



British Library Document Supply Service Deployment guide for ARTEmail and ARTWeb users

Introduction

As the new British Library Document Supply Service (BLDSS) enters the deployment stage for ARTEmail and ARTWeb users, there are a number of differences between the current legacy service and BLDSS which customers need to be aware of when submitting requests. Further useful information about other aspects of the service is also included.

Ordering via ARTEmail

ARTEmail requests can be sent by exactly the same method as at present but in order for customers to benefit from the enhancements which will be delivered by the new [service](#), and to reduce the risk of failures, the format of ARTEmail requests needs to conform to our published [ARTEmail](#) standard. Please note BL assigned request numbers will no longer be allocated on receipt of your requests. To assist with the tracking of your orders we advise you to allocate your own unique reference number after the TX on the TX line of your request.

Please compare your current ARTEmail format to the [standard](#), and if your current format strays from the standard, it's imperative you change the format of your ARTEmail request files to match the standard. Formatting errors in future may result in rejected orders.

We have noted the following issues that will cause requests to be rejected or incorrectly processed by BLDSS:

- Customer Code and ART password quoted in the incorrect order. The first line of the ART file should always be the Customer Code number and the second line the ART password:

Incorrect:	Correct:
A1B2C3D	87-0656
87-0656	A1B2C3D

- Conflicting Message Keyword Codes. One delivery method or search level per request should be quoted. ART requests containing both PHOTO and SED99, or S and SL/Backup should not be sent:

Incorrect:	Correct:
TXBCA321 SED99 PHOTO S SL	TXBCA321 SED99 SL

- Request number formats. Customer reference numbers should contain no spaces as it can cause the characters after the space to be lost from the customer reference:

Bad:	Good:
VDZLL 06560001 21 JAN 2011 / 1 87 - 0656/1232	VDZLL06560001 21 JAN2011/1 87-0656/1232

- Request numbers and Message Keyword Codes. There needs to be a space between the Customer reference number and all Message Keyword Codes, otherwise the system treats the codes as part of the request number and any instructions are ignored:

Bad:	Good:
VDZLL06560001SED99SL	VDZLL06560001 SED99 SL

- Redundant and inaccurate Message Keyword Codes (MKC) on TX line. Our Handbook and Guide to ARTEmail contain lists of all current valid codes. Inaccurately quoted or redundant codes may cause the request to be rejected. Inaccurate and redundant codes include:

ESSENTIAL	(as in PHOTO ESSENTIAL, which is not valid)
THESIS	(No longer in use)
US THESIS	(not valid)
SBL	(current code is SL)
#SL	(Accurate code is REAPP#SL though REAPP is now no longer used)
SED99*STANDARD*	(SED99 is the correct code for 4 day service)
SED 99	(The space should not be present)
SED99 *2*	(The space should not be present)
X, Y or Z	(No longer in use)

- Extreme deviations from our published Preferred Order of Bibliographic Detail. All new requests are matched against stock holdings. The better a request meets our preferred order (in full in the [Guide to ARTEmail](#)), the more chance we have of matching it accurately against the correct shelfmark:

Bad:	Good:
TXZR05576 S SED99 Briggs A HISTORY AND ITS NEIGHBOURS Higher Education Quarterly 1956 vol 11 pt 1 pp 55-63 0951-5224	TXZR05576 S SED99 Higher Education Quarterly 1956 VOL 11 PT 1 PP 55-63 HISTORY AND ITS NEIGHBOUR Briggs A 0951-5224

TXZR05576 S SED99
Higher Education Quarterly
1956 VOL 11 PT 1 PP 55-63
HISTORY AND ITS NEIGHBOUR
Briggs A
0951-5224

Submission of requests in the standard format will enable us to provide you with a better, quicker and more accurate service – but more importantly fewer failures on some of your requests which we could have fulfilled.

If any formatting errors are detected, orders will be rejected and customers will be sent an email message informing them of this. This message will give a reason for rejection, along with an Error Code. Please note that we no longer indicate within the file where the error occurred. The number of Error Codes has been reduced from 9 to 4.

Code	Further Information
ERR3: Request formatting error	This could be because: one or more orders exceed the maximum lines/characters allowed, i.e. 11 lines of 40 characters. one or more orders are incomplete, e.g. no order text received or no TX prefix. one or more orders have an invalid Message Keyword Code.
ERR12: Duplicate batch	A duplicate request/batch of requests has been detected within the last hour. The file will not be processed. Amend and resend the file if it is not an error.
ERR4: Contact Customer Services	BLDSS system problem. Telephone +44 (0)1937 546060 and quote ERROR 4.
ERR6: Cannot find related order	Please resubmit your order quoting either your order reference or the BL order line number after the TX.

Once online access is available, you will be able to opt to have correctly formatted requests forwarded for processing and any incorrectly formatted ones put online for you to fix or reject yourself.

Ordering via ARTWeb

ARTWeb requests can be submitted in exactly the same way as at present. Please note BL assigned request numbers will no longer be allocated on receipt of your requests. To assist with the tracking of your orders we advise you to allocate your own unique reference number in the Request Number field.

- Request number formats. Customer reference numbers should contain no spaces as it can cause the characters after the space to be lost from the customer reference:

Bad:	Good:
VDZLL 06560001 21 JAN 2011 / 1 87 - 0656/1232	VDZLL06560001 21 JAN2011/1 87-0656/1232

If any formatting errors are detected, orders will be rejected and customers will be sent an email message informing them of this. This message will give a reason for rejection, along with an Error Code. Please note that we no longer indicate within the file where the error occurred. The number of Error Codes has been reduced from 9 to 4.

Code	Further Information
ERR3: Request formatting error	This could be because: The request contains a blank line caused by a space bar and no other text being entered into a bibliographic field.
ERR12: Duplicate batch	A duplicate request/batch of requests has been detected within the last hour. The file will not be processed. Amend and resend the file if it is not an error.
ERR4: Contact Customer Services	BLDSS system problem. Telephone +44 (0)1937 546060 and quote ERROR 4.
ERR6: Cannot find related order	Please resubmit your order quoting either your order reference or the BL order line number after the TX.

Once online access is available, you will be able to opt to have correctly formatted requests forwarded for processing and any incorrectly formatted ones put online for you to fix or reject yourself.

Once the new BLDSS online interface is available ARTWeb customers will be redirected to the new online order form.

Downtime

Occasionally it may be necessary for BLDSS to be taken down for system upgrades, which generally take place at 17.00. Although this does not affect any orders submitted, it may result in confirmation messages being delayed.

Message Keyword Codes

There are a couple of minor changes to the Message Keyword Codes used to inform the BL of any specific requirements.

Thanks to enhanced software functionality and improved matching on our system, the following Message Keyword Codes are no longer necessary: REAPP, REAPP#SL, REAPP WWS, BACKUP REAPP, FXBK01, MUSIC and PATENT. The REAPP code is not required as the system treats each request as a new request to improve the speed of processing. Fax delivery is no longer offered as an option. If quoted/selected, these codes will be disregarded, with the exception of FXBK01 which will cause your order to be rejected.

As we no longer check for translations, if the message keyword code TRANSON or TRANSIP is quoted/selected it will be disregarded. After some investigation we found that less than 5% of TRANSON/TRANSIP requests matched against an English language version. The online system has enhanced information on items including the language of origin; customers will therefore be able to check details of an item prior to submitting an order.

Alternative Document Delivery (ADD) Address for ARTEmail

Alternative Document Delivery (ADD) Address rules have been relaxed. ADD Addresses may now be up to 6 lines of 40 characters. However, customers need to ensure ADD addresses conform to our published format.

A file received with a line of text between the ADD Address command line and the delivery email address will not be able to be delivered:

Incorrect:	Correct:
:DELIVER ALL ITEMS TO: CHARLES BATES CHARLES.BATES@GMAIL.COM	:DELIVER ALL ITEMS TO: CHARLES.BATES@GMAIL.COM

Delivery

All documents, when available will be delivered in colour (please note articles supplied via Ariel to an email address are currently only available in greyscale due to the file size).

Articles supplied as hardcopy will be in an A4 sized stapled booklet format (A3 folded in half).

Articles delivered electronically will arrive from a new email address, noreply@bldss.bl.uk, Please ensure your system and your end users do not treat these messages as spam.

If our system detects an item has not been downloaded, a reminder message will be sent to the Library with 5 days of the 30 day download period remaining. These reminder messages can be forwarded to the end user. Alternatively, documents can be downloaded from the online system. If the link expires after the 30 day period, a resupplied article will incur a second charge.

Loans will include a delivery note that contains a peel-off return address label for your convenience.

Loans

The loan period is 6 weeks for all loans and renewals. If an item has not been returned, a 'DUE*AUTOMATIC RENEWAL PENDING' or 'DUE WAIT' message will be sent 1 week before the end of the loan period. Automatic renewals will be processed on the day following the return date. If customers do not want items to be renewed, they need to ensure loans are returned by the return date given.

The 2 hour loan despatch service will be withdrawn as an option on BLDSS, as customers will be able to check for real-time availability of items once online access is available.

During the transition to BLDSS it will be necessary to run the two services in parallel. This means that two systems are accessing the same set of stock, so the availability of items on BLDSS may not be up to date. Because of this dual running, where an item is on loan on the legacy system, we cannot add a BLDSS order to a waiting list. Therefore, where the customer has requested a Stock (S) search only, we cancel these orders and ask customers to reapply when we estimate the item will be available. If the customer has requested an extended search (SL/Backup), the system sees the item is not immediately available and requests will

automatically be routed for an extended search. Please note that this is a temporary situation which will improve as customers are deployed to BLDSS.

Replies

Following customer consultation the number of Reply Codes we use to describe the status of requests sent by ARTEmail has been reduced from over 100 to 23. We have done this by combining similar replies. In addition to receiving a Replies Inray, to supplement the codes we will also email customers the equivalent status as a plain English inray, which will include unique British Library assigned orderline numbers cross-referenced to your request numbers for tracking. Inrays will arrive from a new email address: noreply@bldss.bl.uk, so please ensure these messages are not treated as spam.

Whilst we are dual running, in addition to receiving inrays informing customers of the status of requests submitted to BLDSS, they will also receive an inray for their legacy requests.

Once online access is available, you can choose to receive a machine readable and plain English reply every time action is taken on a request. Users of the 2 hour service and low-use customers may find this option relevant to their particular needs. Customers will also have the facility to opt out of certain plain English messages, thus tailoring responses to their needs.

In addition to a reduction in Reply Codes we have introduced a brand new Reply – Total Library. This is a holding statement sent when a request has been forwarded to a partner supplier and we are waiting for a response.

A Matrix showing the old and new codes and what they equate to, together with an explanation of their meaning, the status of the request and any action required is available on our website (address below).

Problem Requests

Once customers have full online access to BLDSS, they can report any problems with their orders online e.g. missing pages, wrong item, SED download issues. Until then, contact customer-services@bl.uk and we will arrange for the error to be corrected.

Customers will also need to contact this address to CHASE, RENEW or CANCEL any orders that remain in the legacy system.

Extended Searches

As we deploy customers to BLDSS they will be able to take advantage of the enhanced Extended Search Services – **Get It For Me** and **Find It For Me**.

Through **Get It For Me** we will try to source the item you require from one of our 3rd party suppliers. The price of this service is made up of the British Library Service Charge plus the actual cost of the item (and any copyright charges) from the 3rd party supplier. In most cases 3rd party supplier costs are comparable to the BL's document supply charges.

However, if you wish to stay in control of your costs then you may prefer to use our **Find It For Me** service. Through this service we will, for a small charge of £4, look for the item for you and tell you where you can source it from.

To use these new services through ARTEmail, or your Library Management System, you will need to use the relevant message keyword code to tell us which service you require.

To use **Get It For Me**, use the existing message keyword code BACKUP/SW/WWS. For a location search only and to use **Find It For Me** please quote the message keyword code SL on the TX header line of your requests.

Please see the below table for a breakdown of current ARTEmail keywords, a description of the new services. Remember, you will NOT need to change the keywords you currently use - requests will be automatically redirected into the new services.

ARTEmail Keyword	BLDSS Premium Service	Service Description	Total Cost
SL	Find It For Me	is purely a Location Search. We will look for the item for you, and tell you where it is and how you might order it.	British Library Service Charge only
BACKUP SW WWS	Get It For Me	is a service whereby we will source and provide materials from 3 rd party suppliers. If, for any reason, we're unable to supply the material, we will provide its location so you can order directly.	British Library Service Charge + the actual cost of the item (and any copyright charges) from the 3rd party supplier (If ordering via our Online Ordering interface, you will be able to specify a <i>Maximum Cost</i>)

During early summer 2012 these new Premium Services will also be available through our new BLDSS interface. Until this time you may continue to request an extended search through the ARTWeb order form.

ARTWeb Search Level for UK and Irish customers	BLDSS Premium Service	Service Description	Total Cost
Stock and Location	Find It For Me	is purely a Location Search. We will look for the item for you, and tell you where it is and how you might order it.	British Library Service Charge only
Stock, Location and Worldwide Worldwide	Get It For Me	is a service whereby we will source and provide materials from 3 rd party suppliers. If, for any reason, we're unable to supply the material, we will provide its location so you can order directly.	British Library Service Charge + the actual cost of the item (and any copyright charges) from the 3rd party supplier
ARTWeb Search Level for International customers			

Extended Search	Get It For Me	is a service whereby we will source and provide materials from 3 rd party suppliers. If, for any reason, we're unable to supply the material, we will provide its location so you can order directly.	British Library Service Charge + the actual cost of the item (and any copyright charges) from the 3rd party supplier
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Dual Running (this is temporary)

"Order confirmed with estimated delivery date" message followed by "Cannot supply/Reapply" message: these messages have caused some confusion. Order confirmed means that BLDSS has successfully received the request and an order has been created i.e. we are working to fulfil the order. If we then find that we cannot supply the item, customers will be informed accordingly. This will improve when we are no longer dual running.

Billing

You can continue to receive your monthly invoice and statement by your preferred delivery method. Item descriptions have been updated to more accurately describe the service provided. During the transition period you may see a combination of both old and new service descriptions. Please contact Customer Services Accounts if you have any questions regarding billing.

Additional Information

Additional information regarding BLDSS can be found at:

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

Copies of the Document Supply Handbook for Business Account Management, Guide to ARTEmail and BLDSS Reply Codes including a Replies Matrix are available at:

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

Contact Information

For BLDSS enquiries email: customer-services@bl.uk

For billing enquiries email: customer-services-accounts@bl.uk