



# Interlibrary Loan articles via secure electronic delivery

## What are interlibrary loans?

The University pays an annual fee to the British Library Document Supply service allowing us to request and receive books and articles not available within the University libraries on behalf of staff and student members studying or teaching on Greenwich undergraduate or postgraduate degree courses.

## Who can request interlibrary loans?

Staff and student members (including UK Partner students) studying or teaching on Greenwich undergraduate or postgraduate degree courses. Note that some schools restrict interlibrary loans to final year students and postgraduate researchers. Others require a counter-signature on the form, either the Dean of School or the project supervisor. Library staff can advise you.

## How do I request an interlibrary loan?

- First check the Library Catalogue and search our e-resources in the portal. If you are unable to find the item you require complete an Interlibrary Loans form. These are available for download online: <http://bit.ly/nvY8xg>
- If you are requesting an article from a journal please sign the copyright declaration on the form. If you are based at Medway Campus, refer to the interlibrary loans information on the Drill Hall Library web page: <http://bit.ly/n1h3bt>

## How does secure electronic delivery of articles work?

- Articles are sent by the British Library by email. You will need to download the article from the link in the email within 30 days.
- To download and print on campus you must be logged in to a networked PC.
- If you are off campus you will first need to install the File Open plug-in to your personal PC.
- Note that you can 'activate the link and print the article only once, but can view the document in Adobe Reader for up to 14 days from the date of download.'
- You are advised to save articles to the PC you want to print from. Do not save articles to a memory (USB) stick as you will not be able to print your article

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## What is File Open?

File Open is a plug-in that works with any browser and any version of Adobe Acrobat Reader. It only needs to be installed once on a network and does not need to be updated. The British Library uses file open to deliver secure electronic delivery files to satisfy interlibrary loan requests.

More information about File Open is available from the British Library website: <http://bit.ly/pzMoNw>

## File Open for students

File Open is installed on the student desktop and works in the background. It has been included in the new Student Windows 7 desktop and enables you to save and print from a University networked PC interlibrary loan articles received from the British Library.

## File Open for staff

File Open is installed on the staff desktop and works in the background, although you should see the File Open icon in the Novell Applications Window. It will be included in the new staff Windows 7 desktop and enables you to save and print from a University networked PC interlibrary loan articles received from the British Library. If for any reason File Open is not working on your PC you should log a call to the helpdesk for it to be installed. However you should already be able to access it on your desktop.

## Distance Learners

Distance learners can request interlibrary loans for journal articles not held at the University. It is recommended that you join the SCONUL Access scheme: <http://bit.ly/mURV5V> to acquire books not held by the University. Contact the OSCARS team for assistance: [www.gre.ac.uk/oscars](http://www.gre.ac.uk/oscars)

## Drill Hall Library students

Students on courses at the University of Kent or Canterbury Christ Church University read the information available on the Drill Hall Library web site for more guidance <http://bit.ly/n1h3bt>

## Where do I get more help?

- **Avery Hill:** [AH-ILL@gre.ac.uk](mailto:AH-ILL@gre.ac.uk)
- **Greenwich:** [MG-ILL@gre.ac.uk](mailto:MG-ILL@gre.ac.uk)
- **Medway:** [DH-ILL@gre.ac.uk](mailto:DH-ILL@gre.ac.uk)
- **OSCARS Off-Campus Support:** [www.gre.ac.uk/oscars](http://www.gre.ac.uk/oscars)