



## ACE Frequently Asked Questions

### Eligibility and Access

#### **Who is eligible to use ACE?**

Library users with a documented print disability are eligible to use ACE. A print disability is defined as any disability that prevents a person from reading a book, including disabilities such as severe vision loss, learning disability, or the inability to hold a book.

Ultimately it is up to the individual college to determine who they will allow to access ACE. Colleges can offer access to eligible students, faculty, and staff at their institution. We advise you to make use of the self-declaration form available in the ACE section of the OCLS website to keep track of those to whom you have provided access as well as to ensure compliance with copyright.

#### **Do students need to be registered with disability services to use ACE?**

While the ACE terms of service as stated on the ACE login page indicate that students must be registered with disability services, it is up to the individual colleges to determine their own policies. So it is up to you to determine what level of proof you will require from your users to satisfy your legal requirements – whether that is to require them to register with disability services, require them to complete the self-declaration form, or internal practice.

#### **What books can users access?**

Eligible users will be able to view the titles of all books available in the ACE collection. However, users will only be able to download files for books that are available in print at their college library.

#### **Can I submit a textbook for digitization?**

Textbooks may be submitted to the ACE repository but will be deposited in a separate collection accessible only to college library staff through an ACE admin token. Once the item has been added to the admin collection, library staff can share the accessible copy with the user who requested the item.

#### **There is an item in our collection that is in ACE but that we cannot access.**

This could be due to a number of reasons related to the automated process used by the ACE service. If this situation arises, fill out an ACE Digitization Request Form and select “This item is already in ACE.” Do not fill out a Bookmark Slip or send your book to Internet Archive. ACE will investigate your request and reply.

Follow the same procedure if your library purchases a print copy of an item already available in ACE.

#### **Do ACE or OCLS need to know the names of Users or Admin who have been assigned tokens?**

No. Neither ACE nor OCLS need to know the names of Users or Admin who have been assigned tokens. The distribution and tracking of these tokens is entirely up to the colleges.

### **Do ACE tokens expire?**

Currently, tokens do not expire. College library staff should track the expected graduation dates of their ACE users and request that OCLS arrange for the deactivation of user tokens as necessary.

### **If a book is tightly bound and does not lie flat, but passes the pencil test when held open, is it scannable?**

Yes, as long as it passes the pencil test this is fine. The machine can hold the book open.

## **Digitization Requests and Shipping**

### **Can I follow the digitization instructions on Scholar's Portal Guide?**

No – the instructions on the Scholars Portal website are specific to the universities. Colleges have a separate agreement with OCUL and Internet Archive and we follow a different process than the universities. Please follow the instructions on the [ACE section of the OCLS website](#), outlined in the Digitization Checklists.

The Scholar's Portal Guide can be used to provide general information on ACE, including information about the ACE collection, accessible formats, and support.

### **Why do I need to provide a searchcollect.ca link on the digitization request form? Can I use a link from our local catalogue?**

This is at the request of ACE and the Internet Archive (IA). The link you provide on the ACE digitization request form is not only to identify the book. Providing a searchcollect.ca or bibc.ocls.ca link allows OCLS to easily locate the item if necessary, and it provides important information to Internet Archive that may not be contained in your local catalogue record.

### **How do I create a Permalink?**

In Collect, the permalink is the URL from the address bar. You'll need to copy the entire URL.

In Colleges Union Catalogue, this method will not work. To get the permalink for a record, click Permalink. A Permalink window will appear. Highlight the entire link from the Permalink field and copy it.

If you are including a permalink from your college's OPAC, you will need to test your link to ensure that it works. If it doesn't, please locate your item in [www.searchcollect.ca](http://www.searchcollect.ca) and include this permalink on your request form.

Please test your permalinks when you are adding them to the digitization request form. If the link does not take you to the item record, it is not a permalink!

### **What are Requesting Colleges and Book Contributors?**

The requesting college is the college that is submitting an ACE digitization request.

The book contributor is the college that ships their book to Internet Archive to fulfill a digitization request. If your college is submitting a digitization request, sourced a scannable copy in your collection, and sent this book to Internet Archive,

you are **both** the requesting college and the book contributor. If your college has been asked by OCLS or another library to provide a scannable copy of a book in response to another college's ACE digitization request, you are the book contributor.

It is important that this is marked clearly on the Bookmark Slip so that Internet Archive knows where to return the book.

### **Why do I need to provide my courier information on the bookmark slip?**

Providing your courier information allows Internet Archive to easily arrange return shipment on your book.

### **Can we ship our books through Canada Post?**

**No.** You must use a courier to ship your books to Internet Archive, and you must arrange return shipping through your courier and include a prepaid, return waybill with your package. It is challenging for Internet Archive and outside of their normal workflow to have to return items through Canada Post.

### **Which courier does OCLS use?**

OCLS will be using Purolator to arrange book shipments from third party colleges in the event that a college does not have a scannable copy for a book that has been requested.

### **Our college uses a different courier. Can we use our courier to send books to Internet Archive?**

Yes – you can use any courier you like to ship your books to Internet Archive (**but NOT Canada Post**), as long as you include a return, pre-paid waybill from your courier. However, if you are submitting a book to Internet Archive on behalf of another college, OCLS will arrange shipping for you through Purolator so that the requesting college library pays for shipping.

### **Should we ship multiple items together or separately?**

Multiple items should be shipped together in one box. Shipping items separately will not result in them being returned earlier. The turnaround time once books have arrived at Internet Archive is only 1-2 business days, and items packaged together are scanned in succession and returned together. If you are concerned about the weight of your packages, you may be able to check the weight of your books on [www.amazon.com](http://www.amazon.com). Most standard sized books weigh roughly half a pound.

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## **ACE Contacts**

If you have questions about the ACE digitization request process, please contact:

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