BRITISH LIBRARY

GUIDE TO AUTOMATED REQUEST TRANSMISSION

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INTRODUCTION

Automated Request Transmission

This guide tells you how to use ARTTel and ARTEmail to send your requests to us. There is no limit on the number of requests you can send, if you just follow the simple ART formatting rules laid out in Section 3.

Once you have a Customer Code and an ART Password, you may use whichever method of requesting you prefer. If you send only one or two requests at a time, however, you may find it more convenient to use our Web-based system, ARTWeb, or one of the databases that also offer a document ordering facility, e.g. British Library Inside or our online Integrated Catalogue (http://catalogue.bl.uk). More information on these options can be found on our Document Supply website under 'Order Documents Online'.

There are various commercial interlibrary loan software packages available, which automate many ARTTel or ARTEmail procedures. We cannot make recommendations as to the suitability or otherwise of individual library applications for any of the packages. A list of those we are aware of is available from Customer Services.

If you have any questions about automated requesting, or if you experience problems, please contact either our ART Liaison Officer or Customer Services.

ART Liaison Officer
T +44 (0)1937 546699
F +44 (0)1937 546333
dsc-art-liaison@bl.uk

Customer Services
T +44 (0)1937 546060
F +44 (0)1937 546333
dsc-customer-services@bl.uk

Web Access
British Library website: www.bl.uk
Document Supply homepage: www.bl.uk/docsupply
ARTWeb: www.bl.uk/artweb

QUICK REFERENCE

ARTEmail – sending requests

ARTEmail is a simple 3-step system to send requests by ordinary email.
  1 Type your requests, using ART format, and save as an ASCII plain-text file
  2 'Paste' the file into the body of an email message (do not 'attach' it)
  3 Send the message, in plain-text format, to: artemail@art.bl.uk

ARTTel – sending requests

ARTTel is a simple, interactive online ordering system.
  1 Type your requests, using ART format, and save as an ASCII plain-text file
  2 Log on to ARTTel
  3 Use the SEND command and 'paste' the file into your ARTTel session or 'transfer' using your communications software.

ART file format

The 4 simple rules for formatting your ART requests are:
  1 Start the file with your Customer Code and ART Password (optional for ARTTel)
  2 Begin each new request with the letters TX
  3 Leave at least 4 blank lines using the return key, between each request
  4 End the file with NNNN and a single return-key stroke
The file must be saved in ASCII plain-text format to ensure that it can be read by our automated request processing system

SECTION 1 GUIDE TO ARTEMAIL

ARTEmail (Automated Request Transmission by Email) is a simple method of sending your requests to us using ordinary email. All you need is:

- your Customer Code and ART Password, and
- email software.

If you wish to practice using ARTEmail before sending 'live' requests, details of a 'test' facility are given at the end of this section.

Quick Reference

ARTEmail is a simple 3-step system.

1 Type your requests, using ART format, and save as an ASCII plain-text file
2 'Paste' the file into the body of an email message (do not 'attach' it)
3 Send the message, in plain-text format, to: **artemail@art.bl.uk**

It is as easy as that. The rest of this section gives you information that will help you make full use of ARTEmail.

Note: It is important that you spend a little time familiarising yourself with ART file format, which is fully explained in Section 3 of this guide. This is just a simple layout that you must follow when typing your requests. Your message is going to be read by a computer that has to be able to recognise who you are, where each new request starts, and where your file of requests ends. If your order does not correctly follow ART format, your requests might be rejected.

Creating and sending your order

We recommend that you prepare your list of requests offline, using a text editor or other word processing software. Save the file in ASCII plain-text format, to ensure that our system will accept it. If you use Windows®, you do this by specifying the file type as 'Text File (*.TXT)' or 'Text only' in the 'Save File as Type' box.

Once you are happy that your file is correct and that it follows ART format, copy it to your PC's clipboard. Then paste the file (do not 'attach' it) into the body of your email message and send the message, in plain-text format, to: **artemail@art.bl.uk**

ARTEmail will then send a return message, either to confirm that your file has been accepted and allocating request numbers, or telling you why your file has been rejected.

- Do not send anything other than requests to the ARTEmail email address. If you have any questions or problems, please contact Customer Services.
- Do not include anything other than your file of requests in the message, or it may cause your order to be rejected.

You should receive confirmation of receipt within 30 minutes. It can, however, occasionally take longer. Although email can be delayed, it will not usually be lost. For standard requests, we recommend that you wait at least 24 hours for confirmation of receipt and contact Customer Services first before making any attempt to resend a file, otherwise you may mistakenly send the same requests twice. Any such duplication cannot be cancelled.

If you ask for 2-hour delivery and don't receive confirmation of receipt within two hours, fax or telephone us on these numbers:
  T +44 (0)1937 546363
  F +44 (0)1937 546321
Do not just resend the email.

Confirmation of receipt

ARTEmail will send a return message confirming receipt of your email. This will inform you that either your requests have been accepted or your order was not in correct ART format.

Each message confirming receipt, whether the file was accepted or rejected, will contain a unique reference number in the email subject field. This number should be quoted in any enquiry made about a file.

Accepted files

If no ART format errors are detected, we will send you an email message confirming that your file has been accepted. The message will confirm your postal address, the number of requests contained in your order and the first and last request numbers allocated to your references. It is important that you have a record of the number allocated to each request.

Rejected files

If ARTEmail detects any ART format errors, the whole file of requests will be rejected and we will send you an email message informing you of this. This message will give the reason for rejection, along with an Error Code. The message will also include a copy of your file, with a marker inserted to indicate the position of the first error. ARTEmail will point out only the first error it encounters, other errors may occur later in your file.

Use this information to correct your file of requests, then resend it to ARTEmail in the usual way.

Error Codes
ERR3 Request exceeds 11 lines
ERR4 'TX' prefix missing
ERR6 Previously-assigned number expected
ERR8 No request text received
ERR9 Blank lines detected within a request
ERR10 Incompatible Message Keyword Codes used
ERR11 No requests received before NNNN
ERR12 Excess consecutive blank lines detected
ERR14 Not registered to use ADD Address
ERR15 Incorrect ADD Address format
ERR16 'TX Line' + British Library assigned request number exceeds 40 characters

Some Error Codes are not applicable to ARTEmail.

Status reports

You can use the 'Status' facility to obtain the details of any of your files received by ARTEmail in the **last month**. There are three different types of Status report:

- Status List – a summary listing of your file details
- Status Read – the complete file as originally received at the British Library
- Status Brief – an edited version of your file.

We recommend that you use Status List first, to identify the file in which you are interested, and then use either Status Read or Status Brief to get more detail.

Status List

Simply add the words STATUS LIST after your Customer Code and ART Password in an email message, i.e.
      Your Customer Code
      Your ART Password
      STATUS LIST
and send it to: **artemail@art.bl.uk**

If you do not put a date after STATUS LIST, ARTEmail will email you a listing of all your files received over the last two weeks. If you put a date (dd/mm/yy) after STATUS LIST in your email (e.g. STATUS LIST 18/12/03), you will be sent details of files received since that date.

Status Read

You can retrieve your complete file, as received by ARTEmail, by typing STATUS READ followed by the date we received the file. If you sent the message:

> Your Customer Code
> Your ART Password
> STATUS READ 18/12/03

we would send you the full text, including bibliographic details and request numbers, of all your files received on that date.

Status Brief

Status Brief allows you to obtain an edited version of your file of requests. Send an email to ARTEmail and add a date after the words STATUS BRIEF, for example,

> Your Customer Code
> Your ART Password
> STATUS BRIEF 18/12/03

ARTEmail will then send you a list of your request numbers, together with the first line of each request, for all your files received and accepted on that date.

NB: ARTEmail cannot provide brief listings of rejected files.

Test orders

You can practice using ARTEmail by sending test orders that we will not process. We will, however, confirm receipt in the usual manner and you can use status reports to receive file details.

To send a test order, prepare a file of requests in the usual way but after your Customer Code and ART Password, at the start of your message, put the word TEST; i.e.

> Your Customer Code
> Your ART Password
> TEST

Replies Intray

Rather than sending you Request Status Reports by mail, we can provide information about the progress of your requests by email. To have your replies sent by ARTEmail Replies Intray, please contact Customer Services. Every day, at a time (or times) specified by you, we will send an ARTEmail Replies Intray message to your designated email address. This will contain details of replies sent since the previous message. The reply will be matched to the request number, not bibliographic details, so it is important that you keep a record of which request number matches which request. If you have asked to be sent 'Shipped' messages (see your General Handbook for more information), these will also appear on your Replies Intray. Each Replies Intray message is consecutively numbered in the email's subject field, so you can check that you have not missed any. You should note that a message is sent to you every day, whether or not there are any replies.

SECTION 2 GUIDE TO ARTTEL

ARTTel (Automated Request Transmission by Telecommunications) allows you to connect direct to our automated request processing system and is the quickest method of sending your requests to us. ARTTel is also an interactive system. This means that you can send or receive messages and you have the opportunity to cancel requests if you change your mind within 15 minutes of transmitting them.

All you need to access ARTTel is:

- your Customer Code and ART Password

and either

- a computer, or computer terminal, with access to a modem and communications software,

or

- a computer, or computer terminal, with a Telnet application (possibly via the Internet)

If you wish to practice using ARTTel before sending 'live' requests, you can log on to a test facility. This gives you the chance to use all of ARTTel's commands without sending requests to be processed.

Quick Reference

Sending your requests by ARTTel is simple.

1 Type your requests, using ART format, and save as an ASCII plain-text file
2 Log on to ARTTel
3 Use the SEND command and 'paste' the file into your ARTTel session or 'transfer' using your communications software.

It is as easy as that. The rest of this section gives you information that will help you make full use of ARTTel.

Note: It is important that you spend a little time familiarising yourself with ART file format, which is fully explained in Section 3 of this guide. This is just a simple layout that you must follow when typing your requests. Your requests are going to be read by a computer that has to be able to recognise who you are, where each new request starts, and where your file of requests ends. If your order does not correctly follow ART format, your requests might be rejected.

Connecting to ARTTel

The easiest method of connecting to ARTTel is via Telnet:
If you can access Telnet via the Internet, simply point your browser to: **telnet://arttel.bl.uk**
If you access Telnet using any other method, the address is: **arttel.bl.uk**

Alternatively, you can connect to ARTTel using:

- The Global Network Service (GNS) through your country's Packet Switched Data Network (PSDN) e.g. Dialplus, in the UK. ARTTel's Network User Address is **2342 9376 5265 32**
- or dialling the ARTTel number with your modem: **+44 (0)1937 546256 or +44 (0)1937 546257**

If you would like more information about these alternative methods of connecting to ARTTel, please contact our ART Liaison Officer.

Welcome screen
Once connected to ARTTel, you will be given 4 options to proceed.

- **Continue**
  press Return. You will be asked to input your Customer Code and ART Password in order to log on to ARTTel.
- **Disconnect**
  input D, followed by Return. You will then be disconnected from ARTTel.
- **Enter the TEST system**
  input T, followed by Return. You will log on to the test system. Option 2 gives you full access and allows you to practice using ARTTel without sending 'live' requests. All instructions that follow also apply to the test system.
- **Ask for help**
  input H, followed by Return. You will be given brief help about logging on to ARTTel.

Command Prompt

When you have logged on to ARTTel, your Customer Code and address will be confirmed on the screen. ARTTel will also check whether you have any unread messages. More information on messages is given later in this section.

You will now see the following line on the screen:

ARTTel – INPUT COMMAND OR TYPE HELP >>>

This is known as the **Command Prompt**. It means that ARTTel is waiting for you to input a command.

Note: If nothing is input to ARTTel for 4 minutes, it will automatically disconnect. This is to prevent you remaining logged on by mistake. If such a 'time-out' occurs during a file transmission, it will result in your file being rejected.

ARTTel commands and online help
If you input HELP at the Command Prompt, you will be given a list of the commands that are available to you. The current list is given below.

ARTTel helpscreens
More detailed help on specific commands is available online, when you are at the Command Prompt. Input HELP followed by the command itself, e.g. HELP SEND.

ARTTel incorporates a large number of helpscreens. To see a list of these, input HELP TOPICS. Once you have chosen the topic on which you would like assistance, just input HELP followed by the full title of the topic; e.g. HELP PREMIUM SERVICES.

Command Meaning

Command	Meaning
SEND	To enter the Request Transmission Service and send requests
STATUS	To display the status of previously transmitted files
MESSAGE	To enter the Message Service
INTRAY	To use the standard Replies Intray Service
SHORT INTRAY	To use Replies Intray with the Short List of Replies
WIDE INTRAY	To use the wide format Replies Intray Service
HELP	To display the HELP screen
NEW USER	To change the ownership of a session without logging off
LOG OFF	To disconnect from ARTTel.

Creating and sending your order

Creating your order

We recommend that you prepare your list of requests offline. This has the following advantages:

- You can use the computer file as a record of what you sent to ARTTel

- If, for any reason, the file fails to transmit correctly, you can resend it without having to retype

- You can easily correct any mistakes or typing errors in the file before sending your requests (it is not possible to correct typing errors after the file has been sent to ARTTel)

- You are connected to ARTTel for the minimum time and therefore save on communications costs.

Before logging on to ARTTel, you should check that the file does not contain any bibliographic errors and that it correctly follows ART format (see Section 3).

The file must be saved as an ASCII or plain-text file, otherwise it will not be accepted by ARTTel. Simple text editors, such as 'Write' and 'Notepad', that are supplied with Windows®, and the more sophisticated word processing programs allow you to save files in plain-text. Consult your word processing manual for details of how to do this. If you use Windows, you should specify the file type as 'Text File (*TXT)' or 'Text only' in the 'Save File as Type' box.

Sending your order

Once you are happy with your file:

- Copy it to your PC's clipboard

- Log on to ARTTel and input SEND at the Command Prompt

- Wait a few seconds, until ARTTel says you are in FORMATTED REQUEST RECEPTION MODE

- 'Paste' your file into the ARTTel session.

When ARTTel detects the end of file code, NNNN, it will confirm that transmission has been completed and check the file for possible errors. It will then tell you whether the file has been accepted or rejected.

'Pasting' the file from your PC's clipboard is not the only method of transmitting your file of requests to ARTTel. If you do not connect to ARTTel via Telnet, you must transfer your file using your communications software (e.g. 'Terminal' supplied as part of Microsoft Windows®). For information on the alternatives, contact our ART Liaison Officer.

Note: When in FORMATTED REQUEST RECEPTION MODE, you cannot issue any other ARTTel commands or get online help. To leave FORMATTED REQUEST RECEPTION MODE without sending any requests, simply input NNNN and press Return.

Accepted ART files

If the file is accepted, ARTTel will confirm the number of requests contained in the file, allocate a number to each request (unless you have registered for number suppression, see your General Handbook), and show the first and last request numbers.

Each request number will then be listed, alongside the first line of bibliographic details. This gives you the opportunity to note the system-generated request numbers for future reference, perhaps by printing the screen. You will need these numbers when checking your replies.

Details of your request numbers can be accessed up to two months later, by using the STATUS facility. More information on the STATUS facility is given later in this section.

Once your file is accepted, you have 15 minutes before its status changes to 'processed'. During these 15 minutes, you can cancel your file. You cannot cancel a file once it is 'processed'. You will find instructions on cancelling files later in this section, under STATUS.

Non-fatal errors

ARTTel can correct 'non-fatal' minor errors in an ART file (e.g. if a line exceeds 40 characters). If ARTTel detects such an error, it will tell you so and show you where it occurs in your file. It will then ask if you would like ARTTel to attempt to correct it.

If you input Y (yes), ARTTel will try to correct the error. If successful, you will be informed that the file has been accepted and the file details will be confirmed on the screen.

Rejected ART files

If ARTTel is unable to correct an error in your file, the whole file will be rejected. You will be informed of which error has been found and where it occurred in your file. Error Codes are used to indicate the type of error found.

ARTTel will point out only the first error it encounters. Other errors may occur later in your file. If a file is rejected, you will have to correct it and send it again. We recommend that you leave the ARTTel system, correct the file while offline, then log back on to ARTTel and resend the file.

Error Codes

ERR1	Insufficient blank lines
ERR2	Request line exceeds 40 characters
ERR3	Request exceeds 11 lines
ERR4	'TX' prefix missing
ERR6	Previously-assigned number expected
ERR8	No request text received
ERR9	Blank lines detected within a request
ERR10	Incompatible Message Keyword Codes used
ERR11	No requests received before NNNN
ERR12	Excess consecutive blank lines detected, or file not saved in ASCII format
ERR13	Timeout during transmission
ERR14	Not registered to use ADD Address
ERR15	Incorrect ADD Address format used
ERR16	'TX line' + British Library assigned request number exceeds 40 characters.

Some Error Codes are not applicable to ARTTel.

New User

Some ARTTel users send requests for several different registered customers. ARTTel allows you to send requests for different customers without logging off. This is known as 'changing ownership'.

To change ownership of a session from the Command Prompt, input NEW USER followed by Return. Input the Customer Code and ART Password of the new customer and continue as normal.

Logging off

When you have finished an ARTTel session and wish to disconnect from the system, you need to log off. From the Command Prompt, input LOG OFF followed by Return. Then follow the instructions on the screen.

EXTRA FEATURES OF ARTTEL

STATUS

Any files you transmit to ARTTel can be viewed up to 2 months later by using the STATUS facility. You can confirm the date and time of transmission, the number of requests received, the request numbers allocated by ARTTel, and the current status of the file.

Once received, an ART file can have one of 5 states.

ACCEPTED

The file has been accepted by ARTTel and is awaiting processing. The file will remain in this state for 15 minutes, during which time it can be cancelled. After 15 minutes, it will change to PROCESSED.

REJECTED

The file was received by ARTTel, but was rejected because it was not in a valid format. It can still be viewed, to aid identification of the problem.

PROCESSED
After being in an ACCEPTED state, the file is being, or has been, processed by the British Library. Once in this state, the file can no longer be cancelled.

CANCELLED
After being in an ACCEPTED state, the file was cancelled by the customer. The file will not be processed.

TEST
The file was transmitted using the TEST system. The file will not be processed.

You may change a file's status from:

ACCEPTED to CANCELLED (within 15 minutes of transmission)
CANCELLED to ACCEPTED
TEST to ACCEPTED

You can change a file's status when you view it, as either a complete file or brief display, using the STATUS facility: full instructions are given on the screen. The ACCEPTED status is held by ARTTel for 15 minutes before changing to PROCESSED. This is to give you the opportunity to cancel the file. You cannot change a file's status once it is in a PROCESSED state.

Accessing the Status facility
To enter the STATUS facility from the Command Prompt, input STATUS and then press Return.

A list of your latest 5 files received by ARTTel will appear, followed by the option to:
- View a complete file
- View a brief display of a file
- View 5 more files, or
- Exit from the STATUS facility.

Once in the STATUS facility, follow the instructions on the screen to perform any of the above actions.

Message Service
ARTTel allows messages to be sent both to and from the British Library. When you log on, you will be told if you have any unread messages. Please try to read your messages when you log on, because some may require urgent attention.

Reading and deleting messages
From the Command Prompt, input MESSAGE followed by Return. Your 5 most recent messages will be displayed. To view earlier messages, input M and press Return.

- To read a message, input the reference number of the message (e.g. 2) followed by Return.
- To delete a message, input the reference number of the message but precede it with a minus sign (e.g. -2), followed by Return. You will then be asked to confirm that you wish to delete the message. If the message you ask to delete has not been read, an additional warning will appear.

Sending a message
When in the main MESSAGE screen, input S followed by Return. After the prompt To:, type the recipient of your message and press Return. If you are unsure who should receive your message, just press Return and the message will be sent to Customer Services. You will now be prompted for the subject of your message. Type this and then press Return.

ARTTel will now be in MESSAGE RECEPTION MODE. You can either type your message directly from the keyboard (recommended for short messages only) or transmit a previously prepared message in the same way as you transmit your requests. In either case, you need to end the message with the end of file code NNNN, followed by Return. When ARTTel reads NNNN, it knows that the message has ended and will return you to the main MESSAGE screen.

The new message will now appear as the first message on your list and will be shown as a SENT message.

Replies Intray
ARTTel Replies Intray enables you to view information about your requests online, instead of receiving Request Status Reports by mail. The Replies Intray is updated every few minutes. If you would like to use ARTTel Replies Intray, please contact Customer Services so that we can register you for this service and arrange to stop sending you Request Status Reports by mail.

You should check your Replies Intray regularly, because some replies require prompt action from you (e.g. requests with DUE or DUE WAIT Reply Codes). We suggest that you view your Intray once a day and clear entries every few days. ARTTel will automatically clear all records more than 7 days old. If these replies have not been looked at, they will be printed out as a Request Status Report and sent to you by mail. **If you regularly fail to read your replies within 7 days, we reserve the right to cancel your ARTTel Replies Intray registration.** If you have problems maintaining your ARTTel Replies Intray, you should consider receiving your replies by email (see the ARTEmail section of this guide for more information).

Replies cleared from your Intray are removed permanently and you will no longer be able to view them. It is important that you have a record of the information (perhaps a printout) before you clear your Replies Intray.

Using Replies Intray
From the Command Prompt, input INTRAY followed by Return. All replies to your requests will be listed, except those that have been cleared.

When the listing is complete, 4 options will appear on the screen, followed by the prompt INTRAY ACTION?>>>
- Expand a Reply Code, to see a full explanation
- Clear your Replies Intray
- See your list of replies again
- Exit without clearing your Intray

Once in Replies Intray, follow the instructions on the screen to perform the above actions.

Note: You should clear your Intray regularly, but do not do so until you have recorded the information, perhaps by printing the screen. You will not be able to refer back to replies that you clear.

Other Replies Intray Options
Wide Intray
The standard Replies Intray format allows 10 characters for the request number, followed by 46 characters for Reply Codes. Some customers require a longer field for the request number. We therefore provide an alternative format, known as Wide Intray. This format allows 25 characters for the request number, followed by 31 characters for Reply Codes. In all other respects, Wide Intray is identical to standard Replies Intray.

To use Wide Intray from the Command Prompt, type WIDE INTRAY followed by Return.

Short List of Replies
Some customers only want to know whether their request is going to be satisfied, others find the full selection of Reply Codes confusing. We therefore offer a Short List of Replies. The Short List is less detailed than the full selection of Reply Codes, but the replies are given in plain English rather than as a code. In addition, as long as you do not clear your replies, you can always view the full Reply Code afterwards if you feel the extra detail is necessary.

To use the Short List from the Command Prompt, type SHORT INTRAY followed by Return.

SECTION 3 FORMATTING YOUR ART REQUESTS

ART file format
Your list of requests must follow ART file format, whether you send it by ARTTel or ARTEmail. Because you are dealing with an automated system, your file may be rejected or processed incorrectly if the layout of your order is not correct.

Quick Reference
The 4 simple rules for formatting your ART requests are:

1 Start the file with your Customer Code and ART Password (optional for ARTTel)
2 Begin each new request with the letters TX
3 Leave at least 4 blank lines, using the return key, between each request
4 End the file with NNNN, and a single return-key stroke

If you have registered for number suppression (see the General Handbook), you will need to add your request numbers between the TX and any Message Keyword Codes. The first line of each request, because it must begin with 'TX', is called the 'TX Line'. The TX line must not contain more than 40 characters.

Example of ART file format

Your Customer Code	87-9999
Your ART Password	* * * * * * *

4 blank lines

1st request
TX line, Message Keyword Code(s)	TX PHOTO MICNO
Bibliographic details	Canadian Veterinary Journal
(max. request length is 11 lines)	2003 VOL 35 PT 2 PP 111-
(max. line length is 40 characters)	Bovine neonatal ... Bryan, LA
Shelfmark, if known	3046.10000

4 blank lines

2nd request
TX line, Message Keyword Code(s)	TX LOAN
Bibliographic details	Immunology: a comparative approach
	Turner, RJ (ed)
	2003
ISBN quoted, if known	0471944009

4 blank lines

End of file code	NNNN
Followed by a single return-key stroke	

Message Keyword Codes – special requirements

You can ask for special requirements by using certain codes after the TX on the first line of the request. We call these Message Keyword Codes. They tell our automated system whereabouts in the British Library to send your request, and they prompt our staff to treat your order in special ways (for example, you can tell us if you definitely do not want to be sent a copy in microform). More information on Message Keyword Codes is given in your General Handbook.

Special Requirement	Message Keyword Code
Copyright Fee Paid copy required	COPYRT
Secure electronic delivery (SED) – standard service	SED99
SED – 2-hour service	SED99*2*
SED – 24-hour service	SED99*24*
Fax delivery – standard service	FXBK01
Fax delivery – 2-hour service	FXBK01*2*
Fax delivery – 24-hour service	FXBK01*24*
Ariel delivery – standard service	FXBK99
Ariel delivery – 2-hour service	FXBK99*2*
Ariel delivery – 24-hour service	FXBK99*24*
Extended search required	See your Handbook for information
Photocopy by post – standard service	PHOTO
Loan required – standard service	LOAN
Do not put on Waiting List	WLX
Microfiche/film not acceptable	MICNO
English translation essential	TRANSON
English translation if possible	TRANSIP
UK thesis required	UKTHESIS
Music score required	MUSIC
Patent required	PATENT
Home reading essential (UK and Irish customers only)	HOME

* If you have arranged for Number Suppression, you ask for Copyright Fee Paid copies by prefixing your request number with 'RZ', e.g. TXRZB10219

ADD Address

Alternative Document Delivery Address is an optional facility. You can use it to ask us to send items to an address different from your registered address. You may find it useful to have documents delivered straight to researchers, for example. If you think you will want to use this service, contact Customer Services and we will switch the facility on for you. If you wish to use ADD Address, we also recommend that you ask for 'Shipped' messages on your Replies Intray so that you know when items have been sent to the alternative address. Contact Customer Services for more information.

There are two types of ADD Address:
> **Whole File Address** the entire list is to go to a different address, and
> **Individual Request Address** one item in the file is to go to the different address.

The ADD Address affects only the delivery of the requested documents; any comments on the status of these requests will be sent to your registered address. When sending chasers or other queries about ADD Address requests, you must always requote the ADD Address.

Whole File Address

To have all items on your list supplied to a different address, prepare your file as usual, but at the very beginning, on the line after your ART Password, type

> :DELIVER ALL ITEMS TO:

including the colons. Follow this with the new address; use no more than 5 lines, with a maximum of 33 characters per line. Leave no blank lines within the address.

This new address will take precedence over your registered address for all documents requested in this file. Follow the address with 4 blank lines and then complete your file as usual.

Example – Whole File Address: mail

Your Customer Code
Your ART Password
:DELIVER ALL ITEMS TO:
Millfield Public Library
Millfield Road
Sydney
Australia

TX PHOTO MICNO
Canadian Veterinary Journal
2003 VOL 35 PT 2 PP 111-
Bovine neonatal …
Bryan, LA
3046.10000

NNNN.

Example – Whole File Address: SED

Your Customer Code
Your ART Password
:DELIVER ALL ITEMS TO:
a.researcher@business.xyz

TX SED99
Canadian Veterinary Journal
2003 VOL 35 PT 2 PP 111-
Bovine neonatal …
Bryan, LA
3046.10000

NNNN.

Individual Request Address

To have individual requests supplied to different addresses, prepare your file of requests in the usual way. You will add the new address after the individual request it affects.

Type in the request details and leave the usual 4 blank lines after it. On the fifth line, type
> :DELIVER ABOVE ITEM TO:

(including the colons) and follow this with the address. Use no more than 5 lines, with a maximum of 33 characters per line. There must be no blank lines within the address. Follow the new address with 4 blank lines before either ending the file or typing another request.

In the example below, the first item would be delivered to the new address, whereas the second item would go to the customer's registered address.

Example – Individual Request Address: mail

Example – Individual Request Address: SED

Your Customer Code
Your ART Password

Your Customer Code
Your ART Password

TX PHOTO MICNO
Canadian Veterinary Journal
2003 VOL 35 PT 2 PP 111-
Bovine neonatal ...
Bryan, LA
3046.10000

TX SED99
Canadian Veterinary Journal
2003 VOL 35 PT 2 PP 111-
Bovine neonatal ...
Bryan, LA
3046.10000

:DELIVER ABOVE ITEM TO:
Millfield Public Library
Millfield Road
Sydney
Australia

:DELIVER ABOVE ITEM TO:
a.researcher@bl.uk

TX LOAN
Immunology: a comparative approach
Turner, RJ (ed)
2003
0471944009

TX LOAN
Immunology: a comparative approach
Turner, RJ (ed)
2003
0471944009

NNNN

NNNN

Preferred order of bibliographic details

When sending your requests, please supply all the bibliographic information that you have. If your bibliographic details are quoted in our preferred order, your requests will be automatically sorted and routed to the correct part of the Library. Your request will not be failed, however, just because the details are put in a different order. The preferred order of the information, for different types of material, is as follows.

Journal Articles

1 Journal title	Canadian Veterinary Journal
2 Year, volume, part, pages required	2003 VOL 35 PT 2 PP 111-
3 Article title (first 4 or 5 words) and/or first author	Bovine neonatal encephalomyelitis Bryan, LA
4 ISSN/British Library shelfmark, if known	3046.100000

Please prefix the volume number with VOL, followed by a single space; prefix the part number with PT, followed by a single space; and prefix the page number with PP, followed by a single space. Ideally, all this information should be on a single line, as in the example above.

Book Loans

1 Book title	Immunology: a comparative approach
2 Author/editor	Turner, RJ (ed)
3 Publisher/Place of publication	Wiley
4 Year, volume, part, edition	2003
5 ISBN/British Library shelfmark, if known	0471944009

Conference Papers

1 Title of conference/publication	Proceedings of 4th International Porifera Congress: Sponges in time and space
2 Date, venue, sponsoring organisation	19–20 April 2002, Amsterdam
3 Year, volume, part, pages required	2003 PP 64-
4 Paper title (first 4 or 5 words) and/or first author	Evolutionary genetics of marine sponges Sole-Cara, A M et al
5 ISBN/British Library shelfmark, if known	03/07435