

Guidance on Digital/Scanning Photocopying Service



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The Caird Library provides a digital scanning/photocopying service for readers to order digital images of collection items, or prints from those digital images, for the purposes of non-commercial research and private study. For further information on copying from the Archive & Library collections, see <http://www.rmg.co.uk/researchers/library/copying-from-the-archive-and-library-collections>.

For charges, please see

http://www.rmg.co.uk/upload/pdf/Archive_and_Library_copying_charges_June_2011.pdf

Guidance on how to place an order for a copy of an item in the Archive & Library collections is given below. To order copies of items from the prints & drawings collection, and charts & maps collection, please contact the Picture Library at

http://images.rmg.co.uk/?service=page&action=show_home_page

Readers may order up to 100 digital images from the Archive & Library collections per calendar month. For orders between 1 and 75 scans, these can be dispatched as either digital images on a CD, electronic downloads or as print outs of the digital images on paper. For orders of 76–100 scans, we can only supply digital images on CD or electronic downloads.

We cannot unfortunately accept orders for over 100 scans.

To order digital images you need to create an [Aeon account](#), then find the item you wish to order a copy of from the archive or library online catalogues and click on 'Request this record or 'Order' button.'

Currently electronic payment cannot be accepted, due to a technical problem.

We apologise for this delay, which we are working to resolve as soon as possible.

But we are able to accept payment by non-electronic methods. For security reasons, debit and credit card details cannot be accepted by email.

Please use our form for remote reprographics payments to give us your payment details, which is at:

http://www.rmg.co.uk/upload/pdf/draft_temporary_form_for_remote_reprographics_payments.pdf

Please send your completed remote reprographics payments form to us by fax on +44 (0)20 8312 6599 or by post to the address below:

Caird Library

Royal Museums Greenwich

Greenwich, London SE10 9NF, England

Tel: +44 (0)20 8312 6516 Fax: +44 (0)20 8312 6599

Your order will be dispatched within 10 working days of us receiving your payment. Large scanning orders may require more than 10 working days to process and we will notify you if this is the case. We regret that we cannot provide this as an on demand, day of visit service for readers in the Caird Library.

To order a digital scan or photocopies of Archive & Library items:

- To make a digital scan or photocopy order, you will initially need to create a reader account on our online ordering system Aeon, at rmg.co.uk/aeon.
- Find the item you wish to order a copy of from the archive or library online catalogues and click the 'Request this record' or 'Order' button.
- This takes you to your Aeon user account into which you will need to log in.
- The details of the item you wish to obtain copies of will appear under 'New Manuscript/Archives request' or 'Library request'.
- Scroll down, and under 'Schedule retrieval, keep for my review or Digital scan/Photocopy order' click on 'Digital scan/photocopy order'.
- An additional form appears titled 'Please enter order details'.
- Please read the Copyright Declaration.
- Please enter the exact details of which pages you wish to have copied e.g. pages to be scanned; number of scans/page count; format you require; delivery preference – these are required fields. Please also add any additional information in the notes field to help us identify the specific item(s) you are requesting eg. if you have flagged the pages in the item by placing acid free strips of paper in the relevant pages.
- If you don't know how many pages your order is, don't worry, simply state this on the online order form. We are here to help.
- Submit the order by clicking the 'Submit Request' button. **Please note that by clicking the 'Submit Request' button you are accepting the terms of our Copyright Declaration.**
- You will receive an email from Aeon to say that your request has been received.

'Thank you for your order for digital scanning/photocopying. We will confirm the cost of this order and provide a quote within 10 days based on the actual number of pages/scans and method of delivery (as we may have to retrieve items held offsite and count the number of pages);

Once you have confirmed the order and your payment has been received, we will deliver the copies to you within 5 working days.'

Please note that copying items that are stored offsite will take longer to process, as the items must be retrieved from offsite store before they can be scanned

- Once you have registered in Aeon and made your digital scanning order electronically, cash payments may be taken in the reading room during opening hours.
- Once we have confirmed that payment has been made, we will make the scans.
- Once the scans are made, you will see it appear in the Delivered Items table in your Aeon online account.
- You will receive an email to confirm completion of the order and that order has been sent in the post or that the scans are ready to be downloaded. We use some software called Big File Box to supply the electronic copy of the scan to you. The email that you will receive contains a token that is required for you to access the images. Please note that you have 30 days to access the downloadable scans, after which time the images will be discarded.
- Please note that some items cannot be ordered via the archive or library online catalogues, such as master's certificates or crew lists. If your order is such an item, please register on Aeon, then email aeon@rmg.co.uk, where your order will be processed by Archive and Library staff.