

This Step by Step guide, shows you how to register for an On Demand account, request and access an interlibrary loan (ILL) document or book.

Introduction

Interlibrary loan documents delivered directly to your email account by the British library (BL) will be supplied using an improved secure electronic delivery (SED) service called DRM Lite. A document can be any electronically delivered item e.g articles, papers, chapters etc.

STEP 1: Register with the BL

Before you can access documents supplied by DRM lite, you must register for a free **On Demand** account. This is a once only process that will set the username and password you need to access documents provided by the BL. Registration is not required for book loans.

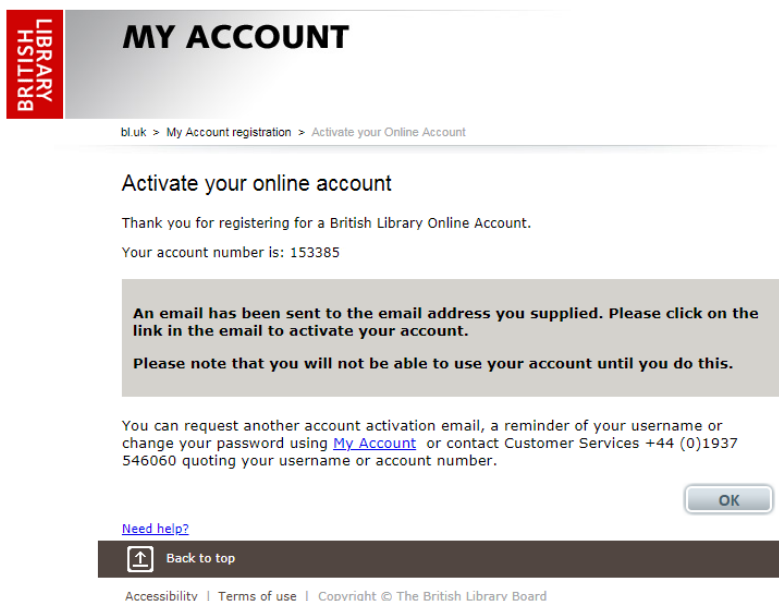
(If you have already registered with the BL please go to Step 2 below).

Important notes for registration!

You will need to create your own username and password. Please do **not** choose a username that includes the '@' character as this can cause access problems. You will need to use the email address that is on the Library account used to request the ILL.

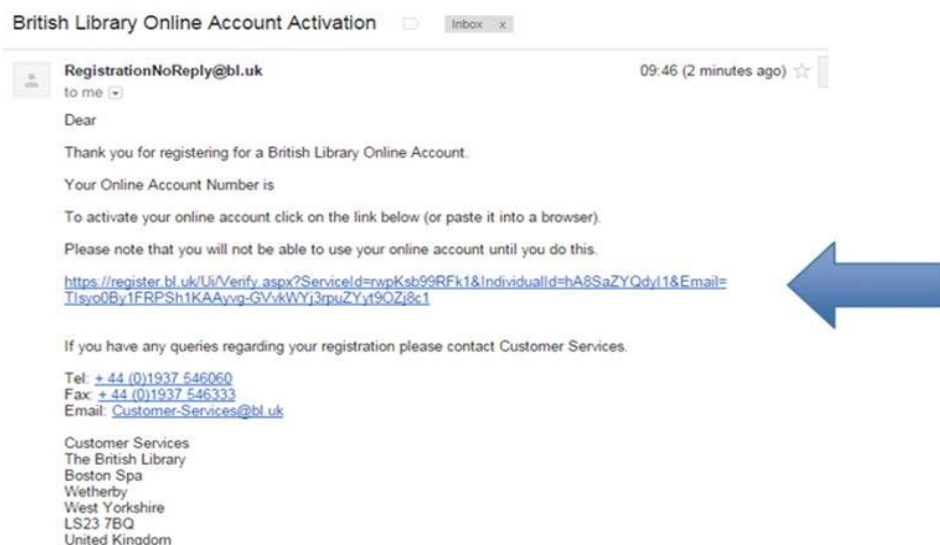
- A) Follow the instructions below to Register, go to <https://ondemand.bl.uk> or click on this [link](#) to the registration page and fill in all required fields.

After registration you will receive an email from the British Library to activate your account.

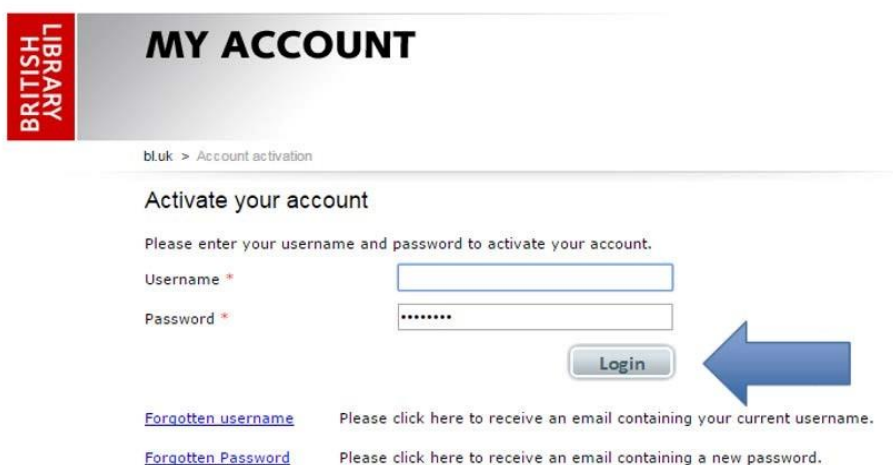


The screenshot shows the 'MY ACCOUNT' section of the British Library website. The breadcrumb trail is 'bl.uk > My Account registration > Activate your Online Account'. The main heading is 'Activate your online account'. Below this, it says 'Thank you for registering for a British Library Online Account.' and 'Your account number is: 153385'. A grey box contains the text: 'An email has been sent to the email address you supplied. Please click on the link in the email to activate your account. Please note that you will not be able to use your account until you do this.' Below this, it says 'You can request another account activation email, a reminder of your username or change your password using [My Account](#) or contact Customer Services +44 (0)1937 546060 quoting your username or account number.' There is an 'OK' button and a 'Need help?' link. At the bottom, there is a 'Back to top' button and a footer with 'Accessibility | Terms of use | Copyright © The British Library Board'.

B) Click the **confirmation link** in the email.

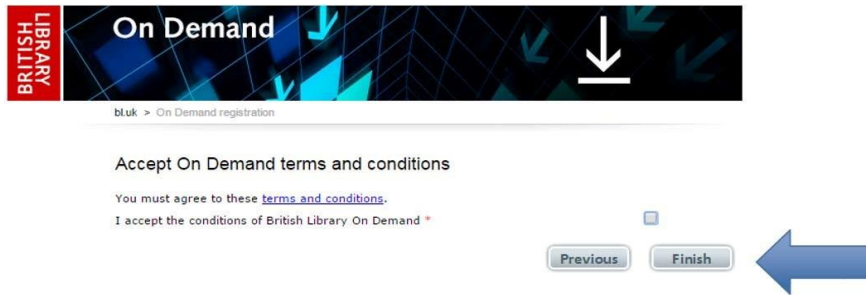


C) Enter the British Library On Demand account username and password you created and click **Login**.



D) Add your contact details and click **Next**.
(Not all fields are compulsory.)

E) Read the terms and conditions and **tick the box** to indicate that you accept them and click **Finish**. You will then receive an email with Subject: **British Library Service Registration Complete**, you **do not** need to be associated with our Business account to access your document, this applies only to Library admin staff.



STEP 2: Requesting an Inter Library loan document directly from the British Library catalogue.

A) Go to request form: click on link <https://library.herts.ac.uk/cgi-bin/koha/opac-illrequests.pl> and login if required. Alternatively the form can be found in Studynet>Online library>check my library Account>interlibrary loan request, or follow the “Request Items not held at UH” link in Library Search

B) Click on “Create a new request” Tip! For articles it is advised to use the keyword search and select Article in the pulldown for a book or print journal request please use the Book/journal title box and include Author; ISBN if known, then select book from the pulldown.

Keywords:

ISBN:

ISSN:

Book/Journal Title:

Author / editor:

Select type from pulldown:

C) If your article or book is on the BL catalogue and is listed as below click on the Request link under British Library identifier

Edition	Issue Number	Volume Number	Year	Article/Chapter Author	Pages	Article/Chapter Title	Author	ISBN	ISSN	Publisher	Title	Material Type	British Library Identifier
N/A	N/A	16	2018	Liaw, Yi QilGoh, Mien Li	1709-1719	Improving the accuracy of fluid intake charting through patient involvement in an adult surgical ward: a best practice implementation project	N/A	N/A	2202-4433	Joanna Briggs Institute	JB database of systematic reviews and implementation reports	article	Request ETOCvdc_100065944848.0x000001

If you do not see your article/book then click on the **manual entry** link on the page, fill in as many details as you can and click create. This will be checked and emailed to the BL by library staff.

D) Once you have made your request you will see a **Request Placed** confirmation. All your requests can be seen on **your interlibrary loan requests** tab on your Studynet Online Library account

Interlibrary loan requests

Request placed									
+ Create a new request									
Request ID	Author	Title	Requested from	Request type	Status	Request placed	Last updated		
1111	N/A	Development and Testing of an Instrument	FreeForm	article	New request	2019-02-11	2019-02-11 11:54:30	View	
1112	Liaw, Yi Qi	Improving the accuracy of fluid intake charting through patient	FreeForm	article	New request	2019-02-11	2019-02-11 11:56:41	View	

If your request is not available from the BL you will receive an email from Lisill-Hatfield with further information, you may also be offered an alternative source for your request. All interlibrary loan emails will come to the email address on your Library account.

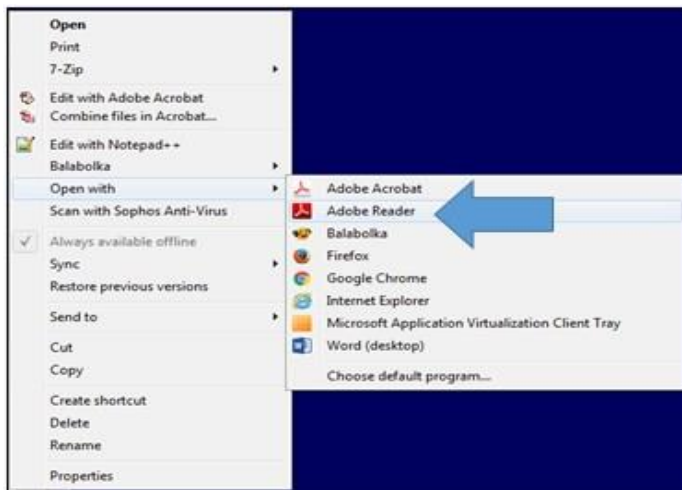
STEP 3a: Article delivery

Your article request can take up to 4 days to arrive, it will be from Sender: noreply@bldss.bl.uk. To access your document click on the link in the email then follow **Step 2** and enter your **On Demand** username **or** registered email address. Click **Download your document**.

You can also download the latest Adobe Reader and/or apply for a test email to check you can view your document, from this page.

A) **Save** the file.

B) **Right click** on the saved file. Choose **Open with > Adobe Reader**.



C) You will be prompted to enter your On Demand username and password. Click **OK**.



You should now be able to **view and print** your document.

D) **Viewing**

You can access the document via the download link in the British Library email for **30 days**. After this the download link will expire and we are **not** able to request the document for you again.

Saved documents should be accessible for **3 years**. You will be prompted to enter your On Demand username and password when opening saved documents.

You can access the document on any computer/ mobile device as long as it has the PDF viewer **Adobe Reader 10 (or above)**. This is already available on most machines, including university computers. If not you can download it for free [here](#) or from your App Store.

If Adobe Reader is not your default PDF viewer, you will need to **choose to open the file with Adobe Reader.**

We recommend using **Internet Explorer, Firefox or Safari** as your browser. If you use Google Chrome, you will need to disable the PDF viewer first.

E) Printing

Due to copyright restrictions, **you can only print the document once.** Please make sure your printer is working before you try to print.

STEP 3b: Book Collection/return.

When your book arrives you will receive an email from Lisill-Hatfield. All books are delivered to CL LRC and are held in a staff office. Books can only be collected during staffed hours **Helpdesk - Mon - Fri 08:30 - 20:00 hours / Sat - Sun 09.30 - 17.00 hours. Welcome desk - Mon - Fri 10:00 - 16:00 hours**

On arrival at the LRC to collect or return a book either ask at the Welcome desk or contact the Helpdesk from an Information point, a member of staff will collect your ID card and issue the book to you or take your return and print you a receipt. Outside these hours you can put the book into the book return boxes by the book issue/return machines, but you will not receive a receipt. Please check your library account the next day to ensure we have received the book and removed it from your account.

STEP 4: Problems and how to get support

- Check if your question is answered in our Help documents on Studynet. <http://www.studynet1.herts.ac.uk/ptl/common/LIS.nsf/lis/interlibraryloans>
- If you forget your On Demand username or password, request a reminder [here](#).
- If you need further help, please contact the LCS Helpdesk 01707 284678