

Document Supply Service (DSS)

Policies and Procedures

The policy has been established by CITY College and reviewed by the ILC Committee.

Mission Statement

The mission of the CITY College Document Supply Service is to encourage the dissemination of knowledge through sharing resources at a local and international level, in order to provide users with the information they need for learning, teaching and research purposes. The Document Supply Service offers the possibility to distant students, researchers and academics, to obtain copies of material which is part of the ILC collections and resources, such as: articles, extracts of books, reports, conference proceedings, dissertations, etc

Service Priorities

- To assist CITY College academic staff to obtain any material for unit-related purposes.
- To assist CITY College students (including research and off-campus students) to obtain items they require (research/non-research).

General Policies and Procedures

- The ILC undertakes to process correctly request forms within 2 working days of receipt.
- Requests of the academic staff that are for unit-related purposes must be passed to the ILC at least three weeks ahead of the commencement of the academic semester to allow adequate time for the request to arrive.
- The users must first check the online catalogue to confirm that the item they require is available at the ILC and then contact the Library Services Desk.
- The users must give the fullest possible bibliographic details of requests when filling in the forms.
- Photocopies of material will be sent to requestor within 2 working days.
- Scanned items will be sent electronically within 3 working days to the requestors email address.
- Requests for Document Supplies will not be processed if users have overdue items or any outstanding fines.

Copyright Restrictions

Items requested through the Document Supply Service are subject to Copyright Regulations (Law 2121/93, Law 3049/2002 article 14 and Law 3057/2002 article 81) and all users of the specific service are expected to comply with Copyright policies. A copyright declaration form is signed for each item obtained stating that the material will be used "for personal study and research".

The ILC Committee will on a regular basis review the effectiveness of this Policy and Procedures and make every effort to ensure that library services are in compliance with the Greek Copyright Law.