Copying services for remote users

1. Specifying the portion to be copied
   (1) Enter the pages, volume, date of publication and other information necessary to specify the portion to be copied as well as the purpose of photoduplication on the NDL Online application (or write on the postal request form).
   (2) Remote copy service is not provided unless the portion to be copied is clearly stated on the NDL Online order information or the postal request form.

2. Limitation of the number of requests, etc.
   (1) Requests up to the following numbers are accepted for each client. (One article of a magazine or one portion of a book is counted as one request.)
   - Requests via the NDL Online: 30 requests
   - Requests via postal mail: 20 requests

   (2) Further requests can be made within the same limits after you receive the previously requested copies.
   (3) Any issue of a serial publication can be copied, provided that a significant period of time has passed since publication of the last issue.

3. Altering and canceling a request
   Once a request has been made, no alteration is accepted. To alter a request, users must make a new request after canceling the former one. A request can only be cancelled while its status is shown as "Specifying the portion to be copied" or "Holding".

4. Restriction of the methods of copying
   (1) In some cases we cannot meet your request because it contravenes the Copyright Law (Law no. 48 of 1970) or other rules and regulations.
   (2) For preservation and other reasons, some materials may be copied only by a specific method or by a specific service menu.
   (3) The size of copying paper is selected by us. Users can choose one when we offer alternatives. In principle, each material is copied using the same paper size.
   (4) No enlargement or reduction (including layout) will be made except for the materials we designate.
   (5) Copying with masking is not available.
   (6) Duplex printing is not available.

5. Choosing materials in terms of location
   If you submit a request for copying a material held in the Kansai-kan as well as in the Tokyo Main Library or the International Library of Children's Literature, we will use the material held in the Kansai-kan for copying whenever possible. Because of this, the facility you specified in your request could be changed to another one later.

6. Color copies, etc.
   Color copies and density adjustments for photographs are available only upon request. Unless any specific request is made, copies are made in black and white with given density.

7. Quality of the copy
   Copies of perfect quality cannot always be provided. This is because we pay consideration to the condition of materials, and we have to respond to many requests quickly. The National Diet Library is not responsible for unavoidable imperfections such as:
   - Defects caused by narrow inside margins of materials.
   - Black margins on photocopied sheets.
   - Unevenness in the margins on photocopied sheets (top-bottom and/or right-left).
   - The reflections of bookmarks on the margins which do not affect the readability of the copies.
   - Uneven density caused by the paper quality of the original.
   - Fuzziness of letters and pictures attributable to the condition of materials or digitized images.

8. Delivery of the copies
   (1) Copies are sent by courier or postal mail, whichever we choose.
   (2) Copies are sent from the facility holding the materials to be copied by Shipment ID given at the time the request is submitted. We cannot send copies with different Shipment IDs together in a single package. Shipment ID can be reviewed on the request status screen of the NDL Online.
   (3) Dates of shipment or delivery cannot be designated.
   (4) Please check the copies when you receive them and contact us immediately if there is any problem.

9. Payment
   Copying fee must be remitted to a bank or a convenience store by the designated date. Transfer fee must be paid by the user.