

Eidgenössische Technische Hochschule Zürich Swiss Federal Institute of Technology Zurich ETH Library Document Delivery

ETH Zurich Rämistrasse 101 8092 Zurich

+41 44 632 21 52 +41 44 632 10 87 ilvspec@library.ethz.ch www.library.ethz.ch

Document delivery at the ETH Library for members of the ETH Alumni Association

Conditions for ordering and delivery of copies and documents

The ETH Library only processes orders submitted by private individuals via the order form on the <u>MyAlumni</u> <u>platform</u>. Please provide details as accurate as possible for the articles and books you require. This enables us to process your order efficiently.

Orders for companies must be submitted via interlibrary loans.

Scope of delivery

- For copyright reasons, it is not possible to copy entire documents (a maximum of three copy jobs per book/documents are delivered). A maximum of 100 pages and no more than one third of an entire volume may be copied.
- Only one document/article per order is processed. Orders with several articles, chapters or orders of whole documents are cancelled.
- Copyright laws also prevent us from supplying articles or documents that are available in electronic form only.

Dispatch

- The ETH Library sends copies in PDF format whenever possible.
- Digital copies are delivered exclusively to alumni email addresses.
- Sending documents online to Germany in not permitted. Instead, copies will be sent by fax or by post.
- If copies are ordered via interlibrary loan and may not be delivered online, they are sent by fax or by post to Switzerland, Liechtenstein and Austria.
- Orders placed via interlibrary loan may take up to six weeks to deliver. Documents that are on loan or difficult to procure may take longer.

Legal framework

This service can only be provided for users with a private address in Switzerland, Liechtenstein, Austria or Germany.

Copies produced by the ETH Library are delivered for personal use in accordance with the <u>Swiss Federal Act</u> <u>on Copyright and Related Rights</u>, <u>Art. 19</u>. The commercial distribution of documents is not permitted.

Entire documents for loan are only sent within Switzerland and only by post. The <u>Conditions of Use of the ETH</u> <u>Library</u> apply.

Contact

For loan extensions, delivery errors or any complaints/problems, please send an email to <u>ilvspec@library.ethz.ch</u>, indicating the order number and the title of the document. Please do not hesitate to contact us if you have any questions.