be fulfilled.

5.3 What if I do not receive any responses after 2 weeks?

Please approach our staff at the SUTD Library to check on your request.

5.4 Can I request for multiple articles?

Yes.

5.5 Can I request for more than a chapter of a book?

No. In compliance with the Singapore's Copyright Act (2021), you cannot request more than 10% or one chapter of a book.

5.6 I cannot find the book chapter/article via the catalogue search. Can I still request for the book chapter/article?

Yes. This will be requested via the librarian at library@sutd.edu.sg.

For book chapter, simply send the title, author(s), chapter of book, ISBN (if known) to the librarian.

For article, send the article title, author(s), name of journal, ISSN (if known) to the librarian.