

Ann Arbor District Library  
Photocopying and Fax Services and Fees Policy

Most photocopying of Library materials for a customer's use is to be done directly by the customer on copiers provided for that purpose at all Library Branches. When necessary, Library staff will assist customers in learning how to use copiers and to make photocopies. The Library does not provide fax machines for the personal use of the public. The Library will, however, receive faxed documents on a customer's behalf which are located through library research, with appropriate charges levied.

In addition, the Library will photocopy and mail, fax, or when appropriate, E-mail, materials to Library cardholders in reply to requests using the procedures and fees established by Library Administration. The purpose of this activity is to offer the results of quick, "ready-reference" service in a timely and convenient manner to Library customers. The Library is not able to conduct and offer the results of extensive research or fulfill homework assignments in this manner. The Library will not make a profit on articles copied and distributed to customers through this policy.

Out-of-district customers should be encouraged to consult their own local libraries for assistance with obtaining materials directly from them or through inter-library loan. The Library cannot provide general reference service to out-of-district customers unless they come to the Library in person. However, when an individual resides outside the service area and is unable to make copies himself/herself because of distance and has asked for information that in the judgement of the reference librarian is information that is unique to or primarily available solely from this Library, the Library will provide copied materials either by fax or by mail with appropriate fees which will include an hourly rate for staff time, to be set by Library Administration.

The Library will not receive E-mailed documents on behalf of customers. Customers who wish to receive a document by E-mail for downloading or printing at the Library will be instructed in the mechanics of establishing a personal E-mail account.

In all situations, adherence to the Library's Copyright Guidelines, 2.13 proc, will be required. All material photocopied or faxed by staff which is not self-evidently in the public domain must include a copyright warning notice specified by the Library. In addition, all required royalty fees will be collected from the customer and paid through the Copyright Clearance Center, Inc.

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