

Inter-Lending and Document Supply (ILDS)

Training aid

Step 1- check the reference is complete

- You may find some requests come as a link to the online version of the journal , for example <https://www.nejm.org/doi/full/10.1056/NEJMoa1816150>
You will need to click on the link to find the details. If link isn't working, reply to email asking for complete reference.
- Others may be verbal, hand written or emailed to you. In these cases it can be prudent to check the reference using a tool such as PubMed Single Citation Matcher <https://www.ncbi.nlm.nih.gov/pubmed/citmatch> or Google Scholar

Step 2 - find the full text of the article

Where to look for full text can be quite daunting, so stick to a standard sequence of locations. Check your local practice for this. The following is a logical sequence:

- Your library holdings, NHS Core Content, locally/ regionally purchased online subscriptions.
- Regional ILDS Scheme
- NULJ www.nulj.uk/ or PLCS www.plcs.nhs.uk/login.asp?ref=/Default.asp

Step 2 continued

- Other regional ILDS schemes following the INC scheme rota; see the table at www.libraryservices.nhs.uk/forlibrarystaff/information/inc.html
- Failing the above you can send your request to healthill@libraryservices.nhs.uk; or
- The British Library, and for Copyright Fee Paid articles use a BL CFP account or Reprints Desk <https://info.reprintsdesk.com/about>

Step 3 - send your request to another location

Make sure your request includes the following details:

- Full reference details:

Journal title, year, volume, (part): page number

Article title and author

- Your postal address, phone number and email address
- The name of your regional ILDS scheme and your library code, for example EDEN WSH



Abide by ILL etiquette/ guidelines

- No more than 3 requests to one location per day
- Telephone in advance for exceptionally long articles, you can find library contact details at www.hlisd.org/
- Always acknowledge receipt of an article once you have checked it
- Full good practice guidelines can be found at: www.libraryservices.nhs.uk/document_uploads/General/ILDS%20Good%20Practice%20guidelines.pdf