

Code	Message	Customer Action
ABROAD...	We have applied abroad for this item. The number quoted is the International Loan (IL) reference number. We will notify you of any subsequent searches.	No action is required. It is essential, however, that you quote the IL number we have assigned on any correspondence, including Chasers. You will find more information about Worldwide Searches in section 13 of the General Handbook.
ABS	We do not hold the full text of the paper(s) you have asked for, but do hold an abstract/set of abstracts.	If you want us to send you the abstract/set of abstracts, you will need to resend your complete request. Follow the instructions on how to resend requests in section 12 of the General Handbook. Add the message Abstract/set of abstracts acceptable , as appropriate.
BDG	This item is being bound. We will supply your document as soon as possible (normally within a few days).	If you don't want to wait for the item, you can ask us to take your request off the waiting list. Follow the instructions on how to Cancel requests in section 12 of the General Handbook. Add the message Please remove from Bindery List .
BUP	We have sent your request to one of our back-up libraries.	Please allow six weeks from the date of this reply before chasing this request. If we send you this reply again for the same request, it is because we have sent the request to another back-up library after the first could not supply your document.
CANC	This request has now been cancelled, as you requested.	
CAT...	We are cataloguing this and it is therefore not available. Please reapply after the number of weeks quoted.	If you wish to reapply, please resend your complete request after the specified number of weeks. Follow the instructions on how to resend requests in section 12 of the General Handbook.
CONF...	We cannot trace this conference from the information quoted. You should reapply only if you can tell us the extra information we have asked for .	If you can provide the extra information, change the details on your request and resend it. Follow the instructions on how to resend

		requests in section 12 of the General Handbook.
CRF...	We cannot satisfy your request from the information quoted. You should reapply only if you can tell us the extra information we have asked for.	If you can provide the extra information, change the bibliographic details on your request and resend it. Follow the instructions on how to resend requests in section 12 of the General Handbook. Quote details of your source of reference, if possible.
CRF/ANI	We hold the title you want, but the author/article that you have quoted is not in it.	Please do not reapply unless you change your details. If reapplying, amend the bibliographic details on your request and resend it. Follow the instructions on how to resend requests in section 12 of the General Handbook. Quote details of your source of reference, if possible.
CRF/ART	We hold the title you want, but the page numbers that you have quoted do not match an article. We need the article title and/or the author's name.	Please do not reapply unless you change your details. If reapplying, supply details of the article you require and its author. Amend the details on your request and resend it. Follow the instructions on how to resend requests in section 12 of the General Handbook. Quote details of your source of reference, if possible.
CRF/DNF	We cannot trace an exact match for the details quoted in your request. The year/volume and/or the part number does not correspond with any of our stock holdings.	Please do not reapply unless you change your details. If reapplying, amend the bibliographic details on your request and resend it. Follow the instructions on how to resend requests in section 12 of the General Handbook. Quote details of your source of reference, if possible.
DIRECT	This item is not available from our document supply collection. We are sending you details, in the mail, of a supplier that may be able to help.	Apply direct to the named supplier, following any instructions given. We may have charged a search fee, if it was applicable.
dl	<i>We are not willing to lend this item.</i>	
dl home	<i>We are not willing to lend this item for home reading.</i>	
DUE	The item you have on loan is overdue, but	If you cannot return the loan or have

	<p>nobody else is waiting for the item. You must either return it immediately or apply for a renewal of the loan.</p> <p>DUE* Automatic Renewal Pending means that you have reached the end of the loan period but no other customers are waiting for the item. If you want to renew the loan, you need do nothing at all. We will then automatically renew the loan for a further period and charge your account. If you do not want to keep the item any longer, return it to us within 10 days.</p>	<p>already sent it back to us, you will need to contact us. Follow the instructions on how to reply to DUE messages in section 14 of the General Handbook.</p>
DUE BILL	<p>The item you have on loan has not been returned, despite an earlier DUE message. We are preparing to charge you to cover the cost involved in replacing the item. You must contact us or return the item immediately or we will send you an invoice to cover the costs involved, including an administration charge that is not refundable. You cannot now apply to renew this loan.</p>	<p>It is essential that you now return the item or contact us.</p> <p>Follow the instructions on how to reply to DUE BILL messages in section 14 of the General Handbook.</p>
DUE WAIT	<p>Another customer has asked for the item that you have on loan. You can still keep the item for the rest of the loan period, but you cannot now apply for a renewal.</p>	<p>Return the item on, or before, the return date.</p> <p>If you cannot return the loan or have already sent it back to us, you will need to contact us. Follow the instructions on how to reply to DUE WAIT messages in section 14 of the General Handbook.</p>
DUP...	<p>This item is already on loan to you on the request number given.</p>	<p>If the second request is needed for a different end user, you may reapply. Indicate clearly on your request that the item is required for another user and resend it.</p> <p>Follow the instructions on how to resend requests in section 12 of the General Handbook. We will then add the request to the Waiting List.</p>
ERR	<p>We cannot trace the requested item as quoted, despite an extensive search. Your source of reference may be incorrect.</p>	<p>You should not reapply unless you can change or add to your details. If reapplying, amend the bibliographic details on your request and resend it.</p> <p>Follow the instructions on how to resend requests in section 12 of the General</p>

		Handbook.
FAILED WWS...	We regret that this item is not available from abroad. We have cancelled your request.	No further action is required. You will find more information about Worldwide Searches in section 13 of the General Handbook.
FICHE	We can only supply this item on microfiche.	If you want us to send you this item on microfiche, you should resend your request. Follow the instructions on how to resend requests in section 12 of the General Handbook. Add the message Fiche acceptable .
FILM	We can only supply this item on microfilm.	If you want us to send you this item on microfilm, you should resend your request. Follow the instructions on how to resend requests in section 12 of the General Handbook. Add the message Film acceptable .
FINAL DEMAND	The item you have on loan has not been returned, despite an earlier DUE message. We are preparing to charge you to cover the cost involved in replacing the item. You must contact us or return the item immediately or we will send you an invoice to cover the costs involved, including an administration charge that is not refundable. You cannot now apply to renew this loan.	It is essential that you now return the item or contact us. Follow the instructions on how to reply to DUE BILL messages in section 14 of the General Handbook.
HW...	We have added your request to a Waiting List, but the item is in very high demand. We will be trying to buy additional copies, if this is possible, but it is likely to be several months before we can lend it to you. The number after HW gives your position on the Waiting List.	If you do not want to wait, you can ask us to take your request off the Waiting List. Follow the instructions on how to Cancel requests in section 12 of the General Handbook. Add the message Please remove from Waiting List .
LOC...	According to our records, these location libraries should be able to supply the item you want. You need to apply to them direct, rather than through the British Library.	Check the Directory of Library Codes (www.bl.uk/librarycodes) for contact details of the organisations quoted. Please take note of any conditions or restrictions that they impose. Section 13 of the General Handbook tells you more about how you can apply to

		location libraries.
loc search	<i>We are searching for locations.</i>	
LONDON	We have sent your request to our London collections for checking. Any correspondence following this Reply Code should still go through our document supply services.	There may be a slight delay before you receive the item or a further response. Lending and copying restrictions apply to some parts of the London collections. Normal chasing times apply from the date of this message. You need not respond to this message, it has been sent for information only.
LOST	We do not have this item. It has been lost and cannot be replaced.	If you still want this item, please resend your complete request and upgrade your search level as appropriate. Follow the instructions on how to upgrade your search level in section 13 of the General Handbook.
MAIL...	A detailed reply will be attached to your request and returned to you by mail. A short message after the MAIL code will give an indication of why we are returning your request.	You do not need to take any action until you receive your request by post.
MISS...	This item is missing from our stock, but it may be available if you reapply after the number of weeks quoted.	If you wish to reapply, resend your request after the specified number of weeks. Follow the instructions on how to resend requests in section 12 of the General Handbook.
NCANC	We cannot cancel your request, because it is not on a Waiting List.	We can only cancel requests that we have added to Waiting Lists. According to our records, the item has already been supplied to you, or you have been sent a Reply Code. If you think that you have not received the item, or you are still uncertain about the status of your request, contact Customer Services : T +44 (0) 1937 546060 F +44 (0) 1937 546333 customer-services@bl.uk
NCHASE	It is too early to chase this request.	If two weeks after you sent us the original request you have still had no response, please chase again.
NCOP	Copyright law does not allow us to copy this item without permission of the publisher or	If you still want the item, resend your request as a Copyright Fee Paid or a

	<p>rightsholder. The additional payment of a copyright fee might permit copying under these circumstances.</p> <p>Alternatively, if you are registered as an organisation, you will usually be able to order the item on loan.</p>	<p>Loan request.</p> <p>You will find full information about the Copyright Fee Paid service in section six of the General Handbook.</p> <p>Section 12 of the General Handbook tells you how to resend requests.</p>
NCPAP	The paper you have asked for may have been presented at the conference but it has not been included in the published proceedings.	
nfict	<i>Not held.</i>	<i>Try Fiction Reserves.</i>
NLOAN...	This item will only be made available for loan after the date quoted. It may be possible to supply you with a photocopy of an article before this date.	<p>PHOTOCOPY You may reapply immediately for a photocopy of any part of this item, subject to copyright regulations. Follow the instructions on how to resend requests in section 12 of the General Handbook. Remember to change any references to asking for a loan.</p> <p>LOAN If you still wish to have the item on loan, wait until after the date given and then resend your complete request. Follow the instructions on how to resend requests in section 12 of the General Handbook.</p>
NMULT	Copyright law does not allow multiple copies of a single article, or copies of more than one article from a single issue, to be made for the same end user without payment of copyright fees on each copy.	<p>If you still want the items, resend your requests as Copyright Fee Paid requests. You will find full information about the Copyright Fee Paid service in section three of the General Handbook and section 12 tells you how to resend requests.</p> <p>Alternatively, if you want more than three copies of an article, contact Customer Services for a quote: T +44 (0) 1937 546060 F +44 (0) 1937 546333 customer-services@bl.uk</p>
NOE...	We do not hold the specific edition you have asked for. We do, however, hold the alternative edition indicated.	<p>If you want us to send you the edition offered, amend the edition details originally quoted and resend your request.</p> <p>Follow the instructions on how to resend</p>

		<p>requests in section 12 of the General Handbook.</p> <p>If you want to continue the search for the specified edition, please resend your complete request and upgrade your search level as appropriate. Follow the instructions on how to upgrade your search level in section 13 of the General Handbook.</p>
NOP	We do not have this item. The journal issue you want is not in our collection.	If you want us to search further, please resend your complete request and upgrade your search level as appropriate. Follow the instructions on how to upgrade your search level in section 13 of the General Handbook.
NO RENEW	The item you have on loan cannot be renewed.	Please return the item as soon as possible, not later than the end of the loan period. Any automatic extension of the loan period is now cancelled.
<i>nos</i>	<i>Not on shelf.</i>	<i>We cannot look for this item at present.</i>
NOT	We do not have this item. The book or journal title you want is not in our collection.	If you want us to search further, please resend your complete request and upgrade your search level as appropriate. Follow the instructions on how to upgrade your search level in section 13 of the General Handbook.
NPUB	We have not been able to confirm that this item has been published.	If you can give some evidence of publication, resend your complete request. Follow the instructions on how to resend requests in section 12 of the General Handbook. Quote details of your source of reference.
NPUR	We do not have this item and have decided not to buy it. This might be because the item is out of scope for our collections or is too expensive.	If you want us to search further, please resend your complete request and upgrade your search level as appropriate. Follow the instructions on how to upgrade your search level in section 13 of the General Handbook.
NPUR/NA	We do not have this item. We are unable to buy it because it is not available.	If you want us to search further, please resend your complete request and upgrade your search level as appropriate.

		Follow the instructions on how to upgrade your search level in section 13 of the General Handbook.
nq	<i>We are unable to supply this item immediately.</i>	
nrl	<i>No locations traced within the region.</i>	
NTRANS	We have no record of a translation of this document, at the British Library or elsewhere, and we do not hold the original.	
NUKL	Unfortunately, we cannot trace any locations willing/able to supply in the UK or Ireland from the records we have available.	UK and Irish-based customers can ask to upgrade their search to include libraries worldwide. Follow the instructions on how to upgrade your search level in section 13 of the General Handbook.
olwl	<i>This item is on loan. Your request has been added to a Waiting List.</i>	<i>The item is due back on the date indicated. If you wish to cancel the request, contact the library.</i>
O/O...	We are buying this item, but we have not added your request to a Waiting List. The item might be available if you reapply after the number of weeks quoted.	If you wish to reapply, please resend your complete request after the specified number of weeks. Follow the instructions on how to resend requests in section 12 of the General Handbook.
O/O NLOAN...	We are buying this item. When it is received, however, it will not be available for loan for six months.	PHOTOCOPY You may reapply immediately for a photocopy of any part of this item, subject to copyright regulations. We will then add your request to a Waiting List. Change your request to give clear bibliographic details of the article you require, then resend it. Follow the instructions on how to resend requests in section 12 of the General Handbook. Add the message Please add to O/O Waiting List. LOAN If you still wish to have the item on loan, wait the number of weeks specified and then resend your complete request. Follow the instructions on how to resend requests in section 12 of the General Handbook.
O/O WL...	We are buying this item and have added your	Please wait at least 16 weeks before

	request to a Waiting List ready for when it arrives. An acquisition number might follow this Reply Code.	chasing this request. If you don't want to wait for the item, you will need to cancel your request. Follow the instructions on how to Cancel requests in section 12 of the General Handbook. Add the message Please remove from O/O WL followed by any acquisition number we gave you..
ORIG	We do not hold an English translation of this item. We hold it in the original language only.	If you want us to send you this item in the original language, you should resend your request without mentioning 'Translation Only' (TRANSON). Follow the instructions on how to resend requests in section 12 of the General Handbook. Add the message ORIG acceptable .
ORIG AB	We do not hold an English translation of this item. We hold it in the original language with an English abstract.	If you want us to send you this item in the original language, you should resend your request without mentioning 'Translation Only' (TRANSON). Follow the instructions on how to resend requests in section 12 of the General Handbook. Add the message ORIG AB acceptable .
own	<i>According to our records, this is held in your own stock.</i>	<i>If it is no longer held, approach one of the locations listed.</i>
PAP	There is no bound volume of papers for this conference. We hold separate, numbered papers only.	For copyright reasons, we will normally only be able to supply the paper on loan. If you can, add the paper number and/or author/title to the bibliographic details on your request and resend it. Follow the instructions on how to resend requests in section 12 of the General Handbook. Quote details of your source of reference, if possible.
qor	<i>Please quote the source of reference.</i>	<i>We cannot help further unless you are able to do this.</i>
RCOP	We cannot copy this item because it is not covered by our copyright licensing arrangements. If you are registered as an organisation, we can still send a copy on loan.	If you still want the item, resend your request as a Loan request. Section 12 of the General Handbook tells you how to resend requests.
RCOP/NLOAN...	We cannot copy this item because it is not covered by our copyright licensing arrangements.	We can still supply a loan copy, if you are registered for the Loan Service.

	It is also not available for loan until after the date given.	First wait the required length of time , then resend your request as a Loan request. Section 12 of the General Handbook tells you how to resend requests.
REF...	According to our records, there are no lending locations in the UK or Ireland. These libraries should be able to offer the item you want in their reference section, or may be able to supply a photocopy. You need to apply to them direct, rather than through the British Library.	Check the Directory of Library Codes for contact details for the organisations quoted. Please take note of any conditions or restrictions that they impose. Section 13 of the General Handbook tells you more about how you can apply to location libraries.
ref locr...	<i>There are no lending locations within the region. It is available, for reference only, in the locations provided.</i>	
RENEWED...	Your loan has been renewed. Normal loan conditions apply. For UK and Irish customers, the date after the Reply Code is the new return date. For international customers, the new return date is 4 weeks from the date on which the new loan period begins.	Usually, you need take no further action, other than returning the item at the end of the new loan period.
RESUPPL...	In response to your enquiry, we have resupplied the document on the date indicated.	You need take no further action.
SHIPPED	We have supplied the requested item has a retention copy. This message will be followed by an indication of the method of delivery: Copy (postal photocopy), Electronically (SED or Ariel), Fax or Micro (microform).	This Reply Code will only be present if you have asked us to send you "shipped" information in your Replies Intry. Please allow time for postal delivery, and only chase items after the usual period.
SHIPPED LOAN	The requested item has been sent to you on loan.	This Reply Code will only be present if you have asked us to send you "shipped" information in your Replies Intry. Please allow time for postal delivery, and only chase items after the usual period.
SUPPL...	In response to your Chaser message, the item has been sent on the date given.	If you have not received the item within two weeks of the indicated supply date, contact Customer Services : T +44 (0) 1937 546060 F +44 (0) 1937 546333 customer-services@bl.uk

TOTAL LOAN...	<p>The item you have asked for is published in more than one volume or parts. In order to keep a clear record on our shelves, we need a separate completed request for each volume/part you require on loan.</p> <p>The number after the code is the total number of separate requests you should transmit if you require the whole work on loan.</p>	<p>You may reapply for the complete work, a single volume/part, or if you want a photocopy you can provide details of a specific article.</p> <p>If you require more than one volume/part on loan, you must send separate requests, one for each volume/part you want. Repeat the full details and add the volume/part number for each request.</p> <p>If you only require a single volume/part on loan, resend your request. Follow the instructions on how to resend requests in section 12 of the General Handbook.</p> <p>Change the bibliographic details to indicate clearly which volume/part you want.</p> <p>If you require a photocopy of an article, resend your request. Follow the instructions on how to resend requests in section 12 of the General Handbook.</p> <p>Change the bibliographic details to indicate clearly which article you want.</p>
USE...	<p>The item is on loan to another customers. The number after USE is your position on the Waiting List. Each position means a delay of about 4 weeks.</p>	<p>If you do not want to wait, you can ask us to take your request off the Waiting List. Follow the instructions on how to Cancel requests in section 12 of the General Handbook. Add the message Please remove from Waiting List.</p>
USE O/D	<p>Your request is still on the Waiting List but, unfortunately, the item is considerably overdue. We are urgently recalling the item from the customer that has it on loan.</p>	<p>If you do not want to wait, you can ask us to take your request off the Waiting List.</p> <p>Follow the instructions on how to Cancel requests in section 12 of the General Handbook. Add the message Please remove from Waiting List.</p>
wd	<p><i>This item has been withdrawn from stock.</i></p>	
wlnr	<p><i>There is a Waiting List for this item. We are not willing to reserve it.</i></p>	
wlr	<p><i>There is a Waiting List for this item. We are willing to reserve it.</i></p>	