

The Awkward

1. Copyright & E-signatures.

Library staff have a duty when obtaining copies of material

- 1 article per issue per user
- 5% or 1 chapter per book
- Personally signed Copyright Declaration required per each item

- That declaration can be on paper or signed electronically
- Must be stored for 6yrs + 1 day from the end of the year in which it is signed
- To be signed electronically:
 - at least one part of the identifying/authenticating process must be under the control of the individual (eg: PIN number)
 - the user must choose or type a response to the declaration and that must be either recorded in the transaction record, or implied by completion (eg: positive click through only)
 - some technical considerations must be resolved, eg: who can access requests etc; is a log kept of changes/access etc; what happens to record if you delete a user? etc

- Libraries often refuse to supply because of copyright – it isn't! More often than not the real reason is licence restrictions & DocDec staff either don't know or can't be bothered to find out if supply is allowed!

2. Journal articles

- Internet phrase search the first 5 or 6 words of article title. If you find full text link do not supply document, instead direct the person to the URL!
- Good listings of holdings at HEIs; very poor at Public Libs, where often in separate folder or Union list rather than on Opac.
- BL hold 10,000+ titles; some available by direct request by user at cost that is cheaper than publishers 'Buy-it-now'
- Publishers sell content on permanent or restricted access. Check carefully that not buying 24hour access for someone coming in next week!
- SED, currently based on Adobe Digital Editions, the cheaper supply option from BL, is not always available (eg. blocked by most .gov.uk domains). But keep monitoring lists for news of developments that might work that would be cheaper budgetarily and offer speedier supply.

- The move to digital supply is hampering document delivery! Most libraries do not know, or do not want to know if their product licence allows ILL. Refusal under “Copyright Law” is wrong, actually under “Contract Law”, so if only known holder ‘could’ possibly reply and ask them to check their licence!

3. Theses

- UK supply now very, very complicated!
- Source of supply determined by award level:
 - UK PhD via <http://ethos.bl.uk> only – but not all institutions members; most do not lend their paper copy!
 - Even the FIL Lending Theses document is out of date 24hours after new version is published! (Link also on SWRLS site)
 - UK MSc – not universally held and collected, or held for only limited period by library. Also often held by departments = not accessible. Many libraries do not lend. BL hold only a very small number
 - RoW – could try Dart but will probably have to apply to awarding institution if US, or possibly buy from Proquest at £40 each.
- Consider trying to trace author on internet – but need time and perseverance

4. Multimedia

- Not covered by existing lending rules and behaviour
- Difficult to trace
- Dated technology – might be available on video but not DVD; or 8mm not wmv; limited availability of machine readers
- Often only single copy held – no backup; difficult to replace
- Absolutely cannot convert format or copy
- Often held as premium content that brings income
- Reluctance to lend even if hold
- Easily damaged in transit, both physical (cracked casing) and content (magnetic media wiped because delivered in a metal-lined van that has become ‘magnetised’)
- Reluctance to invest in proper carrier products or pay premium shipping prices
- Web sources unreliable or unreliable in monitoring posts eg: YouTube
- No reliable listing or source; often the subject of speculative requests to specific libraries or through Lis-ILL