

# Request a Copy

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## Introduction

The request a copy functionality was added to DSpace as a measure to facilitate access in those cases when uploaded content can not be openly shared with the entire world immediately after submission into DSpace. It gives users an efficient way to request access to the original submitter of the item, who can approve this access with the click of a button. This practice complies with most applicable policies as the submitter interacts directly with the requester on a case by case basis.

## Requesting a copy using the XML User Interface

Users can request a copy by clicking the file thumbnail or the blue lock symbol displayed on files that are restricted to them.

**Test item with closed access document**  
Doe, John

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**URI:** <http://hdl.handle.net/123456789/10726>  
**Date:** 2013


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**Abstract:**  
This is a great piece of research. For publisher policy reasons, the associated file can currently not be openly shared with the world. However, the author is able to send you an individual copy as long as you ask nicely.  
[Show full item record](#)


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**Files in this item**

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**Name:** Precious-Research ...  
**Size:** 8.849Kb  
**Format:** PDF  
**Description:** Accepted version ...





The request form asks the user for his or her name, email address and message where the reason for requesting access can be entered.

**Request a copy of the document**  
Enter the following information to request a copy of the document from the responsible person  
Test item with closed access document

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**Name:**  

---

**Your e-mail address:**  
This email address is used for sending the document.  

---

**Files:**  
☒ All files (of this document) in restricted access. ☐ Only The requested file.

---

**Message:**  

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**Request copy**

After clicking request copy at the bottom of this form, the original submitter of the item will receive an email containing the details of the request. The email also contains a link with a token that brings the original submitter to a page where he or she can either grant or reject access. If the original submitter can not evaluate the request, he or she can forward this email to the right person, who can use the link containing the token without having to log into DSpace.

### Document copy request

IF YOU ARE THE AUTHOR (OR AN AUTHOR) OF DOCUMENT "Test item with closed access document" use the buttons to answer the user's request.

This repository will propose an appropriate model reply, which you may edit.

Send copy

Don't send copy

Each of these buttons registers the choice of the submitter, displaying the following form in which an additional reason for granting or rejecting the access can be added.

### Document copy request

This is the text to be sent to the applicant (together with the document).

Subject:

Request copy of document

Message:

Dear Jane Doe,  
In response to your request I have the pleasure to send you in attachment a copy of the file(s) concerning the document: "Test item with closed access document" (<http://hdl.handle.net/123456789/10726>), of which I am author (or co-author).

Best regards,  
John Doe

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Send

After hitting send, the contents of this form will be sent together with the associated files to the email address of the requester. In case the access is rejected, only the reason will be sent to the requester.

After responding positively to a request for copy, the person who approved is presented with an optional form to ask the repository administrator to alter the access rights of the item, allowing unrestricted open access to everyone.

### Change permissions request

You may use this occasion to reconsider the access restrictions on the document (to avoid having to respond to these requests), if there is no reason to keep it restricted. To do so, after inserting your name and e-mail (for authentication), click the button "Change to Open Access".

Name:

E-mail:

Change to open access

## Requesting a copy using the JSP User Interface

Users can request a copy by clicking the green "Request a Copy" button for files that are restricted to them.

Title:	Test item with closed access document
Authors:	Doe, John
Keywords:	Science Life saving knowledge Funded by taxpayer money
Issue Date:	2013
Publisher:	Not-so-green Publishing Company
Abstract:	This is a great piece of research. For publisher policy reasons, the associated file can currently not be openly shared with the world. However, the author is able to send you an individual copy as long as you ask nicely.
URI:	<a href="http://hdl.handle.net/123456789/10726">http://hdl.handle.net/123456789/10726</a>
Appears in Collections:	Request a Copy Documentation

File	Description	Size	Format	
Precious-Research-Article.pdf	Accepted version of my precious scientific manuscript	8.85 KB	Adobe PDF	<a href="#">View/Open</a> <a href="#">Request a copy</a>

The request form asks the user for his or her name, email address and message where the reason for requesting access can be entered.

### Request a document copy: Test item with closed access document

**Requester name:**

**Requester e-mail:**

**Files:**

☒ all files (of this document) in restricted access

☐ the file(s) you requested

**Message:**

After clicking request copy at the bottom of this form, the original submitter of the item will receive an email containing the details of the request. The email also contains a link with a token that brings the original submitter to a page where he or she can either grant or reject access. If the original submitter can not evaluate the request, he or she can forward this email to the right person, who can use the link containing the token without having to log into DSpace.

After approving or rejecting the request for a copy, the contents of the form will be sent together with the associated files to the email address of the requester. In case the access is rejected, only the reason will be sent to the requester.

## (Optional) Requesting a copy with Help Desk workflow

(Optional) Request Item with HelpDesk intermediary, is steered towards having your Repository Support staff act as a helpdesk that receives all incoming RequestItem requests, and then processes them. This adds the options of "Initial Reply to Requestor" to let the requestor know that their request is being worked on, and an option "Author Permission Request" which allows the helpdesk to email the author of the document, as not all documents are deposited by the author, or the author will need to be tracked down by a support staff, as DSpace might not have their current email address.

### Document copy request

IF YOU ARE THE AUTHOR (OR AN AUTHOR) OF DOCUMENT "Test item with closed access document" use the buttons to answer the user's request.

This repository will propose an appropriate model reply, which you may edit.

## Document copy request

Initial communication with the requester, to let them know their request is being processed.

**To:**

jane@dspace.org

**Subject:**

Request copy of document

**Message:**

Dear Jane Doe,

Thanks for your interest! Since the author owns the copyright for this work, I will contact the author and ask permission to send you a copy. I'll let you know as soon as I hear from the author.

Thanks!

Help Desk <dspace-help@myu.edu>

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**Send**

Author permission request, includes information about the original request (requester name, requester email, requester's reason for requesting). The author /submitter's name and email address will be pre-populated in the form from the submitter, but the email address and author name are editable, as the submitter's of content to DSpace aren't always the author.

## Document copy request

This is the text to be sent to the applicant (together with the document).

To:

peter@longsight.com

Subject:

Request copy of document

Message:

Dear ,

DSpace has an archived digitized copy of your work, "Test item with closed access document". The digital version is here:

<http://hdl.handle.net/123456789/1999>

It is not accessible to the public. We have received a request for access to work from someone who does not have access to it. Since you own the copyright to your work, we need your permission to grant the requester access. If you grant access, I will email the requester a digital copy.

Please let me know whether you approve or deny this request.

Requested by: Jane Doe <jane@dspace.org>

Message: I would like access to this document as I am doing research in this field at DSpace University.

Thank you!

Help Desk <dspace-help@myu.edu>

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## Email templates

Most of the email templates used by Request a Copy are treated just like other email templates in DSpace. The templates can be found in the /config /emails directory and can be altered just by changing the contents and restarting tomcat.

<b>request_item. admin</b>	template for the message that will be sent to the administrator of the repository, after the original submitter requests to have the permissions changed for this item.
<b>request_item. author</b>	template for the message that will be sent to the original submitter of an item with the request for copy.

The templates for emails that the requester receives, that could have been customized by the approver in the aforementioned dialog are not managed as separate email template files. These defaults are stored in the Messages.properties file under the keys

<b>itemRequest.response.body.approve</b>	Default message for informing the requester of the approval
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<code>itemRequest.response.body.reject</code>	Default message for informing the requester of the rejection
<code>itemRequest.response.body.contactAuthor</code>	Default message for the helpdesk to contact the author
<code>itemRequest.response.body.contactRequester</code>	Default message for the helpdesk to contact the requester

## Configuration parameters

Request a copy is enabled in DSpace by default. Only two configuration parameters in `dspace.cfg` relate to Request a Copy:

Property:	<code>request.item.type</code>
Example Value	<code>request.item.type = all</code>
Informational Note	This parameter manages who can file a request for an item. The parameter is optional. When it is empty or commented out, request a copy is disabled across the entire repository. When set to <b>all</b> , any user can file a request for a copy. When set to <b>logged</b> , only registered users can file a request for copy.
Property:	<code>mail.helpdesk</code>
Example Value	<code>mail.helpdesk = foo@bar.com</code>
Informational Note	<p>In JSPUI, the email address assigned to this parameter will receive the emails both for granting or rejecting request a copy requests, as well as requests to change item policies. In XMLUI, the parameter will also receive these requests to change item policies. However, the actual requests for copy in XMLUI will initially be directed at the email address of the original submitter. When this email address can not be retrieved, the address in <code>mail.helpdesk</code> will be used as a fallback.</p> <p>This parameter is optional. If it is empty or commented out, it will default to <code>mail.admin</code>.</p> <p><b>WARNING:</b> This setting is only utilized if the <code>RequestItemHelpdeskStrategy</code> bean is enabled in <code>[dspace]/config/spring/api/requestitem.xml</code> (see below)</p>
Property:	<code>request.item.helpdesk.override</code>
Example Value	<code>request.item.helpdesk.override = true</code>
Informational Note	<p>Should all Request Copy emails go to the <code>mail.helpdesk</code> instead of the item submitter? Default is <code>false</code>, which sends Item Requests to the item submitter.</p> <p><b>WARNING:</b> This setting is only utilized if the <code>RequestItemHelpdeskStrategy</code> bean is enabled in <code>[dspace]/config/spring/api/requestitem.xml</code> (see below)</p>

## Selecting Request a Copy strategy via Spring Configuration

The process that DSpace uses to determine who is the recipient of the Item Request is configurable in this Spring file: `[dspace]/config/spring/api/requestitem.xml`

### Configure who gets request via a metadata field

By default the `RequestItemMetadataStrategy` is enabled, but falls back to the Item Submitter's person's name and email. You can configure the `RequestItemMetadataStrategy` to load the author's name and email address if you set that information into an item metadata field. For example:

```

<bean class="org.dspace.app.requestitem.RequestItemMetadataStrategy"
  id="org.dspace.app.requestitem.RequestItemAuthorExtractor">
  <!--
  Uncomment these properties if you want lookup in metadata the email and the name of the author to contact for
  request copy.
  If you don't configure that or if the requested item doesn't have these metadata the submitter data are used
  as fail over

  <property name="emailMetadata" value="schema.element.qualifier" />
  <property name="fullNameMatadata" value="schema.element.qualifier" />

  -->
</bean>

```

Configure this as follows:

1. Create a metadata field which you'd like to use to store this email address (and optionally a second metadata field for the full name).
  - a. Hint: You may wish to add this metadata field to your "metadata.hide.\*" settings in local.cfg in order to ensure this metadata field is hidden from normal users & is only visible to Administrative users. That way this email address will NOT appear in Item display pages (except to Administrators)
2. Uncomment the "emailMetadata" setting above, and configure it's "value" to use the new metadata field.
3. Edit the Item(s) which you wish to use this field. Add the new metadata field to those items, given it a value of the email address which will *receive* the request for copy. By default, if an Item does NOT have this metadata field, the request for copy will still go to the Item's submitter.

## Configure all requests to go to a helpdesk email

Another common request strategy is the use a single Helpdesk email address to receive all of these requests (see corresponding helpdesk configs in dspace.cfg above). If you wish to use the Helpdesk Strategy, you must first comment out the default RequestItemMetadataStrategy, bean and uncomment this bean:

```

<!-- HelpDesk to instead get RequestItem emails-->
<bean class="org.dspace.app.requestitem.RequestItemHelpdeskStrategy"
  id="org.dspace.app.requestitem.RequestItemAuthorExtractor"></bean>

```