



CATIE Ordering Centre: Distribution and Collection Policies

Overview:

CATIE is Canada's source for HIV and hepatitis information, and so much more. CATIE is funded by the Public Health Agency of Canada and the Ontario Ministry of Health to make available educational print resources relating to HIV and viral hepatitis, free-of-charge, to front-line organizations and individuals across Canada.

COLLECTION DEVELOPMENT POLICIES

In partnership with front-line organizations, CATIE assesses, develops and updates our collection of print resources which synthesize and translate HIV, viral hepatitis and related knowledge into different community contexts to ensure that we are delivering current, accurate and culturally and linguistically appropriate information.

1.1 Ordering Centre Collection

- a. In addition to print resources submitted to CATIE, the Ordering Centre collection will offer relevant print resources developed by other (third-party) front-line organizations.

1.2 Criteria for acceptance of print resources for national distribution

- a. In keeping with its mandate, CATIE only accepts print and some multimedia resources for distribution:
 - that are Canadian and that fill a particular information need;
 - if there are no other resource available in distribution from CATIE on that topic area;
 - if no commercial company, product or service is endorsed, promoted or recommended.
- b. The resources are subject to review by CATIE for acceptance into the collection. Acceptance criteria include:
 - year of publication (not more than 3 years old);
 - content currency and accuracy and overall quality of product;
 - demonstrated demand for subject area;
 - national applicability;
 - quantity available for distribution (minimum 200 copies of programming tools, minimum of 2,500 copies of client resources for broader distribution);
 - relevance to specific populations;
 - CATIE's financial and human resource limitations;
 - warehouse space limitations.
- c. CATIE ensures that all resources available through the Ordering Centre are current, relevant and accurate resources relating to HIV and viral hepatitis prevention, testing, care, treatment and support. Other resources that address issues such as legal and ethical concerns, epidemiology, surveillance, etc. are included based on a demonstrated demand and/or need for such information.

DISTRIBUTION POLICIES

2.1 Maximum Order Limits

- a. Each order is carefully reviewed by CATIE staff to provide recommendations based on information and audience needs.
- b. A maximum of one order per month will be processed for each organization or individual. If more than one order is submitted within the same 30-day period, additional orders may be postponed until the following month.
- c. Due to limited inventory, each order is reviewed and adjusted based on pre-established quantity order limits, which vary according to resource inventory:
 - Maximum order limits for front-line organizations:
 - 60-300 copies per resource intended for broader distribution, up to a maximum total of 1,000 copies of all resources in an order
 - 1-10 copies per order of service provider tools not intended for broader distribution beyond frontline organizational staff
 - Maximum order limits for individuals:
 - 1 copy of any resource in the collection
- d. In exceptional circumstances, frontline organizations and individuals can express a special need for additional publications exceeding order maximums outlined above. If inventory allows, CATIE may distribute additional publications at its discretion.

2.2 Clinical Resources developed by the Public Health Agency of Canada

- a. Distribution of specific clinical resources developed by the Public Health Agency of Canada is limited to clinical and public health settings. Orders will be reviewed and adjusted for these select resources.

2.3 Schools

The CATIE Ordering Centre is mandated to provide resources for healthcare providers and community-based organizations. We are not mandated to supply resources for general distribution within primary or secondary schools. Due to resource constraints, we are also unable to supply resources for student orientation sessions or other broad distribution at colleges or universities. CATIE does not provide age recommendations for resources and we rely on service providers to review all resources to determine if their content is appropriate for their intended audience.

INVENTORY POLICIES

3.1. Third Party Resources

- a. CATIE is funded by the Public Health Agency of Canada to warehouse only enough inventory to meet the reasonable requirements of front-line agencies. Third party suppliers are expected to warehouse print resources intended for their own use.
- b. In the interests of the environment, to maximize accessibility, and in order to minimize warehousing costs, CATIE will encourage the development of all new or revised resources for distribution in an electronic format, where appropriate.

- c. CATIE will not stock hard copies of fact sheets or other brief downloadable products.

3.2 Retention Policies

- a. All resources are kept in distribution for a minimum of one year or until inventory has been depleted. Resources will be reviewed annually and released from distribution if:
 - Resources are in low demand;
 - Other resources available are more up-to-date or relevant;
 - The supplier has indicated that replenishing out-of-stock items (reprints) is not possible;
 - An electronic version is available that meets the needs of front line organizations;
 - Print resources include significant outdated or inaccurate information.
- b. A resource which has a low to medium demand (fewer than 10-30 orders in the previous year) will have its stock levels decreased and or removed from the collection. The supplier will be offered the opportunity to take back the extra stock or have CATIE recycle the stock on their behalf.
- c. A resource which has a medium demand (between 10-100 orders in the previous year) will have stock levels decreased to meet an estimated 2-year demand based on the previous year's distribution.
- d. Statistical Resources: CATIE will keep only the latest editions of *HIV and AIDS in Canada: Surveillance Report* and the latest edition of *Inventory of HIV Incidence & Prevalence* and the *HIV/AIDS & STD: Epi Updates* in the distribution collection. Clients will be encouraged to access previous reports on-line.
- e. Notification: In all cases where resources are being considered for recycling (elimination from the distribution collection), the appropriate supplier(s) will be notified in writing and will have the option to either take back their stock (at their expense) or have CATIE recycle the stock on their behalf.
- f. CATIE reserves the right to refuse to accept warehouse, and distribute materials.

3.3 Partnered Publication Policies

CATIE recognizes that other organizations are better situated (and mandated) to provide expertise in contextualizing and adapting information (including working from a harm reduction and specific populations health perspective) to ensure that print resources are community-specific and relevant.

CATIE's capacity to provide support to publication development undertaken by other organizations is extremely limited. Projects will be considered case by case and any partnership must align with CATIE's mandate, strategic priorities and mission.

- a. As appropriate, CATIE will look to third party organizations for partnerships to fill gaps in client resources for priority populations. CATIE's role in population-specific resources will be determined based on current funding and staffing constraints.
- b. Third Party suppliers are encouraged to print enough materials for national as well as local distribution. If this is not feasible, third party suppliers are encouraged to contact CATIE to inquire about sharing resources for larger print runs. CATIE reserves the right to make decisions on third party printing based on available funding, priority gaps identified, material request patterns and emerging trends.

- c. Models of partnered publication development and printing support include:

Co-authorships: in cases where CATIE's role is to adapt significant changes to content and design in order to make the publication up-to-date and pertinent to a national audience, materials will be copyrighted by both CATIE and the partner organization. Both organizations will retain joint ownership of the publication. Both organizations will also be acknowledged in the publication, along with any agreed-upon funders.

Nationalizations: In cases where content and design are not significantly altered but content is revised to ensure national applicability and translation into English or French, and CATIE provides printing support, the third party partner will maintain full ownership of the publication. The third party will be encouraged to produce an electronic version of the document (pdf format) for use by both CATIE and the local organization. CATIE will retain unrestricted distribution rights, including electronic copying. CATIE strongly encourages the third party to allow any other party to reprint and distribute the publication in its entirety for non-commercial purposes, but permission must be obtained from the third party to edit content.

Third Party Printing Support: In cases where a publication fills an identified content gap; but no content adjustments are required; CATIE may include resources supplied by third party. The third party maintains ownership and copyright, but CATIE's distribution support is requested.

Glossary of Terms

A **“third party”** is defined as an organization that produces and distributes its own publication that is or will be made available nationally through the CATIE Ordering Centre.