

Cosumnes River College

Standard Operating Procedure

SOP Topic: Processing Duplicating Requests

Revised: 1/10/08

General Procedures

1. **Types of Services** – Basic, free services are provided to the campus for black and white copies of standard class materials such as course syllabus, exams and short handouts used to supplement instruction. Class materials that are a significant part of instruction and have a continuing value to the student such as copies of lecture notes or presentations, large supplemental handouts, workbooks, etc. must be compiled and sold through the bookstore. Charges will be assessed for color copies and other specialized services.
2. **Processing Requests** – Duplicating requests will be processed on a first-in-first-out basis. Generally, requests will be completed within 24 business hours; however, delays may occur due to employee absences, equipment problems or high demand (e.g., start of term and exam periods) so it is recommended that you allow at least 48 business hours to process regular duplicating requests and more for large or complex jobs.
3. **Proofreading** – Documents must be thoroughly proofread before submitting to duplicating. Reprints to correct an error in the original document must be authorized by the manager.
4. **Submitting Requests** – Requests are submitted by completing a Duplicating Request Form, available online at <http://www.crc.losrios.edu/pdf/DupForm2008.pdf> or in the duplicating office, and sending along with the document via e-mail (see #5 below), intercampus mail, or in person. Documents submitted without a Duplicating Request Form will be returned. For maximum print quality and efficiency of services, requests should be submitted via e-mail whenever possible. Over-the-counter requests will be processed while you wait when time permits (i.e., there is no significant delay of other requests).
5. **Sending Requests via e-mail** – Complete the online Duplicating Request Form, click on the appropriate submit button (see Exams below) in the top right corner of the form, insert the file of the document to be reproduced, and send the e-mail. If using the pre-set “Standard Options”: Back-to-Back, 8 1/2x11, White Bond, Collated & Stapled (if multiple pages) with inter-campus delivery, simply complete the header section of the form. If using all standard options except you want to hold for pickup, simply change to the second Standard Options on the form.

If you do not receive an e-mail confirmation of receipt within 24 hours, please contact Duplicating. Documents must be saved in a PC-compatible version of Microsoft Office 2002. Mac users must save documents with the 3-character filename extension (e.g., “.doc” for Word documents). Documents with custom fonts must be submitted via intercampus mail or in-person.

Exams

To ensure confidentiality, only regular, full-time staff will access, handle, process and shrink-wrap exams with all information concealed when requests are submitted using one of the following procedures:

1. Document and completed Duplicating Request Form are sent as e-mail attachments to a secure mailbox (“CRC Duplicating Exams only” or CRCDupExams@crc.losrios.edu).
2. Document and completed Duplicating Request Form are put in the “Exams Only” drop box at the Duplicating office. The secure e-mail address and “Exams Only” drop box will be checked daily by regular, full-time staff. To expedite e-mail requests, you should also send a separate e-mail, excluding attachments, to the “CRC Duplicating Service” e-mail address with “Exam sent” in the subject line.

Copyrighted Materials

Single copies of copyrighted materials for classroom use (e.g., transparencies) may be reproduced without manager authorization, provided they are limited in scope. Multiple copies of copyrighted materials will only be processed if authorized by the area manager (by signature on the Duplicating Request Form or sent via e-mail directly from the manager). The material must contain a notice of copyright. Refer to the attached “Duplicating Copyrighted Materials for Classroom Use” for a summary of guidelines on reproducing copyrighted materials for educational use.

Duplicating Copyrighted Materials for Classroom Use*

In general, materials protected by copyright may not be copied without permission. However, guidelines relating to classroom copying for educational use provides for the following allowances.

- Single copies may be made of the following for scholarly research or use in teaching or class preparation: a chapter from a book; an article from a periodical or newspaper; a short story, short essay or short poem; a chart, graph, diagram, drawing, cartoon or picture from a book, periodical, or newspaper.
- Multiple copies, not to exceed one copy per student in a course, may be made for classroom use or discussion if the following conditions are met: the copying meets the tests of brevity, spontaneity and cumulative effect as defined below and each copy includes a notice of copyright.
 - Brevity – a complete poem of less than 250 words and printed on less than two pages or an excerpt from a longer poem of not more than 250 words; either a complete article, story or essay of less than 2,500 words or an excerpt from any prose work of not more than 1,000 words or 10% of the work, whichever is less; one chart, graph, diagram, drawing, cartoon or picture per book or per periodical issue; special works which combine language with illustrations of less than 2,500 words.
 - Spontaneity – the copying is at the instance and inspiration of the individual teacher; and the inspiration and decision to use the work and the moment of its use for maximum teaching effectiveness are so close in time that it would be unreasonable to expect timely reply to a request for permission.
 - Cumulative effect – the copying is for only one course; not more than one short poem, article, story, essay or two excerpts may be copied from the same author, nor more than three from the same collective work or periodical volume during one class term; there shall not be more than nine instances of such multiple copying for one course during one class term.
- The following are specifically prohibited:
 - copying multiple sources to create or replace or substitute for anthologies, compilations or collective works;
 - copying works intended to be consumable such as workbooks, exercises, standardized tests and test booklets and answer sheets;
 - copying shall not: substitute for the purchase of books, publisher's reprints or periodicals; be directed by higher authority; or be repeated with respect to the same item by the same teacher from term to term;
 - charging students more than the actual cost of the photocopying.

* This material has been summarized from Questions and Answers on Copyright for the Campus Community, Appendix A, Copyright ©2002, Association of American Publishers, National Association of College Stores, and the Software & Information Industry Association.