

## Inter-Library Loans Secure Electronic Delivery (SED)

### Instructions for receiving and managing SEDs

<p><b>Introduction</b></p>	<p>Most documents requested as photocopies via Inter Library Loans (ILL) will be delivered by Secure Electronic Delivery (SED). Instead of receiving a photocopy from the library you will receive in your University e-mail box an e-mail from British Library that contains a link to a file of your request. .</p> <p>Research students who cite their student ID number on the request forms should check their student email account to access the electronic documents. If research students prefer to use their staff email account they can set up automatic redirection following the instructions on the following link <a href="http://bukb.bournemouth.ac.uk/wiki/Forward_email">http://bukb.bournemouth.ac.uk/wiki/Forward_email</a></p> <p>This leaflet is to help you in receiving and managing SEDs.</p> <p><b>NB:</b> This service requires a pc operating Windows XP, Adobe Digital Editions software version 1.7.2.</p>
<p><b>Digital Rights Restrictions</b></p>	<p>Adobe Digital Editions should be on all student machines. Staff members, post graduate students and researchers may need to request Adobe Digital Editions to be installed. Log a job online with IT Services to request installation <a href="http://www.bournemouth.ac.uk/itservices/">http://www.bournemouth.ac.uk/itservices/</a></p> <p><b>Except for Open Access Area users</b>, please ensure you have completed the set-ups described in the <i>Secure Electronic Delivery (SED) Setting Up</i> document before attempting to download any documents.</p>
<p><b>Downloading Documents</b></p>	<p>In order to protect the Intellectual Property and Copyright of any work, restrictions are placed on the email link and the downloaded document.</p> <p><b>These restrictions are:</b></p> <ul style="list-style-type: none"> <li>• You have only <b>one</b> attempt to download the document from the link in the email, and this must be done within 30 days of the date on the British Library email. <b>It is your responsibility to ensure that your bournemouth.ac.uk email is checked regularly and is kept within mailbox limits so that email notifications can be received.</b></li> <li>• The document can only be printed <b>once</b>, and this must be done within 14 days of the date on the email sent to you.</li> <li>• The document can only be viewed for 30 days from the date on the British Library email.</li> </ul> <p><b>Please Note:</b> we recommend that you access the file and, if you require a printed copy, print it on the day you receive the notification email.</p> <ul style="list-style-type: none"> <li>• You cannot edit, disassemble or select portions of the file.</li> </ul>

- You can add notes and comments, if allowed by your version of the Adobe Reader software
- Saved copies of the .pdf file retains the rights restrictions

**Always test your computer by following the process below before attempting to download a document.**

- Click on the word **here** in the phrase '**Please click here to test authentication**' at the top of the e-mail from British Library.
- After a short delay
  - Either
    - A document from the British Library will appear congratulating you on a successful download.
    - Close the screen to return to the e-mail.
  - Or
    - A document from Adobe appears congratulating you on activating Adobe Reader.
    - Close the screen and a document from the British Library will appear congratulating you on a successful download.
    - Close the screen to return to the e-mail.
- After completing either of the above, scroll down the forwarded email and click on **here** in the phrase '**Click here to download your Secure Electronic Delivery Document**'.

If a printed copy is required it is recommended that it is taken immediately after downloading.

You may choose to close the file to view it at a later date within the 30 day time limit. Simply close the open window(s). You do not need to use the save command. Unless you have set up a share via adobe.com authentication page, you **cannot** save the file to another disc for use on another computer.

## Printing

## Closing and Viewing Later

To return to a previously downloaded document, navigate to a portable document file (.pdf) in the 'My Digital Editions' sub-folder in your 'My Documents' folder to open **Adobe Acrobat Reader** and then open **My Digital Editions**. In most versions this can be found by opening the **File Menu**, selecting **Digital Editions** and then clicking on **My Digital Editions**. (A shortcut icon can usually be added to the tool bar in Adobe Reader by going to the **View** menu and selecting the **Task** button and clicking on **Digital Editions**).

## Managing Files

Selecting 'My Digital Editions' opens a window that contains shortcuts to all documents you have downloaded. Double-click on the required document shortcut to open it.

Because SEDs are time limited (30 days) it is strongly recommended that you delete unwanted or expired files regularly.

The SED files will need removing/deleting from three locations:-

1. In **Adobe Reader** open the **My Digital Editions** window. **Right click** on the unwanted shortcut and select **Remove**. Click on **OK** to confirm. Repeat as often as necessary to remove all unwanted shortcuts. NB: You can only remove one shortcut at a time. Close Adobe Reader.
2. **Navigate** to your **My Documents** folder.  
You may have a shortcut on your desktop or it can usually be found on your C-drive (if using your own computer) or H-drive (if using a university computer),  
**Open** the folder, and then **open** the **My Digital Editions** folder. This is where the .pdf files are stored. **Delete** the unwanted .pdf files. NB: You can use multiple item select commands.
3. **Navigate** to your **Recycle Bin** and **delete** the .pdf files.

Below are known problems with suggested solutions.

## Troubleshooting

### The Email link doesn't work

- First try changing the view format in your email system to HTML. There are many types of email browser, but you will usually be able to click on **View** and then **HTML** in the toolbar, which may then display the message and the link.
- If the body text is missing but there is an attachment, try **saving** the attachment, **rename** the saved file to an html file (e.g. document.html) and then **open the file**. The attachment may then open as a readable HTML page in which you will be able to click on the link to download the document.
- At the foot of the forwarded email is a URL. Try copying and pasting this into the Address line of your Internet Browser.

### Corrupted Print Out

Occasionally, your file might be corrupted during transfer to the printer. If this happens try resending the document from within **Acrobat Reader**.

### Error Message "windows cannot find C:\caches\Temporary internet files....."

Before downloading again clear your internet cache as follows:

- 1) In Internet Explorer go to Tools and select Internet Options;
- 2) On the General tab click the 'Delete files' button;
- 3) Click on 'Ok'
- 4) Click on 'Ok' to close the Internet Options window;
- 5) Attempt the download again;

6) If this fails contact the Inter-Library Loans Department in the University Library.

**Browser Error**

In some browsers (e.g. Firefox) a screen may appear warning that the required version of Adobe Reader was not detected giving the message "Under some circumstances, the required version of Acrobat eBook Reader may already be installed even though we cannot detect it. If you are certain that Adobe Acrobat eBook Reader version 1.7.2 is installed on your computer, click here to **download your eBooks.**"

If you have completed all the setups described in the *Secure Electronic Delivery (SED): Setting Up* document click on the link **download your ebooks.**

If your problem is not covered or you are uncertain please contact the Inter-Library Loans Department in the University Library

Talbot Campus email: [interloans@bournemouth.ac.uk](mailto:interloans@bournemouth.ac.uk)

tel: 01202 961290, 01202 961291

Lansdowne Campus email: [bhinterloans@bournemouth.ac.uk](mailto:bhinterloans@bournemouth.ac.uk)

tel: 01202 967418

Please read the associated documents *Secure Electronic Delivery (SED): Setting up* and *Secure Electronic Delivery (SED): Frequently asked questions.*

**Support**

**Further  
Information**