

You may find this section "stranger than fiction," but it will help you understand that a "rush" is really a tall order!

1. We check your forms to make sure that we have all the information we need. Publishers need to know exactly what document we want to duplicate so that they can determine who owns the copyright. They also need to know exactly how many pages will be duplicated and how many copies will be made of each page.
2. We must make a request via e-mail or faxed letter for each item on your list (lists have ranged from 1 item to over 250). Requests are made over the Internet to the Copyright Clearance Center (CCC) and to certain publishers (e.g., Houghton Mifflin). For many authors and publishers, though, we must fax or mail a letter and hope to receive a response in a timely manner. The response we receive may be problematic:
  - refusal to allow copying.
  - notification that the copyright has reverted to the author, with or without information about how to contact the author; when it is "without," we must begin a search for that author or his/her heirs to receive permission.
  - notification that we have contacted the wrong division of that publisher, for example, Addison-Wesley in Massachusetts rather than Addison-Wesley's College Division in Glenview, IL. It is our responsibility to re-contact the company at the correct location.
  - notification that the copyright now belongs to another publisher.
  - requests for further information about a reading.
  - no news at all, necessitating second and third requests.
3. For most journals requested through CCC, permission is immediate. Book chapters usually take longer, but CCC is usually very fast for all material. Publishers vary greatly, as the chart in the next section indicates. Royalty demands are often dependent on the length of the reading and the number of copies requested.
4. When responses are received, we must record their date and the royalty rate on the request sheets.
5. When all responses have been received, we hope that time will permit a review of the results by the faculty member. The professor will have an opportunity to adjust the reading list at that time if he/she feels any royalty costs are outrageous.
6. When the start of the new semester is approaching, we may ask the professor to allow us to split the course packet into parts (installments), so that those readings that are ready to go may be made available to the students right away.
7. Readings that are problematic are held until the problems are resolved and then issued as the packet's Part 2 and, if necessary, Part 3
8. Most publishers require that a permission statement be printed on the first page of each article. We prepare labels with this information and stick them on each article.

9. All readings are checked for missing pages and for readability.
10. The Duplicating staff copies the work and packages it according to the professor's directions. Course packs that are charged to a department budget and handed out to students in class are usually delivered to the department. The rest are picked up and paid for by the students in the Duplicating Center. Arrangements can be made for us to mail packets (at the student's expense). Students complete a form at the time of pick-up so that we can obtain an accurate count of the copies bought for determining royalties.
11. We arrange for payment of the required royalties, either to the publisher directly or through the Copyright Clearance Center. Sometimes the royalty fee must be renegotiated if we did not sell as many copies as were initially requested. Checks to cover the royalty fees are then processed and sent out by Accounts Payable.

These are the bare bones of the copyright process. Some of the stages might loop around several times before we get the proper responses--it's sort of like playing the old board game of Chutes and Ladders.