



Article supply to libraries: service level agreement

1. General

- 1.1 The article supply service is available to health, charity and academic libraries/information services in the UK, with the aim of supplying copies ordered for a non-commercial purpose under 'library privilege' provisions. Requesting libraries will be required to provide British Library account details to facilitate payment (see section 3 below).

Requests made by libraries/information services not meeting these criteria will be considered on a case by case basis, and will be discretionary.

Copies will be supplied on the understanding that the requesting library has obtained the appropriate copyright declaration. We can only supply content under 'library privilege' stipulations providing for non-commercial research or private study; this obligation will be explicitly stated at the ordering stage, and appropriate wording will accompany articles when supplied. Please note that this service falls outside of the terms and allowances of the NHS England CLA licence.

The library is not in a position to provide copies of material required for a commercial purpose.

- 1.2 Prices and levels of service will be reviewed periodically. Prices of articles are stated on the Library pages of the College website. Notice will be given in advance of any price changes. Please note that prices relate to the level of service chosen rather than to the delivery format.
- 1.3 The service will be continuous throughout the year, except when the College is closed over the Easter and Christmas/New Year periods, Bank Holidays and College closure days. Any other variation will be stated on the library pages of the College website.
- In addition, while every attempt will be made to meet the service level specified, no responsibility will be accepted for difficulties beyond our control (e.g. staff shortage, postal strikes, equipment failure, system outages, etc.) affecting our ability to provide this service.

2. The service

- 2.1 Standard service requests will be delivered by email as an Adobe Portable Document Format file (PDF) (or despatched by first class post if preferred) within **two working days** of receiving the request.
- 2.2 Guaranteed same day service requests can be made by arrangement by telephone by 14.00. These are guaranteed to be delivered by email as a PDF on the day of receipt. Same day requests are limited to two items at any one time.
- 2.3 Standard service levels are guaranteed for up to 6 (six) item requests received from a library within a single working day. Delivery times for requests for more than 6 items (either placed as a single order or from separate orders on the same day) will be subject to negotiation.
- 2.4 If a request cannot be supplied for any reason, the requesting library will be notified, with a reason for non-supply, within the same time period as indicated by the level of service.

- 2.5** Responsibility for the accuracy of references will be deemed to lie with the requesting library. Incorrect/incomplete references will be subject to a brief check to verify details. If the article still cannot be identified, the request will be referred back to the requesting library for further details. In this instance the service level time will recommence once the correct citation has been resubmitted.
- 2.6** Requests for material from old or damaged items may be refused for conservation reasons. This will be at the discretion of library staff.
- 2.7** Material delivered as a PDF will usually be scanned at a resolution of 300dpi in order to minimise the size of emails sent. This may be adjusted if necessary, at the discretion of library staff. No more than two PDFs will be attached to a single email message for delivery purposes.
- 2.8** While every attempt will be made to meet the service level specified, no responsibility will be accepted for difficulties beyond our control, as outlined in section 1.3. We cannot accept responsibility for any technical problems local to requesting libraries or individuals.
- 2.9** Any planned period of unavailability of the article supply service, the College website or the library's online catalogue (WebCat) will be stated on the library pages of the College website.
- 2.10** Material is provided on the understanding that institutional members have made appropriate arrangements with their own requestors to ensure copyright compliance, as outlined in section 1.1.
- 2.11** If you do not receive a response to your request (either the material to fulfil it or a reason for non-supply) within the time period specified, please contact us (by phone or e-mail) as soon as possible so that we can investigate. If such contact is not made until a date later than a month after the original request date, it will be considered to be a new request.

3 Ordering and payment

- 3.1** Requests should be made using the form available on the library pages of the College website, which should be emailed to **ill@rcseng.ac.uk**
- 3.2** Requesting libraries will be asked to provide contact details, full details of the content being requested, and their British Library account details.
- 3.4** Payment will be made by using the British Library credit transfer system to reclaim article costs from the requesting library. The College library will submit these claims on a monthly basis, subject to review.

Libraries using the service to order material will be deemed to have accepted this agreement.

September 2011