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1. Welcome to British Library On Demand

We offer a comprehensive and flexible choice of services, designed to help you get the most out of On Demand. With our wide range of options, you can tailor our service to suit your needs.

You choose:

- The way you order – online, through our API 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 options you choose, you will always benefit from the British Library’s unsurpassed experience in document delivery. 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.

- 3 million monographs
- Journals, with over 12.5 million articles available to download immediately
- Doctoral theses and dissertations, primarily from the UK and North America
- 5 million research reports and official publications, with strengths in British, US Federal Agency and international agency publications
- 400,000 conference papers and proceedings

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

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, we charge copyright fees (in addition to our service charge) on all copies supplied through On Demand, unless an exception to copyright legislation is applicable, 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 can’t be copied.

You can check the copyright fee for a particular item by searching online at ondemand.bl.uk.
**Copyright exemptions**

There are two circumstances under which registered On Demand business customers are exempt from paying a copyright fee:

- If the item requested is supplied on loan
- If the customer is a UK-based non-commercial customer requesting a copy for non-commercial use by one user

If the payment of copyright fees is not usually mandatory for you, you must ask us to charge the fee on those occasions when it is required, for example when a copy is required for commercial use or by more than one user. You can request copyright clearance by:

- Un-ticking the 'Library Privilege' box on the Ordering Options screen when ordering online. If the box is not visible, a copyright fee has already been applied for other reasons, such as the item or ordering options you have selected.
- Including the Message Keyword Code COPYRT on the TX line of ARTEmail requests (see our Guide to ARTEmail on how to do this).

*Note:* Payment of a copyright fee is mandatory on all documents ordered for encrypted download through our 2 hour service. (UK non-commercial customers can request Library Privilege documents for encrypted download for the 24 hour and Standard services).

**Copyright declaration forms**

If a copy is supplied under exemption from copyright, the end user must complete and sign a copyright declaration form before the order is placed. By law, the institution must keep these forms for seven years. Don’t send them to the British Library unless we specifically ask. You can download declaration forms from our website.

**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 and we will only satisfy requests through ARTEmail in compliance with copyright. 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 British Library On Demand.

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

**3. How to pay**

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

- A deposit account, if you wish to deposit funds and pay in advance
- A billing account, if you wish to be invoiced monthly for services received
Our Customer Services Accounts team 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/ondemand.

**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 30 days.

**Parent and satellite accounts**

Parent and 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 our Customer Services Accounts team at customer-services-accounts@bl.uk.

**Fees and charges**

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

Some premium services (detailed in section 7) incur a charge even if the item requested can’t be supplied. When ordering online, you will always be made aware of any charges before you confirm your order.

**Business account management**

You can manage your business account profile, including your contact details, address book, ordering preferences, via our business account administration interface. Just select ‘My Accounts’ at ondemand.bl.uk.

You can also manage your personal account profile, including your email address, password, ordering preferences, in ‘My Accounts’ at ondemand.bl.uk.

4. **Allowing your customers to order online**

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

You can set and manage their account relationship start and end dates and the permissions you want them to have, such as what

Follow these simple steps to associate customers with your account:

1. Your customer registers for On Demand and opens a personal account. They can do this from the register link on our ordering interface, ondemand.bl.uk.
2. Your customer then needs to let you know their personal account number and registered email address. This can be done easily by forwarding their registration confirmation email to you.
3. You can then either:
   a. Associate customers individually from the business account administration interface or,
   b. 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 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 On Demand on a pay-as-you-go basis with their own credit or debit card. 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 by selecting ‘Yes’ for ‘Place Orders Without My Approval’. 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’ section on ondemand.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’ section and your customers will be able to track their orders from the ‘My Orders’ section.

5. Placing an order

There are four methods of placing orders:

1. Online at ondemand.bl.uk, our interface for searching for items, checking availability and price, placing orders and downloading articles held in our digital store.
2. Integrating On Demand into your systems using our API or using a library management system or separate ILL module that does this for you. Find out more at www.bl.uk/ondemand.
3. Sending speculative orders through our email ordering system, ARTEmail. This may be via the ILL module of your Library Management System, contact your supplier for details.
4. Sending speculative requests through our online speculative request form to order items not listed on our catalogue.

Online at www.ondemand.bl.uk

You or your customers 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.

Through our API

The On Demand API allows customers of library management systems to embed our services directly into their workflows. Customers can manage and track their orders through our simple and flexible account administration facility. Organisations can give their researchers as much or as little control as they need with a range of ordering and mediation options. For more information, ask your Library Management System provider about integration with On Demand.

Library management system providers, aggregators and resellers can build against our API to give their customers direct access to On Demand on their own platform. The API allows customers to search our collection and get up-front availability and price information all within the supplier’s interface. Our Business Development team are always happy to discuss potential development projects with you, email them at ondemand@bl.uk.

Through ARTEmail

ARTEmail is a method of sending speculative orders to us by email. All you need is your On Demand customer code and ART password so we can authenticate you. Please see our Guide to ARTEmail, which is available as a PDF file on our website www.bl.uk/ondemand.

Using the speculative order form

On Demand can supply items that aren’t on our catalogue through our extended search services. We conduct an in-depth search of our own collections and other libraries and partners to source the item you want. We can supply you with a list of locations and prices for you to order the item yourself or purchase the item on your behalf.
The first thing you need to do is to register for British Library On Demand. Then fill out our speculative order form online at forms.bl.uk/artweb/index.aspx.

You can also use the form to submit a speculative request, if you’re not quite sure what you’re looking for or if the British Library holds it.

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

You can track your orders online at www.ondemand.bl.uk or by email.

Online

You can track the progress of orders online in real time in the ‘My Orders’ and ‘Admin Order Tracking’ sections of www.ondemand.bl.uk. You can also update orders and report problems.

‘My Orders’ contains all orders placed by you online (for both your business Account and your personal account). ‘Admin Order Tracking’ contains all orders placed by you and your customers online for your business account only, plus all confirmed orders sent via ARTEmail.

Email

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 and select to opt out of specific messages by updating your business account profile preferences.

7. Delivery options

We offer a variety of services, speeds, delivery formats and quality options. If you search for items online, we will only show you the ordering options available according to you for that particular item.

You can update your delivery preferences on the business account administration interface at any time.

Services

We offer a range of services designed to meet your needs. As well as providing access to 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.
<table>
<thead>
<tr>
<th>Service</th>
<th>Best if</th>
<th>Brief description</th>
<th>What you pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order item</td>
<td>You need the item and you want to know the price and the availability before you proceed</td>
<td>From ondemand.bl.uk you can search our collection, check availability and price and place orders.</td>
<td>You pay the price quoted when you place the order. In the unlikely event that we cannot supply the item you won't be charged.</td>
</tr>
<tr>
<td>Find it For Me</td>
<td>You can’t find the item and you would like us to search for it and send you a list of resources and sellers that have it.</td>
<td>Use the speculative order form 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 and sellers we can find.</td>
<td>You pay a non-refundable search fee at the time you place the order.</td>
</tr>
<tr>
<td>Get it For Me</td>
<td>You can’t find the item and you would like us to search for it and place an order on your behalf</td>
<td>Use the speculative order form to describe the item, tell us how you want it delivering, when you need it by and how much you are prepared to pay. Our team of experts will use our extensive network of partner suppliers and other sellers to locate the item and source it for you.</td>
<td>You pay a non-refundable search fee at the time you place the order. When we supply the item we will then charge you the cost of the goods as charged to us by the supplier. If the item exceeds your maximum cost we won’t supply it and let you know how much it would cost to supply.</td>
</tr>
</tbody>
</table>

**Note:** The copyright status of the item, the format of the item, your location and the delivery format required all affect the partners and 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 traceable 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 items 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 item.

**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 can 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 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’ sections of ondemand.bl.uk. Find the order and select the ‘Download now’ link. Please note that documents may only be downloaded once.

For more information about Secure Electronic Delivery options, visit www.bl.uk/on-demand

To open 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.
2. Update your business account profile for ‘Delivery Email Address’
3. Inform Customer Services of the encryption format you intend to use

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

To protect rights holders, the document can only be accessed from the server once. The downloaded document will then be available to view for three years after it has been downloaded.

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 can’t access the file in time, you should contact Customer Services at customer-services@bl.uk for advice.

Unencrypted download
To receive unencrypted downloads you must hold the relevant Copyright Licensing Agency licence and have registered for this service.

We supply unencrypted, colour PDF files that are downloaded online. No software is needed. When we have digitised the item, we send you or your customer an email to tell you that it is available. This email will contain the order number and a link to our secure server where you can download the item. Alternatively you can download items from the ‘My Orders’ or ‘Admin Order Tracking’ sections of www.ondemand.bl.uk. Find your order and select the ‘Download now’ link. Please note that items may only be downloaded once.

Secure File Transfer
Secure File Transfer is a method of sending and receiving documents electronically between computers. We currently use Ariel® as our 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 item. You can find out more about Ariel at: www.infotrieve.com/ariel-interlibrary-loan-software.
2. Contact us so we can register you for the service.

Note: You may only print 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 customer 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 customer. 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, such as large print, copies of microform originals or multiple copies, contact Customer Services Orders for a quote at:

T +44 (0) 1937 546363
F +44 (0) 1937 546210

customer-services-orders@bl.uk

8. What happens if we have the item?

If we hold the item or 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 number and the item description. Delivery notes enclosed with loans will also 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 can’t fulfil your order?

If we can’t fulfil your order, it is usually due because:

- We have sourced the item, but it is not immediately available. For example it’s on loan to another customer or is on order from the supplier or,
- We can’t source the item. For example we don’t have the volume or article of a journal you require.

Note: We never charge customers for orders we can’t fulfil
We have sourced the item, but it is not immediately available

The availability of an item is displayed online 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 to be confirmed.

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

We will always charge you the price of the item when 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 and our system will confirm that your order has been 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 inform you by email.

If a waiting list is disbanded and you still require the item, you can upgrade your service to a premium service and we will search other suppliers and partners for the item. Premium services are detailed in section 7.

We can’t source the item

If we don’t 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:

- To chase an order
- To cancel an order
- 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’ and ‘Admin Order Tracking’ sections of ondemand.bl.uk.

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 in the ‘My Orders’ and ‘Admin Order Tracking’ sections. Find your order, 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.
Cancelling an order
You can only cancel orders if we have either not started working on them or they have been added to a waiting list. You can do this online in the ‘My Orders’ and ‘Admin Order Tracking’ sections. Find your order and click ‘Cancel Order’.

We have sent you the wrong item or an incomplete or 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’ or ‘Admin Order Tracking’ sections, even if you sent the request using ARTEmail. Find your order, click ‘Report Problem’ and select the appropriate problem type. Our staff will investigate the problem 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.

Find It For Me Locations
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’ll 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 and can be found at www.bl.uk/on-demand.

Applying to ILL locations
When you receive our notification of locations, look up the library’s lending and charging policies on the Directory of Library Codes. 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 usually accept requests by email, fax or post as long as you quote your British Library customer code 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 through British Library On Demand. The option to borrow items from our stock is not a right and may be removed in certain circumstances. Customers
are liable for the full cost of replacement or repair if any damage to our collection items occurs while on loan to them.

**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 available for loan or your organisation is not registered to order loans.

The item will be sent to you by first-class post or 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 that the return date is the date the item needs to arrive at the British Library, not the despatch date.

**Returning loans**

Our charges do not include return postage for loans. Loans should normally be returned to us by first-class post or airmail. However, we may ask you to use some form of recorded delivery when returning an item. 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**

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 in the ‘My Orders’ and ‘Admin Order Tracking’ sections of ondemand.bl.uk. Find your order 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’ or ‘Admin Order Tracking’ sections of ondemand.bl.uk. Find your order, 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 recorded as ‘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 seven days and the item is still not returned, your account will be charged. See our latest price list for current lost item charges at www.bl.uk/on-demand/pricing.

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. If we have been unable to purchase a replacement copy, we will extend this period to six months. Once an invoice is raised, we will only cancel it in exceptional circumstances.

Much of our stock is irreplaceable; we therefore urge customers to return all lost items whenever they are found. We reserve the right to remove any customer’s loan facility if we feel that the integrity of our collection is endangered.
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