

The British Library

International Non-Commercial Document Supply (INCD) Service

FAQs

What is the INCD Service?

The INCD Service allows the British Library to supply licensed copies of individual articles from journals and individual chapters from books to end-users outside the United Kingdom for non-commercial or private study use. The delivery will be through a non-commercial library in the end-user's country which has been authorised by the British Library for this purpose. The INCD Service is backed up by licensed authorisation and permission from publishers.

Which libraries are authorised to order items for end-users?

A non-commercial library linked to an educational institution located in a country to which the British Library may supply copies and which has agreed to the INCD Service terms and conditions with the British Library. The INCD Service terms and conditions that all libraries must first sign with the British Library sets out the terms under which the library may order copies for its end-users and defines which persons qualify to be end-users.

If your library does not meet these requirements but it serves your country's central government and you need to obtain copies for non-commercial use, the British Library may nevertheless be able to assist you through the INCD Service. Your library may also continue to use the British Library Copyright Fee Paid Service. Please contact the British Library at the address given below.

How do I become an authorised library?

The British Library will contact all non-commercial libraries outside the United Kingdom which have used its Overseas Library Privilege Service with instructions on how to register for the INCD Service.

You can also find details of the service and terms and conditions at:

<http://www.bl.uk/reshelp/atyourdesk/docsupply/industryspecificinfo/publisher/index.html>

I have no existing relationship with the British Library - can I become an authorised library and use this service?

While the British Library will be contacting existing libraries it has worked with, any new library that fulfils the criteria outlined herein is also most welcome to apply to be an authorised library.

Who can qualify as an end-user and can use the service?

An individual student or lecturer at an educational institution served by an authorised library or a person affiliated to the institution in another manner, who will use the copy ordered for non-commercial research or private study.

What items can be supplied?

An article from a journal or a chapter from a book or another single item from other materials covered by a licence held by the British Library or made available to the British Library by a publisher.

The British Library will not use any legal deposit material as a source for this service.

There are limits on the number of copies to an individual authorised library which can be supplied under this service as it is subject to the British Library's agreement with publishers. These limits and other terms of use of the INCD Service are set out in detail in the INCD Service terms and conditions (<http://www.bl.uk/reshelp/atyourdesk/docsupply/industryspecificinfo/publisher/INCD/INCDT&Cs.pdf>).

How is a copy of an item ordered?

You can order a copy of an item using your current ordering system. Please select the service and delivery method you require.

How will copies of items be delivered?

Copies of items will be delivered to authorised libraries by mail or by the British Library's secure electronic delivery method. The end-user picks up a paper copy, unless the option of an electronic copy is available and has been selected.

What is the British Library's secure electronic delivery system?

The system provides a DRM (Digital Rights Management) protected electronic copy. A unique URL, which links to the electronic copy of the item, is sent to the requesting library. Where the option is available and selected, the link may be forwarded to the end-user. The item is available for download for 30 days from receipt of the link. The item is then available to print a single copy for a further 14 days. The item cannot be forwarded after it has been downloaded.

Is this different from the current Overseas Library Privilege Service?

Yes, the INCD Service will commence on 1st January 2012. The current British Library's Overseas Library Privilege Service will be withdrawn at the end of 2011.

What is the advantage of the INCD Service over the previous Overseas Library Privilege Service?

The INCD Service allows the British Library to supply licensed copies across international borders. It can provide paper and DRM protected electronic delivery of copies of items quickly in a legally authorised way.

When will the INCD Service begin?

The INCD Service will be phased in from 1st January 2012 when the current Overseas Library Privilege Service ceases.

Can users of the current Overseas Library Privilege Service use the INCD Service?

Yes, if the end-user is qualified to receive a copy and the requesting library is authorised to order a copy (see above for details).

If a library does not qualify for the INCD Service, can it still order an article?

Yes, it can register and order an article at the full commercial rate.

Does an end-user need to sign a declaration form?

Yes, there needs to be control over the order to confirm that the copy will be used only for the end-user's non-commercial research or private study. The end-user will need to sign a declaration form by the time he or she receives the article which has been ordered.

End-users will also have to verify their status to qualify them to order copies under the INCD Service once every year by signing an annual statement.

End-user statements need to be kept for 6 years plus the current year and must be made available for inspection to the British Library if required.

The British Library will supply you with both the annual statement and end-user statement for use with the INCD Service.

Will the British Library audit an authorised library?

Yes, as with the Overseas Library Privilege Service existing up to 2011, the British Library will audit authorised libraries for their compliance with the terms and conditions of their agreement with the Library.

What are the fees for the INCD Service?

The fees will be the standard British Library fee plus the appropriate publisher royalty fee. Details of the royalty fees can be found in the table below:

	Paper delivery to a library for analogue forwarding or pick-up in library in paper form	Electronic delivery for pick up in library in paper form	Electronic delivery for forwarding electronically by a librarian (optional)
Price for end user deliveries below the agreed cap	£4	£5	£1 or the publisher's set rate

Any order fulfilled using the 24 hours service will attract the full commercial fee.

Does the British Library still provide copies for commercial purposes?

Yes, the British Library Copyright Fee Paid Service will still be available to overseas users. The British Library is licensed to supply copies of in-copyright material for which a royalty fee is paid and collected by the British Library on behalf of the publisher.

If I do not register for this new service, what will happen?

From 1st January 2012 the current Overseas Library Privilege Service will cease to exist. For non-UK libraries to continue to order copies of items for private study or non-commercial research purposes, you will need to register and agree to the INCD terms and conditions.

Ordering INCD documents via OCLC

The INCD Service is not currently available on orders placed through OCLC as the OCLC ordering interface does not currently support requesting items for delivery by SED. Delivery of INCD documents is currently restricted to INCD customers. Eligible organisations however may register to use the service but will need to place orders direct with the British Library to access the service.

Does a publisher need to sign a contract with the British Library for the INCD Service if an agreement for commercial copying is already in place, or discussions are underway?

The INCD Service is specifically for the cross border copying and distribution of copies for private study or non-commercial purposes, mainly for users of university libraries in specific territories.

A contract for this service may be signed to complement an existing British Library agreement or as a stand-alone agreement in its own right.

I am a publisher and would like to sign a contract with the British Library for this service and/ or for a commercial rate document supply relationship. What should I do?

Please contact us at PublisherLicensing@bl.uk if it relates to a commercial relationship. If it relates to the INCD Service either contact us at the above email address or at the address below.

Where can I find further details of the INCD Service?

Further details can be found at:

<http://www.bl.uk/reshelp/atyourdesk/docsupply/help/customerupdates/index.html> or by contacting the Customer Services department at:

Document Supply Customer Services
The British Library
Boston Spa
Wetherby
West Yorkshire
LS23 7BQ
United Kingdom

Tel: +44 (0)1937 546060

E-mail: customer-services@bl.uk