

# British Library On Demand – Service update

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# British Library On Demand Service

Following the cyber- attack on the British Library, We are now able to offer the British Library On Demand service again.

What service are we currently offering:

- An interim manual interlibrary loan service
- A scan from print service (Library Privilege only)
- Available to business account holders only
- Only available from accessible collections
- Digital collections and some print collections remain unavailable – for now

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## How do I use the current service?

- Email your requests to **Customer@bl.uk** and enter loan or scan in the subject line of the email. Please send each request on a separate email
- Give details of your BL Business Account number (e.g. 87-NNNN) and organizations' postal delivery or email address.
- Your BL business account will be billed at your normal price for all items supplied. No charge will currently apply for loan renewals.
- Assign a request/order reference number to your order to allow you to identify charges on your monthly statement
- Include full bibliographic details and, where possible, the BL Shelf mark of the item you wish to loan.
- Scanned copies will be sent to you by email, or WeTransfer. If we are unable to locate the item you require, we will let you know by email

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## **Will outstanding requests be fulfilled?**

- All requests in our system have been cancelled, you can reapply now our service is up and running, should items still be required.

## **Should I return my loans when no longer required?**

- Yes, you can continue to return your items.

## **Can I renew items?**

- Renewal charges will not apply, so you can keep hold of your items if you need them for longer and send them back to us when no longer required.

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## Next steps:

- **More content**
  - Accessing digital content
  - Print collections that are currently unavailable
- **More Services**
  - Copyright Fee Paid Service
  - EHESS
- **Future services**
  - Consultation with users (ILL survey, Workshops, Customer visits)
  - Develop new and relevant services