

Service type	Maximum supplier turnaround time*	Current 202 2/23	New 202 3/24
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Recommended prices include default delivery fee

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	<p>for last collection same day or next working day depending on when it was received. (Requesting libraries are recommended to telephone to alert to an Express requests)</p>			<p>courier equivalent is included in the loan fee. For other delivery method to be Negotiated</p>
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The supplier response time to an ILL request sent from an automated system before automatic expiry occurs is Core turnaround time plus one working day.

