New PLR System Frequently Asked Questions

Why is the old PLR system being replaced?

While the old PLR system has served PLR and the author community well for over 15 years, it's now time for a replacement to modernise the service and ensure we continue to meet your needs and expectations for years to come.

What's changed in the new PLR system?

We've involved a range of users to capture the needs and requirements that matter most, helping us to prioritise the changes that were needed so there's lots to explore:

New Look and Feel

We are sure you will like the clean new design and find it enjoyable and intuitive to use. In line with changing trends and expectations, the new system is responsive and will work on a range of modern devices, so you can now manage your account and keep your books up to date on the go!

Book search

There's a brand new Book Search with some exciting features for you to try out. The book data is up to date and comprehensive as it uses existing PLR data and the British Library's extensive catalogue

This means you no longer need to keep track of the ISBNs for every single title or edition you have ever published. Instead, you can now search by Contributor Name or Title to help track down any editions you might have previously missed.

In-line guidance

As you register your books, we've introduced new guidance to help you choose the right contribution types and claim the shares you're eligible for – this should help to reduce confusion and queries.

Improved security

To help protect your earnings, we've introduced additional security measures like Two Factor Authentication to ensure your payment details can only be updated once additional verification checks have been completed.

Accessibility

We're committed to providing an online service that is accessible for all our users. Switching to modern technologies and design principles has allowed us to replace the old system with a new one that works for everyone.

Loan data insights

As well as registering your books, checking your statements and managing your account, you can now see additional borrowing figures for your books, based on the sample loans data we collect from libraries.

We've worked with lots of existing PLR users who have kindly given up their time to help us make the new system as intuitive and easy to use as possible. If there's anything you're not sure about, please don't hesitate to get in touch!

Will I need to re-register all of my books?

No, you don't need to re-register any of your existing books. All the books you've previously registered for PLR will be migrated to the new system. Why not log in and try out the new, improved book search? You might be able to find some additional titles and editions that you've previously missed!

How can I access my existing PLR online account?

If you don't already have a British Library Online Account

All existing online PLR users have had new British Library online accounts created for them as part of the PLR upgrade. This account has been set up with your email address replacing your existing eUserID as your login credentials. This ensures consistency, and is should be easier to remember.

Your existing password from the old PLR system will no longer work. This means that when you come to access the PLR system for the first time, you will need to **reset your password** by clicking the 'Password Reset' button on the login screen at https://plr.bl.uk/login .

If you're not sure which email address to use for your account, or if the email address is not recognised, you should contact the PLR team who will be able to help.

If you already have a British Library Online Account

We know that some PLR users already have British Library Online accounts set up with the same email address that they use for PLR.

If you're one of these users, we may have already been able to link your PLR account to your existing British Library Online Account (we've only done this where we were able to validate the link between the two accounts).

You should be able to log in to PLR using your existing British Library Online Account login details.

If you've forgotten the password for your existing British Library Online Account, you can complete the Password Reset process.

Note: If you have an older British Library Online Account that is accessed with a 'User Name' rather than an email address, you can complete the 'Forgotten your username' journey via https://plr.bl.uk/login or https://myaccount.bl.uk to retrieve it.

If you still can't log in, get in touch and we'll be able to help you get access to your account.

What is a British Library Online Account and why do I need one to access my PLR account?

The UK's Public Lending Right Scheme has been administered by The British Library since 2013. The British Library also administers the Public Lending Right Scheme for the Republic of Ireland on behalf of the Local Government Management Agency.

A British Library Online Account allows you to sign up for access to a wide range of British Library services online, including:

- **Use the free WiFi** while visiting British Library sites.
- **Manage your Public Lending Right account** to ensure you're receiving the earnings you're entitled to when your books are borrowed via UK and ROI public libraries.
- **Register as a Reader** to make use of our Reading Rooms and access over 150 million items from our collections.
- **Sign up for British Library On Demand Service** (BLOD) so you can request content from the British Library direct to your screen.

Does this mean my PLR Number and eUserID have changed?

From 2021 onwards, existing PLR numbers are being replaced with BL Account Numbers. In addition, instead of using your eUserID to log in, you will now use your email address.

This change will improve the online experience for users of all British Library services:

- ✓ Having a single BL account makes it easier to access a wide range of BL services. It helps to provide an improved and consistent user experience when registering for different BL services.
- ✓ It means there are fewer passwords and login details to remember if you are using multiple services.
- ✓ It also gives you greater control over how your data is used.

If you're not sure of your new account number, please get in touch.

I already have a British Library Online Account, can I use this to access my existing PLR account?

We know that some PLR users already have British Library Online accounts set up with the same email address that they use for PLR.

If you're one of these users, we might have already been able to link your PLR account to your existing British Library Online Account (we've only done this where we were able to validate the link between the two accounts).

You should be able to log in to PLR using your existing British Library Online Account login details.

If you've forgotten the password for your existing British Library Online Account, you can complete the Password Reset process.

Note: If you have an older British Library Online Account that is accessed with a 'User Name' rather than an email address, you can complete the 'Forgotten your username' journey via https://plr.bl.uk/login or https://myaccount.bl.uk to retrieve it.

I'm new to PLR, how do I register?

You can register for PLR by going to https://plr.bl.uk/login and choosing 'Register'.

You will be guided through the process of creating a British Library Online Account (if you don't already have one) and registering for PLR, including verifying your identity.

How do I upgrade my existing PLR offline account to an online account?

Upgrading to an online account is quick and easy, and having an online account will give you access to all these great features:

- Use the powerful book search to help you find all of your published titles and editions
- View of all your registered books and interests
- View your PLR statements to see what earnings you're due to receive
- Make sure your payment and contact details are kept up to date, so you don't miss a payment.
- Gain additional insights into the popularity of your books and where they are being borrowed.

In order to upgrade to an online account, go to https://plr.bl.uk/login and follow these simple steps:

- Choose the **'Register'** option
- If you already have a British Library Online Account, you can log in with that. If you don't, choose **'Register Now'.**
- Set up your Online Account by providing your name, email address and password.
- When asked if you have used Public Lending Right before, choose **'Yes, I have already used PLR'**
- Click **'Continue'**

Once you've created and activated your British Library Online account, make a note of the account number you're given and contact the PLR team . To help keep your account secure, the team will verify that you are the account holder and quickly link your existing PLR account with your new British Library Account.

How can I continue to manage my existing PLR account offline?

If you don't wish to take advantage of the new functionality available with an online account, you can continue to manage your account offline. You can continue to submit your book registrations, amendments and assignments using paper forms which can be sent to the PLR team via the usual channels.

The email address I used for my PLR account can't be found, what should I do?

If your email address isn't recognised when you try to log in, it is worth trying the 'Forgotten Username' button in case you already have an older British Library Online Account that was set up with a User Name rather than an email address.

If the email address still can't be found, contact the PLR team who will help you to access your account.

I no longer have access to the email address associated with my PLR account, what should I do?

If your PLR account used an email address that you can no longer access, contact the PLR team who will help you access your account.

How do I change the name that appears on my PLR account?

If you have an Online Account, you can update your Name on the account by logging into https://myaccount.bl.uk and clicking onto the 'Name' link.

If you have an Offline Account, you can contact the PLR team, who can update the name for you.

Note: as a PLR user, your account name should be your real name. If you write under a pseudonym or writing name, you can easily add this information when registering your books.

How do I change the email address on my account?

If you have an Online Account, you can update your email address for the account by logging into https://myaccount.bl.uk and clicking onto the 'Email' link.

Once you specify a new email address, you will then receive a confirmation email and will need to click the link in the email to confirm the change.

If you have an offline account, you can contact the PLR team who can update your email address for you.

When I log in, I'm prompted to register for PLR even though I have previously registered. What should I do?

As an existing PLR user, you shouldn't have to re-register. If you are required to choose an account type as soon as you log in (Contributor or Assignee), this indicates there could be an issue with the transfer of your account. **Please** contact the PLR team before proceeding and they will be able to check the status of your account**.**

Why am I being prompted to provide contact details when I log in?

Don't worry if you are prompted to provide your telephone number, address or payment details when you first log in. This is normal, and just means that your details were missing or needed updating.