



DOCUMENT SUPPLY SERVICE HANDBOOK FOR BUSINESS ACCOUNT MANAGEMENT

November 2011

Contents

1. Welcome to The British Library Document Supply Service	3
2. Copyright	4
Circumstances in which registered organisations do not have to pay a copyright fee	4
Copyright Declaration Forms	5
Copyright compliance.....	5
General points.....	5
3. How to pay – Business Accounts explained	5
Deposit Accounts	6
Billing Accounts.....	6
Parent/Satellite Accounts.....	6
Fees and charges.....	6
Business Account management.....	6
4. Allowing your customers (end users) to place orders online	7
5. Placing an order.....	8
Online at www.bldss.bl.uk	8
ARTEmail	8
Order numbers.....	9
6. Keeping track of your orders	9
Online.....	9
Email messages.....	9
7. Document delivery options	9
Services	10
Delivery formats in detail.....	11
Other services	12
Multiple copies/Reprints and Eprints.....	13
8. What happens if we have the item?	13
9. What happens if we cannot fulfil your order?.....	13
We have sourced the item, but it is not immediately available	13
We cannot source the item (e.g. we do not have the title/volume/article you require)	14
10. Communicating with us	14
Chasing an order.....	14
Cancelling an order	15
We have sent you the wrong item or an incomplete / poor quality copy.....	15
Upgrading your service.....	15
Locations – Find it for me (FIFM)	15
Applying to ILL locations- procedures and payments	15
11. Ordering Loans.....	16
Placing orders.....	16
The loan period	16
Returning loans	16
Renewals – extending the loan period	17
Overdue items.....	17
Lost items.....	17
12. Index to Sections.....	19

1. Welcome to The British Library Document Supply Service

We offer a comprehensive and flexible choice of services, designed to help you get the most out of Document Supply. A wide range of options mean that you can tailor our service to suit your needs.

You choose:

The way you order - online or by ARTEmail*

Service - how widely you want us to search

Speed - how quickly you want the item

Delivery Format - the format you want the item in

How to pay – Pay As You Go or pay by monthly invoice

*ARTEmail involves sending formatted email messages containing your orders to our automated system, possibly via your Library Management System. We provide a separate *Guide to ARTEmail* containing full instructions.

Whichever services you use, you will always benefit from the British Library's unsurpassed experience in Document Supply. As a customer, you have access to the world's largest single collection dedicated to remote document delivery.

Most subjects and languages are covered, and we collect items from everywhere in the world.

Articles - 40 million articles

Journals / serials – over 250,000 different titles

Books – over 3 million volumes

Conferences – over 400,000 proceedings

Reports – over 4 million held, mainly on microfiche

Patents – over 48 million held, from all over the world

Doctoral theses – (UK theses available via EThOS <http://ethos.bl.uk>) and 470,000 US theses

Music – over 135,000 music scores

You can search our collection available for remote supply, check availability of items, check the price and place orders at www.bldss.bl.uk

On an average day, we process thousands of orders from all over the world, satisfying over 85% of them from our own collections. These could be for copies of journal articles (whether published last week or a century ago), conference papers, scientific reports, patents, official publications, theses, the loan of books and sheet-music.

We satisfy most article orders by electronic delivery. Loans are sent by mail or courier.

2. Copyright

Due to a combination of UK and European copyright law and licence agreements with individual publishers and collecting societies, the payments of a copyright fee (in addition to our copying charge) is required on copies supplied by the British Library unless the copy is supplied under an exception to copyright legislation as detailed below.

The copyright fee is set either by the collecting societies on behalf of the rights holders or by publishers and will vary between publications. All copyright fees collected by the British Library are passed back directly to the publishers or to the collecting societies for distribution to the rights holders.

There are some publishers and rights holders who are excluded from our licence agreements. In situations when a copyright fee is mandatory, their materials cannot be copied.

You can check the copyright fee for a particular item online at bldss.bl.uk. Search for the item and check availability. The ordering options available and the price will be displayed. Also, full and current information on copyright fees for journals received by the British Library is available at <http://www.bl.uk/serials> and <http://catalogue.bl.uk>

Circumstances in which registered organisations do not have to pay a copyright fee

- (a) If the item requested is supplied on loan
- (b) If you are a UK based non-commercial customer requesting a copy for a non commercial purpose.
- (c) If you are a UK based non-commercial customer requesting a copy for a non commercial purpose by secure electronic delivery for Speeds 24hr and Within 4 days.

If the payment of copyright fees is not mandatory for you, you must ask us to charge the fee on those occasions when it is required. Instructions on how to ask for copyright clearance are given below.

If you place orders online, un-tick the Library Privilege box on the Ordering Options screen. A copyright fee will be added to your Total Cost. If you are entitled to Library Privilege and the tick box is not visible, this is because the ordering options you have selected can only be supplied if a copyright fee is paid.

If you send requests using ARTEmail, you need to include the Message Keyword Code COPYRT on the TX line of your order (see our *Guide to ARTEmail* for how to do this). If you ask for ordering options that require a copyright fee to be paid (e.g. Encrypted Download in 2 hours), we will automatically add the requirement to your request.

Copyright Declaration Forms

Copyright regulations state that if a copyright fee is not going to be paid, the person requesting the copy must complete a 'Copyright Declaration' form before they place their order. By law, you must keep these forms for seven years. Do not send them to The British Library unless we specifically ask you to. You can download Declaration Forms from our website: <http://www.bl.uk/copyright>

In addition, to comply with the UK Copyright Designs and Patents Act, if no copyright fee is being charged, the persons to whom copies are supplied are required to pay for them a sum not less than the cost (including a contribution to the general expenses of the library) attributable to their production.

Copyright compliance

Our systems hold information on your status, and also on the copyright status of every item in our collection. You will only be presented with valid ordering options while online. The encrypted delivery methods we use for electronic supply fully meet the needs of publishers worldwide, and you can be confident that any document received from The British Library complies with UK and international copyright law.

General points

Payment of a copyright fee does not give you permission to make further copies from items supplied by the British Library.

The information in this section is correct at the time of printing. Changes will be announced on our website.

Further information on copyright, including Frequently Asked Questions can be found on our copyright web pages: <http://www.bl.uk/copyright>

3. How to pay – Business Accounts explained

For registered organisations, there are two types of account available:

- a) A deposit account, if you wish to deposit funds and pay in advance.
- b) A billing account, if you wish to pay monthly for services received.

Customer Services Accounts can advise on the best type of account for you, and make any changes if required. To open an account, complete the registration form available at www.bl.uk/docsupply

Deposit Accounts

With a deposit account, you pay in advance. When an order is fulfilled, we deduct the appropriate amount from your account. For reference purposes, we send you a monthly itemised statement listing all transactions and charges. We will prompt you to replenish your account when it is low by sending you a pro forma invoice.

Billing Accounts

A billing account allows you to pay for services you have already received. We send you an itemised statement, listing all transactions and charges, and an invoice for all your processed orders each month. The invoice must be paid within thirty days.

Parent/Satellite Accounts

Parent/satellite accounts are intended for organisations that have more than one site but prefer to keep control of their finances in one place.

There can be one or more satellite accounts linked to a parent account and each satellite acts as an independent customer. The Parent account can be a billing or a deposit account.

For information on all types of British Library account, please contact Customer Services Accounts

Fees and charges

The price you pay depends upon the delivery format, service, speed, quality and quantity selected. Our online service displays the price in full, including copyright fees and VAT where applicable. Our current price list is online at www.bl.uk/docsupply

Some services incur a charge even if the item requested cannot be supplied. When ordering online, you will always be made aware of any charges before you confirm your order.

For items in your basket or awaiting authorisation, please note that we will always charge the price in force on the day that we confirm your order.

Business Account management

You can manage your Business Account profile, e.g. your contact details, address book, preferences for ordering options, e- delivery email address, your end users' Business Account relationship start and end dates and their Roles and ARTEmail specific options etc. via our Business Account Administration website. Just follow the 'My Accounts' link at www.bldss.bl.uk.

You can manage your Personal Account (Pay As You Go) profile, e.g. change your email address and password, manage your address book, and set your preferences for ordering options by following the 'My Accounts' link at www.bldss.bl.uk.

4. Allowing your customers (end users) to place orders online

You can associate your customers with your Business Account and allow them to take advantage of your relationship with us. They will be able to search for items available for remote supply, check availability, place orders, download articles held in our digital store immediately and track progress of their orders online themselves.

You can set and manage their account relationship start and end dates and the roles you want you them to have, i.e. 'Allowed to request copies'/'Allowed to request Loans'.

Follow these simple steps to associate customers with your account:

1. Your customer registers for BLDSS and opens a Personal Account. They can do this from the Register link on our website, www.bldss.bl.uk
2. Your customer then needs to let you know their Personal Account number and registered email address (e.g. by forwarding their registration confirmation email to you)

You can then either;

1. Associate customers individually from the Business Account Administration website, or,
2. Associate in them in bulk

To associate them individually:

In the Account Details section select Add People, enter your customer's registered email address and Personal Account number, set the relationship start and end date and select the roles you want them to have.

To associate them in bulk:

Prepare a CSV (comma separated value) file containing details of the customers to associate. The CSV file should contain your customers' Personal Account number and registered email address separated by a comma on each line. For example;

```
904392,james.joyce@exampleorg.co.uk  
904390,william.shakespeare@exampleorg.co.uk  
904391,charlotte.bronte@exampleorg.co.uk
```

Then, from the Account Details section you select 'Bulk Add People', attach your file and set the relationship start and end date and the roles you want them to have. The relationship start and end dates and the Roles you set will be applied to all your customers. However, you can edit individual customer profiles at any time.

Your customers will also be able to use our PAYG (Pay As You Go) Service and order copies to their desktop and pay by credit/debit card using their Personal Account. These services are independent from Business Accounts and are priced at standard commercial rates.

Approving Your Customers Orders

You can choose whether to approve your customers orders or let them through unapproved. If you want to allow unapproved orders, update your Business Account profile for 'Place Orders Without My Approval' from No to Yes. If you want to approve orders, we advise your customers when we confirm their order that it is subject to your approval.

You are able to access orders awaiting approval via the Approval Queue link on our site, www.bldss.bl.uk. You can view details of the order, change the ordering options, and either approve or reject the order. We will email your customer and keep them informed of progress and your decision, including alerting them if their ordering options have been changed. You are able to track your customers orders from the Admin Order Tracking link and your customers will be able to track their orders from the My Orders link.

5. Placing an order

There are two methods of placing orders:

1. Online at www.bldss.bl.uk, our website for searching for items, checking availability and price, placing orders and downloading articles held in our digital store.
2. ARTEmail: our email ordering system for sending speculative orders. This may be via the ILL module of your Library Management System – (contact your supplier for details).

Online at www.bldss.bl.uk

You or your end users can search for items, check availability and price, place orders and download articles held in our digital store. You can also track and manage your orders, including renewing loans, cancelling orders and reporting problems.

ARTEmail

ARTEmail (Automated Request Transmission by Email) is a method of sending speculative orders to us by email. All you need is your Document Supply Customer Code and ART Password (so we can authenticate you). Please see the *Guide to ARTEmail*, which is available as a PDF file on our website www.bl.uk/docsupply

PLEASE NOTE THAT THE REST OF THIS HANDBOOK IS DEVOTED TO ONLINE USE OF OUR SERVICES

Order numbers

There will be many occasions when we will refer to your order numbers.

When you place orders online we will allocate unique numbers to each order line for your reference. You can also add your own reference number if you wish.

6. Keeping track of your orders

There are two ways you can check the status of your orders:

Online

You can track the progress of orders online in real time from the 'My Orders/Admin Order Tracking' links on our site, www.bldss.bl.uk. You can also update order lines (e.g. cancel order lines and renew loans) and report problems (e.g. missing pages in an article).

My Orders contains all orders placed by you online (for both your Business Account and your Personal Online Account). Admin Order Tracking contains all orders placed by you and your end users online for your Business Account only, plus all confirmed orders sent via ARTEmail.

Email messages

In addition to computer readable emails and online tracking we can also send updates in plain English by email. You can choose the frequency of these updates (per day or per update) and select to opt out of specific messages by updating your Business Account profile preferences.

7. Document delivery options

We offer a variety of Services, Speeds, Delivery Formats and Quality. If you search for items online, we will only show you the ordering options available according to your and the item's terms and conditions. You then select the options you require and place the order.

You can update your account profile preferences for document delivery options on the Business Account Administration website at any time.

Services

We offer a range of services designed to meet your needs. As well as our own extensive collection we can also source items on your behalf from our partner suppliers. Alternatively, we can provide details of where you can obtain the item yourself.

Online options:

Service	Best if	Brief Description	What you pay
Order item	You need the item and you want to know the price and the availability before you proceed	From www.bldss.bl.uk you can search our collection, check availability and price and place orders	You pay the price quoted when you place the order In the unlikely event that we cannot supply the item you will not be charged
Get it For Me	You cannot find the item and you would like us to search for it and place an order on your behalf	From the Get it for Me link on our site, www.bldss.bl.uk , you describe the item, tell us how you want it delivering, when you need it by and how much you are prepared to pay. We'll do the rest! Our team of experts will use our extensive network of partner suppliers and other sellers to locate the item and source it for you	You pay a non-refundable search fee at the time you place the order. If we supply the item we will then charge you the cost of the Goods as charged to us by the supplier (up to your maximum cost)
Find it For Me	You cannot find the item and you would like us to search for it and send you a list of resources/sellers that have it.	From the Find it for Me link on our site, www.bldss.bl.uk , you need to describe the item. Our team of experts will use our extensive resources to locate the item and provide you with a list of the resources/sellers we can find.	You pay a non-refundable search fee at the time you place the order

***The copyright status of the item, the format of the item, your location and the delivery format required all affect the partners/suppliers we can approach. If we obtain a loan for you from a third party other terms and conditions may apply.**

You must comply with any special terms imposed by the supplying library. Lost items will be charged at the standard Lost Items rate unless they are particularly expensive to replace.

A trackable postal method, such as Recorded Delivery, must be used to return the item. If the item has been supplied by a third party this will be indicated to you when you receive the item.

Delivery formats in detail

If you would like documents sending to an alternative address and you are eligible for this option, you can update your Business Account Profile to allow you or your users to override your registered postal or email address. Alternatively, for electronic delivery, you can forward the email when it arrives, provided you have not already downloaded the document.

Paper

When sending documents by post, we always use UK first-class or airmail. Copies are provided in colour as standard.

Encrypted download

We supply securely encrypted, colour PDF files that are downloaded online. No expensive software is needed; you view and print our documents using either FileOpen or Adobe Digital Editions. When we have digitised the item, we send you or the end user an email to inform you that it is available. This email will contain the order line number and a link to our secure server where you download the document. Alternatively you can download documents from the 'My Orders' or 'Admin Order Tracking' links on our website. Find the order line and select the 'Download now' link. Please note that documents may be downloaded only once.

For more information about Secure Electronic Delivery options, visit:

<http://www.bl.uk/reshelp/atyourdesk/docsupply/help/receiving/deliveryoptions/electronic/index.html>

To receive encrypted documents you must:

1. Install the FileOpen plug-in or download the Adobe Digital Editions software. It is important that you test your installation prior to your first order. Test downloads are available at the above website.
2. Update your Business Account Profile for 'Delivery Email Address'.
3. Inform Customer Services of the encryption format you intend using.

Please note that:

Payment of a Copyright Fee is mandatory on all documents ordered for Encrypted Download through our 2 hour service and documents available as immediate downloads. (UK non-commercial customers can request Library Privilege documents for Encrypted Download for the 24hr and Within 4 days services).

You are only allowed to make a single paper copy of the downloaded document.

To protect rights holders, the document can be accessed from the server only once. The downloaded document is available to view for 14 days from download.

The electronic copy will be available for collection from the server for 30 days, after which the file will be deleted. If, for any reason, you cannot access the file in time, you should contact Customer Services for advice.

Unencrypted download

To receive Unencrypted Download you must hold the relevant CLA (Copyright Licensing Agency) licence and have registered for this service.

We supply unencrypted, colour PDF files that are downloaded online. No expensive software is needed. When we have digitised the item, we send you or the end user an email to tell you that it is available. This email will contain the order line number and a link to our secure server where you download the document. Alternatively you can download documents from the 'My Orders' or 'Admin Order Tracking' links on our website. Find your order line and select the 'Download now' link. Please note that documents may be downloaded only once.

Secure File Transfer

Secure File Transfer is a method of sending and receiving documents electronically between computers. We currently use Ariel® as the software provider.

To receive documents by Secure File Transfer (Ariel) you must;

1. Have Ariel® software loaded on the receiving computer to view and print the documents. You can find out more about Ariel at: www.infotrieve.com/ariel
2. Contact us so we can register you for the service.

You may print only one paper copy from the Ariel transmission, from which you may not make further copies

You are not allowed to store the electronic copy in any way once the single paper copy has been made.

You may not retransmit the Ariel file except in order to allow the original requestor to print the single paper copy allowed above.

You may not save or print the document before forwarding it. The file can only be forwarded as an email attachment; it must not be loaded on to a server for downloading by the end user. Files can only be forwarded in the format supplied by the British Library; they must not be manipulated in any way or converted to a different format.

Other services

A number of bespoke services are available through Customer Services Orders:

Proxy Orders

For an additional fee we can place orders on your behalf during our core business hours of 08.00 - 18.30 Monday – Friday excluding UK public holidays.

Whole book replacement copies

We can provide copies of out of print publications subject to the item's copyright status.

If you would like to use either of the above services, or if you have any other specific requirement that is not covered elsewhere (e.g. Large Print or paper from microform original), contact Customer Services Orders for a quote.

T +44 (0) 1937 546363

F +44 (0) 1937 546210

customer-services-orders@bl.uk

Multiple copies/Reprints and Eprints

We can provide multiple copies of the same article. For further details see:

<http://www.bl.uk/reshelp/atyourdesk/docsupply/productsservices/reprints/>

8. What happens if we have the item?

If we hold the item/can obtain it for you and we can supply it according to your and the item's terms and conditions, we will send you a copy in the delivery format requested and charge your account accordingly.

Unless they are clearly marked 'Loan Copy', all copies, whether supplied by post or electronically, are for you to keep. A Delivery Note will be enclosed with your item quoting details of your order. This will include your reference number, the order line number and the item description. Delivery Notes enclosed with loans will include the date the item is due for return and a return address label. The Delivery Note is not an invoice.

9. What happens if we cannot fulfil your order?

If we cannot fulfil your order, it is usually because:

1. We have sourced the item, but it is not immediately available. E.g. it is on loan to another customer or is on order from the supplier.
2. We cannot source the item (e.g. we do not have the title/volume/article you require)

Note: If you placed an order online for an item in our stock we will not charge you if we cannot fulfil it.

We have sourced the item, but it is not immediately available

The availability of an item is displayed before you place the order. You can choose whether to proceed or not. If you proceed, we will add your order to the waiting list.

We will advise you of any delays by email and you can also track progress online.

Please note that we will always charge the prices in force on the day we confirm your order.

Removing your order from the Waiting List

You can use the 'cancel order' button to remove your order from a waiting list. Our system will confirm that your order is cancelled.

Disbanded Waiting Lists

Occasionally, we have to disband a Waiting List, because either the item gets lost while on loan or because we have not been able to purchase it. If this happens, we will send you an email.

If a Waiting List is disbanded and you still require the item, you can upgrade your service. See section 10 for more details.

We cannot source the item (e.g. we do not have the title/volume/article you require)

If we do not have the item you want, you have the option of applying for a Premium Service. We can search for and provide you with a list of alternative suppliers (including other libraries in the UK and Ireland), or send your order for fulfilment by one of our Partner suppliers. Full details are given in section 7.

10. Communicating with us

There will be occasions when you have to contact us about an order. The most common reasons are

1. To chase an order
2. To cancel an order
3. If we have sent you the wrong item or a poor quality/incomplete copy.

Chasing an order

You can track the progress of order lines from the 'My Orders/Admin Order Tracking' link on our site.

However, if there has been no progress on your order and the Speed you asked for has expired, you should ask us for a progress report. We call this *chasing* the order. You can do this online from the My Orders/Admin Order Tracking link on our site. Find your order line, select 'Report Problem' and select 'I haven't received this item'. Our operators will investigate and get back to you as soon as possible.

To help eliminate unnecessary work, please ensure that you update your records before you chase an order, especially if you have an automated chasing procedure.

Canceling an order

You can only cancel orders if we have either not started working on them (i.e. if they are 'Confirmed'), or they have been added to a Waiting List. You can do this online from the 'My Orders/Admin Order Tracking' link. Find your order line and click 'Cancel Order'.

We have sent you the wrong item or an incomplete / poor quality copy

If the item we supply is incomplete, incorrect or of poor quality you must contact us within 28 days. You can do this online from the 'My Orders/Admin Order Tracking' link on our site, even if you sent the request using ARTEmail. Find your order line, click 'Report Problem' and select the appropriate problem type. Our operators will investigate and provide you with a new item as a priority.

If we send you the wrong item on loan, report the problem first and then return it to us as soon as possible using the return address label on your Delivery Note.

If the wrong item has been supplied to you by an ILL location library, please return it to that library and not to the British Library.

Upgrading your service

If we have not been able to supply an item, you can ask us to extend the scope of the search to include our Partner suppliers and other sellers. We will make an extra charge for this service. More information on the types of Premium Services available is given in section 7.

Locations – Find it for me (FIFM)

By 'locations' we mean libraries in the UK and Ireland that are listed in our records as having the item you want. If we give you details of locations, you need to apply to them directly; we cannot apply to them on your behalf. We will send you as many locations as we can find along with their library codes that you can check online.

The Directory of Library Codes is updated every two months:

<http://www.bl.uk/reshelp/atyourdesk/docsupply/help/replycodes/dirlibcodes/index.html>

Applying to ILL locations- procedures and payments

When you receive our notification of locations, look up the library's lending and charging policies on the Directory of Library Codes (<http://www.bl.uk/reshelp/atyourdesk/docsupply/help/replycodes/dirlibcodes/index.html>). If you want us to process your payments for supplies from locations, you can apply to the location and ask them to charge your British Library account.

Location libraries will usually accept requests by email, fax or post as long as you quote your British Library Customer Code number and your own request identifier. You should know or have agreed the charge with the supplying library in advance. The supplying library will notify us at regular intervals of supplies they have made to other libraries and we will charge your account with the agreed fees. A small fee will be added to each charge to cover our administration costs. You will see these items listed on your usage statement along with your request identifier.

11. Ordering Loans

Business Account holders may order loans of items held in our Remote Supply collection. The option to borrow items from our stock is not a right and may be removed in certain circumstances. If any customers write inside our books, steal sections or CDs, underline passages, tear out pages or lose, deface or damage our stock in any way, they will be liable for the full cost of replacement or repair.

Placing orders

When placing orders online, you need to select the 'Loan' Delivery Format. If this is not visible, it is because the item is not eligible for loan or your organisation is not registered to order loans.

The item will be sent to you by first-class post / airmail. A Delivery Note will be enclosed with the item including the date by which you must return it.

The loan period

The loan period is six weeks from the date of issue. The return date is clearly shown on the Delivery Note enclosed, in our delivery notification email and in the online Order History. Please note; the return date is the date the item needs to be back onsite at the British Library.

Returning loans

Our charges do not include return postage for loans. Loans must normally be returned to us by first-class post or airmail. If, however, we ask you to use some form of Recorded Delivery when returning the item, we expect you to comply. A return address label is enclosed with loans and should be used to return the item to the correct address. Unless the loan is in a wrapper which states an alternative address, you should return loans to:

RETURNED LOAN
The British Library
PO Box 117
Boston Spa, Wetherby
West Yorkshire
LS23 7HT

United Kingdom

If a loan is supplied in a wallet or box, please return it in the same container.

The prompt return of loans is important in helping us to run a fast and efficient service.

Renewals – extending the loan period

Most items can be renewed for a further six weeks if no other customer is waiting. You do not need to request a renewal; we will send you an email reminder one week before your item is due back and advise you that the loan will be renewed if you do not return it. You should note that the renewal is not confirmed until we send you confirmation. You may keep the item until the new return date, and all normal loan conditions apply.

Alternatively you can renew loans online from the 'My Orders/Admin Order Tracking' links on our site. Find your order line and select 'Renew Loan'. If the option to 'Renew Loan' is not active, this means that another customer is waiting and you should return the item by the current return date.

There is an extra charge for renewing a loan and there is no limit on the number of times a loan can be renewed. Please note that the six week renewal period commences on the day you submit the renewal, not from the end of the previous loan period.

Overdue items

We will send you an email reminder one week before your item is due back and advise you if the item is available for renewal. If the item is not available for renewal you must return the item promptly by the return date.

If we do not receive the item by the return date, we will send you an email reminder asking you to return the item immediately.

If we receive no response and the item is not returned, we will email you a final reminder. This means that the item is now very overdue and we are preparing to invoice you for it.

If we have sent you a reminder for an item you have returned, you must take action. You can do this online from the 'My Accounts/Admin Order Tracking' link on our site; Find your order line, select 'Report Problem' and 'I have already returned this item'. You can do this even if you sent the request using ARTEmail

Lost items

If you borrow an item and do not return it to us when requested, it will be made 'lost'. We will write to you asking you to tell us the status of the outstanding loan and the reason you have not returned it. If we receive no reply within 7 days and the item is still not returned, your account will be charged. See our latest Price List for current Lost Item charges.

The Lost Items charge includes a standard amount for a Lost Item, plus an administration charge. VAT will be charged on the administration element where applicable. If the item was expensive, the full price of replacement will be charged rather than a standard price.

If you have paid the Lost Items charge but return the item within six weeks, we will make a refund of the full amount minus the administration element. Once an invoice is raised, we will only cancel it in exceptional circumstances.

Much of our stock is irreplaceable; we therefore want all Lost Items returned if they are found. The Lost Items charge is a penalty for the inconvenience and loss of revenue resulting from losing an item of stock; you are not buying the Lost Item from us. We reserve the right to remove any customer's loan facility if we feel that the integrity of our collection is endangered.

12. Index to Sections

Accounts section	3
Applying to location libraries section	10
Ariel (Secure File transfer) section	7
Automatic Renewals section	11
Backup search section	10
Billing accounts section	3
Business Accounts section	3
Cancelling requests from Waiting Lists section	10
Chasing a request section	10
Communicating with us section	10
Copyright section	2
Copyright Declaration section	2
Copyright fees section	2
Deposit accounts section	3
Disbanded Waiting Lists section	9
Eprints section	7
Extended searches section	7
Fees and charges	2
Incomplete photocopy supplied section	10
Introduction section	1
Invoicing for Lost Items section	11
Item is on loan section	9
Loan period section	11
Loan requests section	11
Location search section	7
Lost Items section	11
Multiple Copies section	7
Order numbers section	5
Parent/satellite accounts section	3
PDF delivery section	7
Poor quality photocopy supplied section	10
Renewing a loan section	11
Replacement copies section	7
Reprints section	7
Returning loans section	11
Search levels section	7
Secure Electronic Delivery section	7
Sending your orders section	5