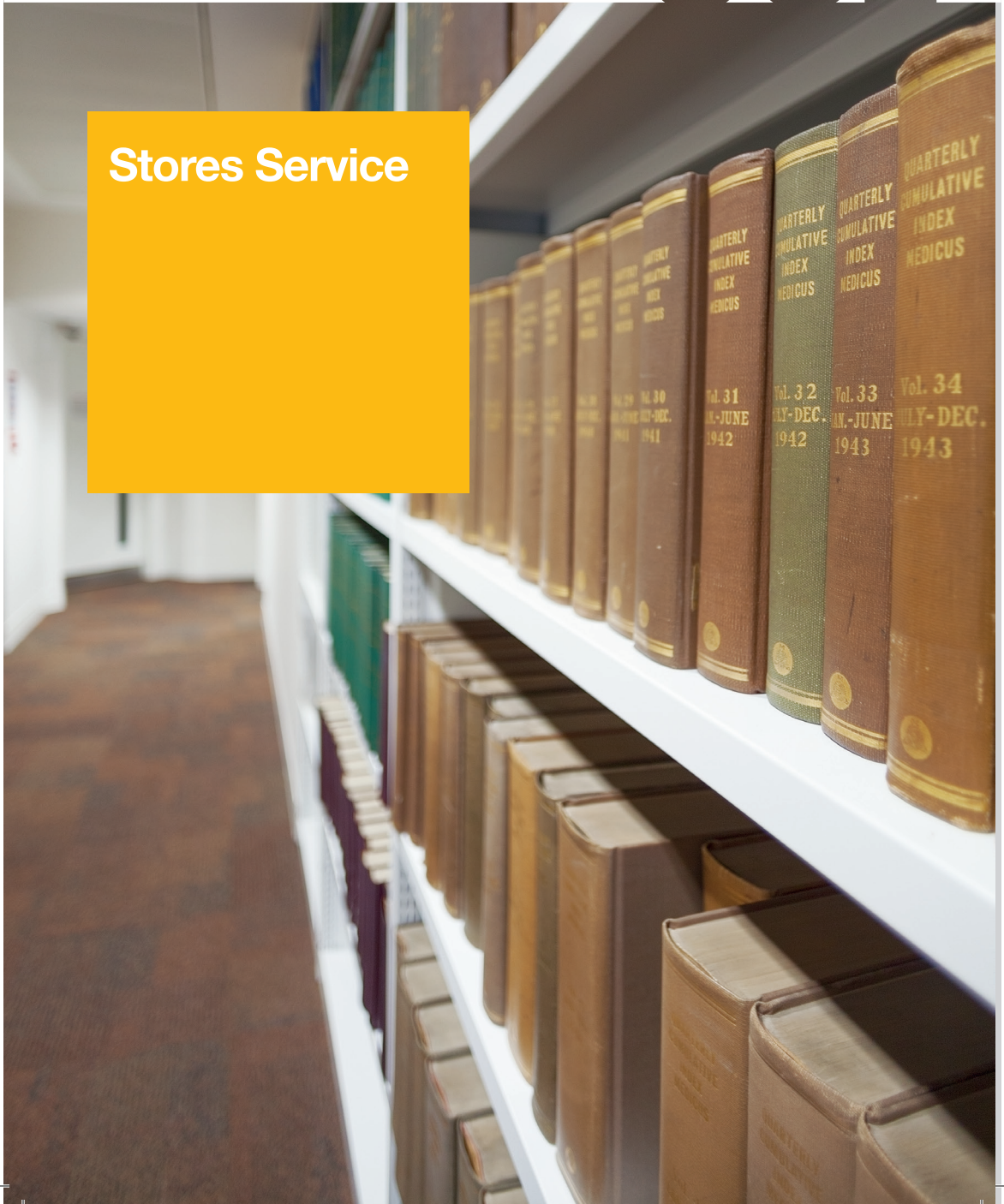




## Stores Service



# Stores Service

## What is the Store?

The Store is a large building, outside London, holding over a million items (books, journals, theses) which can be requested for next working day delivery.

How do I know if an item is in the Store?

All items will have **Stores** under the **Locations** tab in **Explore**. You have to click the **Locations** tab to see what we hold.

If there is more than one location that holds this item you will need to expand the **Stores** holdings by clicking on the '+' symbol next to 'Stores' to see what we hold.

Journals (also known as periodicals or Pers) will have **Summary Holdings** in this section which tell you what volumes/years we hold in the Store. Journals can only be requested by **Method 2** (see overpage).

### How to request from the Store

There are two ways. Method 1 is for borrowing members only:

#### Method 1

1. sign into your account on Explore using your barcode and PIN
2. select the '**Locations**' tab [3] click the '**Place Request**' link.

The screenshot shows the UCL Library Services Explore interface. At the top, the user is logged in as LEONARD, PHILIP AL. The search bar contains 'lord of the rings'. Below the search bar, the search results for 'The lord of the rings. Part 1, The fellowship of the ring / by J.R.R. Tolkien.' are displayed. The 'Locations' tab is selected, showing a table of holdings. The 'Request Options' column includes a 'Place Request' link. Red annotations 1, 2, and 3 point to the user profile, the 'Locations' tab, and the 'Place Request' link respectively.

Stores	Classmark	Loan Type	Due Date	Item Type	Request Options
Stores	STORE 01-01128	Standard	Available	Book	Place Request

## Method 2

Can be used by everyone. You can submit a **Store Request Form** by:

- using the navigation menu near the top of any page in **Explore**;
- or via our website: [www.ucl.ac.uk/library/stores/request-form](http://www.ucl.ac.uk/library/stores/request-form)

Please fill in as much detail as possible on the form and include your full name, contact number or email and Library barcode number, only if you have one.

The screenshot shows the 'Store request form' on the UCL website. The form is divided into several sections:

- When will the order arrive?**: A section with a teal header.
- Please note:**: A section with two numbered points:
  1. Values do not need a UCL barcode number to use this form.
  2. Fields marked \* must be completed.
- About your request:**: A section with a teal header containing:
  - 'Select a location.' with a dropdown menu.
  - 'Type of resource required \*' with radio buttons for:
    - Journal (periodic)
    - An individual journal article
    - Book
    - Issue
    - Other
  - 'Is the book for \*' with radio buttons for:
    - Non-commercial research
    - Commercial use
- Item details:**: A section with a teal header containing:
  - 'Book title'
  - 'ISBN (if not applicable)'
  - 'Author'
  - 'Year the purchase is for'
  - 'Date of publication'
  - 'Journal volume'
  - 'Journal part'
  - 'Journal page'
  - 'Shelfmark (if applicable)'
- Your details:**: A section with a teal header containing:
  - 'Last name \*'
  - 'First name'
  - 'E-mail \*'
  - 'Telephone'
  - '\*Please provide either an email address or phone number'
  - 'Barcode'
  - 'Date of UCL ID card'
  - 'Department'
  - '(or your affiliation)'
  - 'Library membership status \*' with radio buttons for:
    - UCL Staff
    - UCL student
    - Non UCL borrower
    - Non UCL reference
    - Visitor
  - 'Additional comments'
- Send form:**: A section with a teal header containing:
  - 'I have read and accept the terms and conditions'
  - 'Send form' button
  - 'Feedback' link

Note: The form will not send unless all mandatory\* fields are completed and the spam prevention box is ticked.

# Stores Service (cont'd)

## Visitors

Visitors may also request items from Store without needing a Library membership card (or barcode). This can be arranged at the Membership Desk when you arrive, so you can order your Store items in advance. Check eligibility at [www.ucl.ac.uk/library/membership](http://www.ucl.ac.uk/library/membership). Visitors are advised to contact the Library to ensure that the material has been delivered before making a special journey to collect it. Please use Method 2 to request material (see page 3).

## When and how to collect your request

Readers can choose to pick up requested Stores material from the **following Library sites from the times outlined below:**

Site	Pick up from	Request method
Science	3pm	1 or 2
Cruciform	3:30pm	2
Institute of Archaeology		
Institute of Education		
Language and Speech Science (LaSS)		
School of Pharmacy		
School of Slavonic and Eastern European Studies (SSEES)		
The Bartlett Library*	4pm	
Eastman Dental Institute**		
Ear Institute and RNID		
Institute of Child Health		
Institute of Ophthalmology		
Institute of Orthopaedics		
Institute of Neurology		
Royal Free Hospital Medical	4:30pm	

\*The Bartlett Library is joining the Stores Service in 2018.

\*\*Method 1 may also be used to request theses only from this site – see 'UCL Theses' section on page 5.

## UCL Theses

- We hold most UCL PhD theses and some Masters dissertations in our Store, but for further details please consult our **Theses** webpage:- [www.ucl.ac.uk/library/theses](http://www.ucl.ac.uk/library/theses)
- Theses can be requested using request Method 1 (for Science and Eastman Dental Libraries) or 2 for all other pick-up sites, as outlined on pages 2 and 3.
- UCL theses can be requested for consultation at the Royal Free, Institute of Orthopaedics, Institute of Ophthalmology, Eastman Dental or Science Libraries only.
- Certain theses/projects can also be requested for consultation at SSEES and LaSS Libraries.
- They will be kept at the selected pick-up site for one week. They cannot be borrowed and are only available for consultation during Issue Desk opening hours (see [www.ucl.ac.uk/library/opening](http://www.ucl.ac.uk/library/opening) for details).
- Theses are also available electronically from UCL Discovery (see <http://discovery.ucl.ac.uk/>) and ProQuest (see <https://search.proquest.com/pqdtglobal/advanced>). Some titles are also on the British Library EThOS site.

**NB: Failure to return a thesis to the desk, or removing it from the Library, may result in the suspension of Library privileges.**

## General Information

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### Other pick-up sites

The Science Library is the default pick-up site for Store material. For the collection of Store material at sites other than the Science Library you must use the Store Request Form (Method 2) and select where you would like to collect your item using the drop-down menu at the top of the form.

### When does the van deliver?

The Stores van makes one delivery per working day. Requests made before 7am will be available the same afternoon; requests submitted after that time will be ready for consultation the next working day (pm). There are no Stores deliveries at the weekend.

### Limit to number of Store requests?

You can request as many items as you like from the Store. When clicking the request link (Method 1) you are restricted to requesting three items as this is the maximum your account will allow. Please use the Store Request Form if you wish to request more than three items from Store (Method 2).

### Notification

We do not notify readers when material arrives unless it is a book or thesis requested via the request link on Explore (Method 1). It is your responsibility to check on the progress of your request and to collect the material on time.

# Stores Service (cont'd)

## **How long do we keep Store items for?**

All requests are held for one week only. Let us know if you would like them held for longer and we will oblige, where possible.

## **Borrowing Store items**

Most Store books are available to borrow as a Standard loan providing you have borrowing membership status. All journals and theses and some books are available for reference use only.

## **Returns**

Store material must be returned to the Library it was collected from.

## **Exam Papers – UCL Students and Staff only**

The last five years of UCL exam papers are available online and should be accessed via the UCL website. If papers from these years cannot be found on the website, we will not have them in paper copy either. Exam papers five years older than that can be requested using the Store Request Form (Method 2). Include the subject, name of the course and course code of the paper you require. N.B. not all papers are available for consultation including those deemed to be out of date, multiple choice or copyright sensitive papers.

If you have any comments or problems concerning the Stores Service please contact a member of the Stores team:

External phone: **020 7679 7971**

(Internal extension: 37971)

E-mail: **libstore@ucl.ac.uk**

Head of Interlending, Document Supply and Stores Delivery:

**Philip Leonard**

**philip.leonard@ucl.ac.uk**



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**Contact**