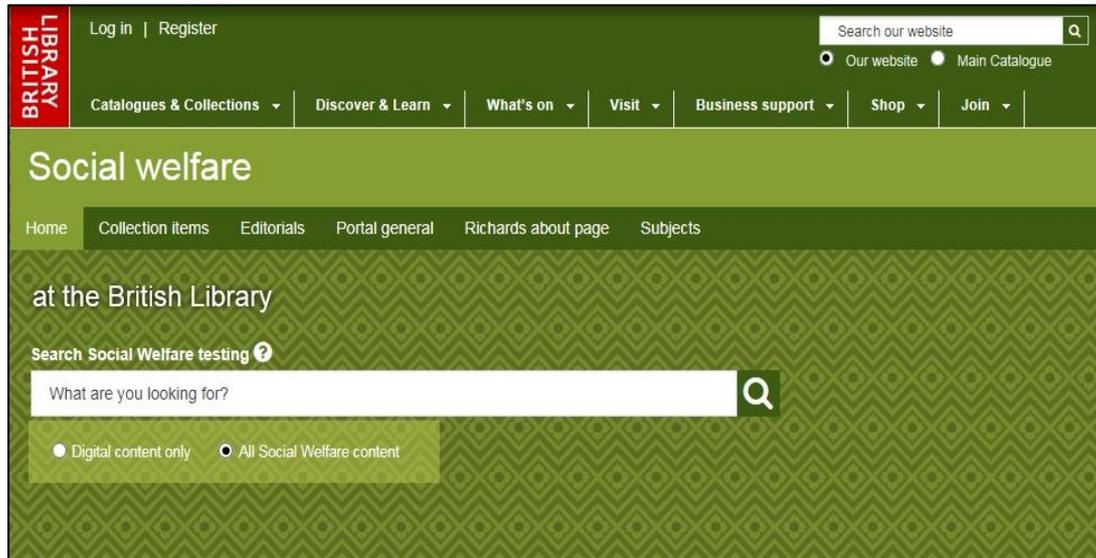


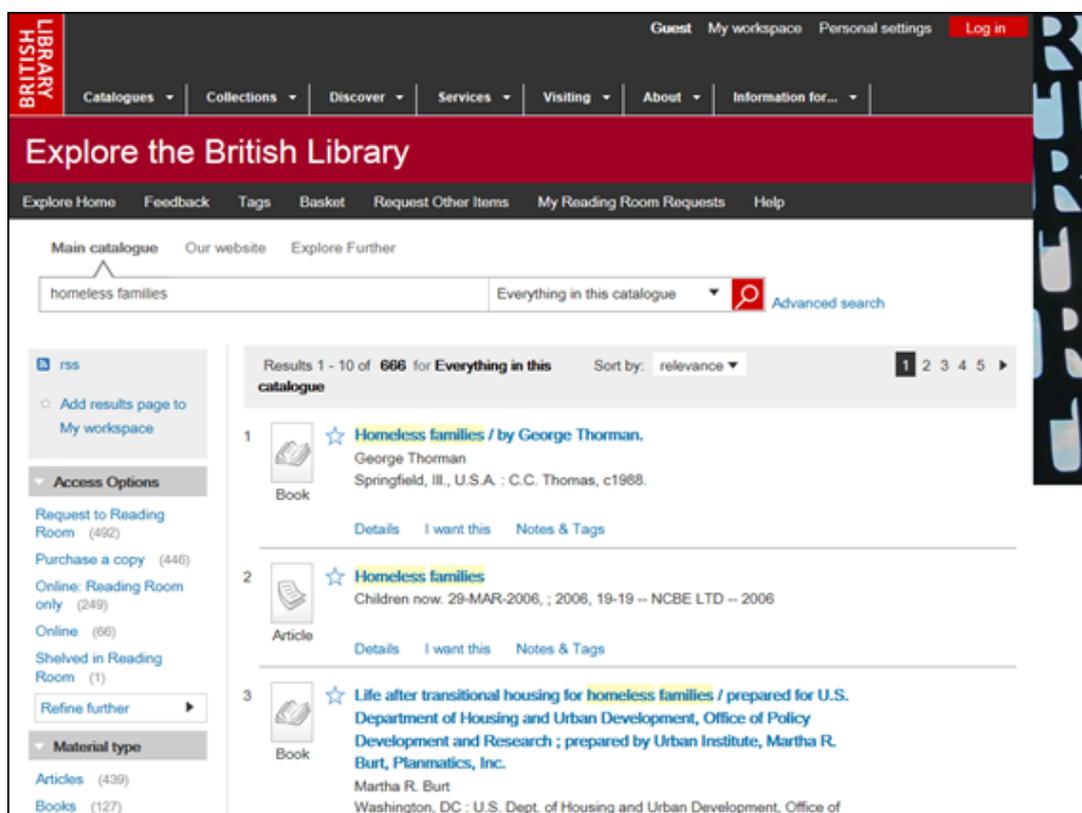
## “I WANT THIS”: HOW TO GET BOOKS AND JOURNAL ARTICLES FROM THE BRITISH LIBRARY

On the Social Welfare Portal home page you can search Digital Content Only or All Social Welfare content.



The screenshot shows the top navigation bar of the British Library website. It includes a search bar with the text "Search our website" and a magnifying glass icon. Below the search bar are radio buttons for "Our website" (selected) and "Main Catalogue". The main navigation menu includes "Catalogues & Collections", "Discover & Learn", "What's on", "Visit", "Business support", "Shop", and "Join". The page title is "Social welfare" and the subtitle is "at the British Library". There is a search bar with the text "Search Social Welfare testing" and a magnifying glass icon. Below the search bar are radio buttons for "Digital content only" and "All Social Welfare content" (selected).

If you select All Social Welfare content, most of the results returned will be for books, journals, articles and reports in our stock.



The screenshot shows the search results page for "homeless families" on the British Library website. The search bar contains the text "homeless families" and a magnifying glass icon. The results are sorted by "relevance" and show 10 results. The first three results are:

- Homeless families / by George Thorman.**  
George Thorman  
Springfield, Ill., U.S.A. : C.C. Thomas, c1988.  
Book  
[Details](#) [I want this](#) [Notes & Tags](#)
- Homeless families**  
Children now. 29-MAR-2006, ; 2006, 19-19 -- NCBE LTD -- 2006  
Article  
[Details](#) [I want this](#) [Notes & Tags](#)
- Life after transitional housing for homeless families / prepared for U.S. Department of Housing and Urban Development, Office of Policy Development and Research ; prepared by Urban Institute, Martha R. Burt, Planmatics, Inc.**  
Martha R. Burt  
Washington, DC : U.S. Dept. of Housing and Urban Development, Office of

You can consult these in the British Library's reading rooms if you are a registered user. These notes offer some help with what to do if you do not have a reader's pass or cannot visit the Library in person.

### **Getting Hold of Books and Reports**

The British Library does not lend books or reports to individual customers, but your public, organisational, university or college library will be able to borrow it for you unless we only have a reference copy in stock. Please make a note of:

- x The author(s)
- x The title
- x The publisher and date of publication
- x The ISBN
- x The British Library shelfmark

Then consult your librarian or information officer!

If the British Library does not have a loan copy, you will need to register as a reader and consult the book in a reading room at our London site.

Our London address is:       96 Euston Road  
  London  
  NW1 2DB  
  Tel: +44 (0)207 412 7000 (switchboard)

Our Reader Registration office, on the Upper Ground Floor at St Pancras, is open Monday to Saturday and you will need to visit us in person, bringing the required documentation to establish your identity and address, to register and obtain your pass. For a full explanation of how to register as a reader, please follow the instructions at <http://www.bl.uk/reshelp/inrooms/stp/register/howreg/howtoregister.html> .

You will then be able to use the reading rooms to consult any book or report in stock. Please note that a lot of our stock is not held in London and you will need to allow 48 hours for delivery. The Automated Book Requesting System will tell you the delivery time when you order. But, once you have your reader pass you can order material from your home or office in advance of your visit.

To order the book or report for consultation in a reading room, please click on the "I want this" tab and choose option 1

The screenshot shows the British Library website interface. At the top, there is a navigation bar with 'LIBRARY' and 'HSLIBRB' on the left, and 'Guest My workspace Personal settings Log in' on the right. Below this is a main menu with 'Explore Home', 'Feedback', 'Tags', 'Basket', 'Request Other Items', 'My Reading Room Requests', and 'Help'. The main content area features a search bar with 'youth gangs' entered and a dropdown menu set to 'Everything in this catalogue'. The search results show 642 items, with the first result being 'Youth gangs / by Robert J. Franzese, Herbert C. Covey, Scott Menard.' The result details include the author, publisher, and year. There are options to 'Request to Reading Room', 'Purchase a copy', and 'Deliver item to'. The 'Deliver item to' section lists 'The British Library's Reading Rooms (for registered Readers only)' and 'My Home or Office'. A note states: 'NB: You need to be a registered Reader in order to request items to a Reading Room. Our website has information on registering and help with requesting.' There is also a 'Feedback' section with a 'Problems or Comments? Complete the Feedback Form' button.

Readers must be logged in to request items. To log in from *Explore the British Library*, click on the log in button on the top right of the screen, and enter your id and password in the on screen form.

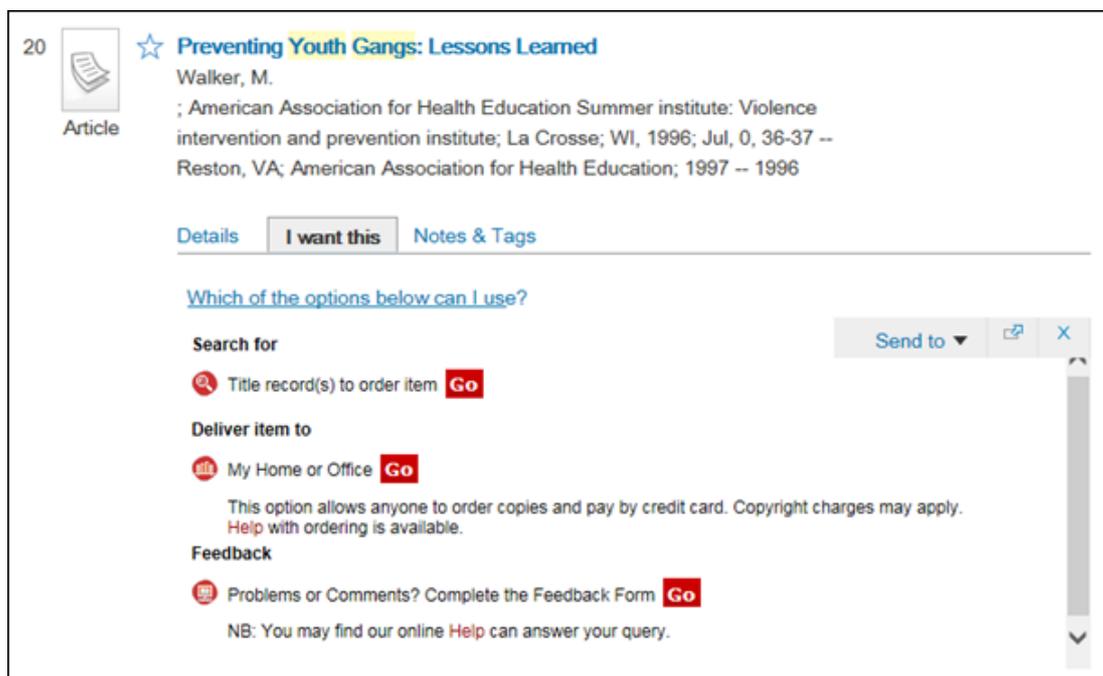
For step-by-step instructions on requesting printed items, please see our guide at <http://www.bl.uk/catalogues/search/pdf/readerrequest.pdf>

## Getting Hold of Journal Articles

The British Library has subscriptions to XXXX online journals, but at present these can only be consulted in our reader rooms due to licensing restrictions. However, copies of articles cited in *Explore the British Library* can be obtained through our document supply services. You can either ask your librarian to order the article for you or pay by credit card to have it delivered to your home or office. If you choose to ask your librarian, they will need:

- x The names of the author(s)
- x The article title
- x The title of the journal
- x Details of the issue where the article appears, i.e. volume number, year and pages
- x The British Library shelfmark

If you would like the article delivered to your home or office, click on the “I Want This” tab and choose option 2.



20   **Preventing Youth Gangs: Lessons Learned**  
Walker, M.  
; American Association for Health Education Summer institute: Violence intervention and prevention institute; La Crosse, WI, 1996; Jul, 0, 36-37 -- Reston, VA; American Association for Health Education; 1997 -- 1996

Details **I want this** Notes & Tags

[Which of the options below can I use?](#)

Search for Send to ▾  

 Title record(s) to order item **Go**

Deliver item to

 My Home or Office **Go**

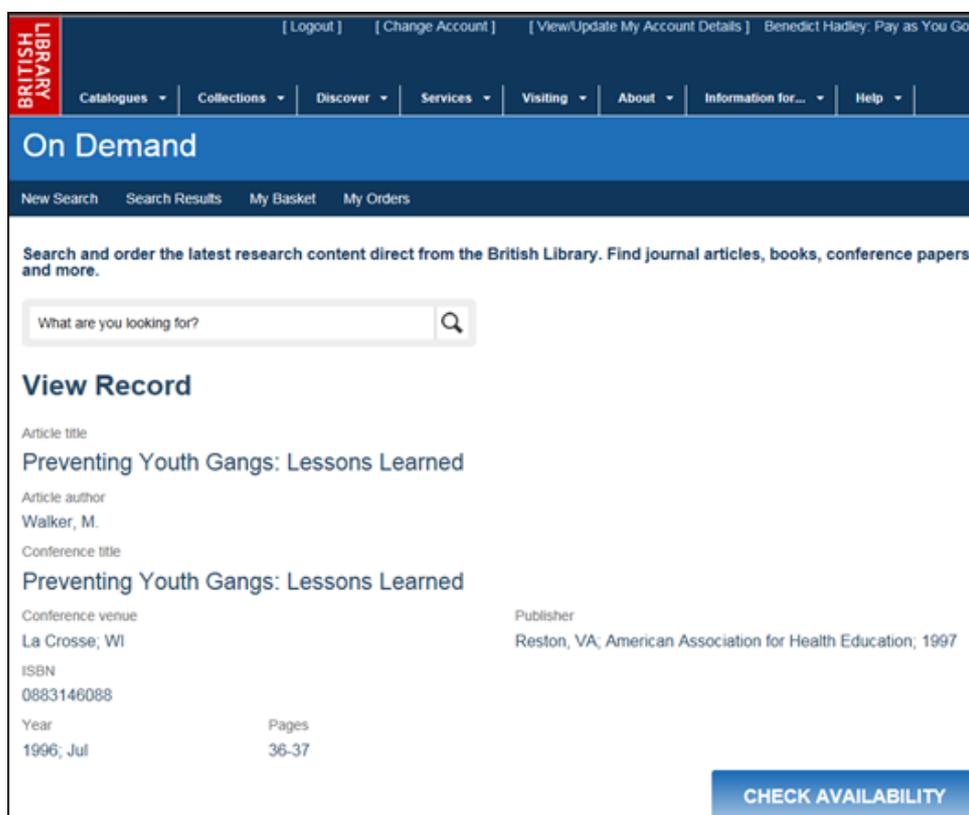
This option allows anyone to order copies and pay by credit card. Copyright charges may apply. [Help](#) with ordering is available.

Feedback

 Problems or Comments? Complete the Feedback Form **Go**

NB: You may find our online [Help](#) can answer your query.

You will then be taken to British Library On Demand. Please follow the on-screen instructions to buy a copy of the article.



BRITISH LIBRARY [ Logout ] [ Change Account ] [ View/Update My Account Details ] Benedict Hadley: Pay as You Go

Catalogues ▾ Collections ▾ Discover ▾ Services ▾ Visiting ▾ About ▾ Information for... ▾ Help ▾

## On Demand

New Search Search Results My Basket My Orders

Search and order the latest research content direct from the British Library. Find journal articles, books, conference papers and more.

What are you looking for? 

### View Record

Article title  
**Preventing Youth Gangs: Lessons Learned**

Article author  
Walker, M.

Conference title  
**Preventing Youth Gangs: Lessons Learned**

Conference venue  
La Crosse, WI

Publisher  
Reston, VA, American Association for Health Education; 1997

ISBN  
0883146088

Year	Pages
1996; Jul	36-37

**CHECK AVAILABILITY**

If you are a new customer, you will need to register to create an account. Otherwise, please enter your British Library username and password.

The screenshot shows the top navigation bar of the British Library website with the logo on the left and links for Register and Login on the right. Below this is a menu with categories: Catalogues, Collections, Discover, Services, Visiting, About, Information for..., and Help. The main header is 'On Demand' in a blue bar. Below the header, there are links for 'New Search' and 'Search Results'. A search bar contains the placeholder text 'What are you looking for?' and a magnifying glass icon. The main content area is titled 'Please Login' and contains two input fields: 'Username:' and 'Password:'. Below these fields is a blue 'LOGIN' button and a link for 'Forgotten Username or Password?'.

The screenshot shows the 'Select delivery options' page for the book 'Preventing Youth Gangs: Lessons Learned'. At the top, there is a dark header with the book title. Below the header, a message states: 'Sorry, we cannot confirm availability of this specific issue. However, it's quite likely that we will have it.' The page is divided into several sections for selecting options: 'Delivery Format - Available Date' with a button for 'Paper - 06-04-2017'; 'Delivery Speed' with three buttons: '2 Hours', '24 Hours', and '4 Days'; 'Quality' with two buttons: 'Standard' and 'High'; and 'Quantity' with a minus button, a text input field containing '1', and a plus button.

After selecting your required delivery speed, and paper quality proceed to the next step where you will be asked to provide a delivery address.

## Order Summary

### Item Details

Article title  
**Preventing Youth Gangs: Lessons Learned**

Article author  
Walker, M.

Conference title  
**Preventing Youth Gangs: Lessons Learned**

Conference venue  
La Crosse, WI

Publisher  
Reston, VA; American Association for Health Education; 1997

ISBN  
0883146088

Year	Pages
1996, Jul	36-37

The Order Summary provides details of the required item including the total cost. You will then be invited to add the item to your basket.

Click on “My Basket” to order the item. After checking that the details are correct, click “Order Selected” to provide your credit or debit card details.

## On Demand

[New Search](#) [Search Results](#) [My Basket](#) [My Orders](#)

Search and order the latest research content direct from the British Library. Find journal articles, books, conference papers and more.

### Shopping Basket

<input checked="" type="checkbox"/> Item details	Date added	Total cost	
<input checked="" type="checkbox"/> <b>Preventing Youth Gangs: Lessons Learned</b> Walker, M. Reston, VA; American Association for Health Education; 1997 06-04-2017 16:12		<b>£30.20</b>	

Once your Bank has approved your transaction, your order will be despatched.

If you are a British Library registered reader, you can also order the journal issue or volume to be delivered for consultation in a British Library Reading Room. Choose option 1 and follow the subsequent on screen ordering instructions:

20  **☆ Preventing Youth Gangs: Lessons Learned**  
Walker, M.  
; American Association for Health Education Summer institute: Violence intervention and prevention institute; La Crosse; WI, 1996; Jul, 0, 36-37 -- Reston, VA; American Association for Health Education; 1997 -- 1996

[Details](#) **I want this** [Notes & Tags](#)

[Which of the options below can I use?](#)

**Search for** Send to ▼  

 Title record(s) to order item **Go**

**Deliver item to**

 My Home or Office **Go**

This option allows anyone to order copies and pay by credit card. Copyright charges may apply.  
[Help](#) with ordering is available.

**Feedback**

 Problems or Comments? Complete the Feedback Form **Go**

NB: You may find our online [Help](#) can answer your query.