

Changes to the Digital Copies for Teaching Service Response to the Copyright Licensing Agency Audit in March 2013

Copyright Licensing Agency Audit

On March 19th 2013, Royal Holloway was subject to an audit by the Copyright Licensing Agency (CLA). The College purchases the CLA's Higher Education Comprehensive Licence annually. This allows us to make copies or distribute extracts of articles or cuttings from print or digital magazines, books, journals, online publications or websites without specific permissions from the copyright owners, and the [Digital Copies for Teaching Service](#) is run according to the [CLA's guidelines](#).

The CLA carries out random audits each year, of which this was one. The audit primarily covered the provision of Digital Copies on 8 teaching courses in the 2011-2012 academic year, selected at random by the auditor. Copies on these courses were checked by the Digital Copies team and communication made with the course convenors. The auditor also looked into CLA licence compliance within the Library, and across the College, aiming to identify areas of good practice and areas of improvement.

Copyright Licensing Agency Audit Report

The final report was received on 15th April and overall our compliance with the CLA licence was found to be Satisfactory.

Overall Assessment

Overall compliance with Higher Education Licence	Satisfactory
Number of action points to improve areas of weakness identified	
Adequacy of documentation of internal policies and procedures	Satisfactory
More proactive checking of scanned items annually needed	
Copyright notice to be updated in line with Schedule 3 of the Licence	
Understanding of copyright and the Higher Education CLA Licence	Good
Need better compliance checks for international territories	
Records check	Satisfactory
No copyright notices on items viewed at random	
Virtual Learning Environment and access to the course collection	Excellent

Copyright Licensing Agency, 2013.

The following areas were highlighted by the auditor:

Good Practice

1. CLA one page notices next to photocopiers and scanners
2. Ebooks promoted and new editions used where possible
3. Central service in place to monitor and educate about copyright and the CLA Licence

Actions

1. Appropriate Copyright Notices need to be put on documents scanned under the CLA Licence: refer to Schedule 3 of the CLA Higher Education Comprehensive Licence.
2. Incorporate international territory checks into compliance checking process.

3. Weeding and housekeeping procedure needs to be more proactive re-checking of previously used content occurring on at least an annual basis.

Copyright Licensing Agency, 2013

The Library has agreed to follow-up on these recommendations with the CLA in September 2013.

Changes to the Digital Copies Service

As a result of this audit, and in line with the auditor's recommendations, the Library's Digital Copies Team will be carrying out the following activities:

Addition of coversheets to Digital Copies files

Work has already begun on 2011-12 Digital Copies, and will continue until August 2013, to contact all course convenors who have requested Digital Copies to identify Copies to be used in the 2013/14 academic year. The Digital Copies Team will re-issue past Digital Copies with a new Royal Holloway coversheet. This coversheet contains copyright information and bibliographic details of the item requested.

Any requests made from June 2013 onwards will include a Royal Holloway coversheet.

Improvement to compliance checking

The Digital Copies Team already checks copyright compliance of each request using the CLA's Title Search function. Following advice from the auditor on checking internationally-published items, compliance checking in future will be more rigorous. This should have limited effect on the requests process, and the Digital Copies Team will continue to refer to the Library's Information Consultants regarding issues of provision in any subject area.

Annual Review of Digital Copies

The Library has introduced a Digital Copies Annual Review policy to ensure that the CLA's housekeeping guidelines are met in coming academic years. This was agreed at the Library User's Advisory Group in May.

Each year, between April and June, every Digital Copy made available during the current academic year will be compliance-checked again using the CLA's Title Search tool. Course convenors who have requested Digital Copies in the current academic year will be contacted to identify Copies to be used in the next academic year, and advised of any issues with CLA compliance. This information will then be used to provide accurate reports to the CLA each June. Further information, including a timeline of work, can be found [here](#).

A retrospective review has already taken place of the 2011-12 Copies, and work will continue over July and August 2013 to check every 2012-13 Digital Copy and contact academic teaching staff.

Final notes

The Digital Copies Team would like to thank the academic staff who were contacted as part of the CLA audit, and all those users of the Digital Copies for Teaching Service who without fail have replied so promptly to our audit of copies this year. In addition, many thanks to the Library and College staff who helped to prepare for the CLA audit this year. If you would like any further information on the Digital Copies Service or the CLA audit, please contact digitalcopies@rhul.ac.uk