

How do I receive an article?

All articles will be received via email.

In order to open documents from the British Library you will need to register for an On Demand account :

[British Library On Demand](https://register.bl.uk/RegOnline.aspx?serviceId=3)

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You will also need to have an internet connection.

Documents must be opened in Adobe Reader version 10 or above.

You will have 30 days to open the file and once opened you will have 3 years access to it via your account

You can only print the document once.

Inter-library loans

If we don't have access to a resource (book, journal article etc.) we may be able access it via an Inter-Library Loan . **This service is available for staff, all final year and postgraduate students..**



How do I make an ILL request?

First check Google and Google Scholar, then make sure a print copy of the item you require is not available in the library by searching for the title on Find it @Harper.

You can then request the item from a link in the [Find it @ Harper](#) record or from the [inter-library loan section](#) of the library website .

You will need to fill in the details of the item, your personal details and agree to a copyright declaration.

How do I receive book requests?

Books can take a little longer to arrive than articles as they are posted from the lending library (usually the British Library).

Once a book has arrived you will receive an email asking you to collect it from the library Welcome Hub. You **CANNOT** issue or return ILL books using the self-service machines.

How many can I have?

- **Undergraduates** – final year students doing research projects - up to 10 free requests
- **Postgraduates** (taught) - up to 20 free requests. Unfortunately students studying via Improve International are not entitled to ILLs unless they are on the Advanced Practitioner Module (A7043), then 3 may be requested.
- **Staff/postgrads** (research) - the number of free requests will be at the discretion of the library manager

How long does it take?

You might have to wait for items so make sure you request them in advance of when you need them.

Emailed articles often take a few days to arrive. Books may take longer depending on availability and location.

How long can an item be kept?

Loan periods for books vary - please check the due date at the front of the book.

Books can usually be renewed, but not always, so please ask at the Welcome Hub before they are due back.

Adobe PDF Reader

If your browser has a built in PDF viewer, e.g. Google Chrome, you will need to disable it before you can read your requested article. Alternatively you could use a different browser such as IE or Firefox.

Inter-library loan enquiries

If you have any questions about inter-library loans, contact Rachael Harper on 01952 815393

or alternatively, send an e-mail to:

ILL@harper-adams.ac.uk