Step Guide

How to order books online

This step guide will help you in ordering physical books by logging on to the library website. We have captured step-by-step screenshots to guide you through the process.

**Step 1**

Visit the My Account page to sign into your library account.

Members can access exclusive content, manage loans and update account details here:

Membership number

Password

Forgot your password?

I'm not a robot

Login

www.britishcouncil.in
Once logged in, click on the ‘Order online items’ tab from the left side list as shown below.

Step 3

Click on the link ‘here’ to search for books on the catalogue as shown below.
a) Once you will click on ‘Click here’ option to search the item, below search options will open.
b) Select the item type you would like to order and choose the branch as per your home library.
c) Choose the check box ‘Only items currently available’

From the results page, select the book from the list and click on the title based on the item availability as shown below.
Click on the title you would like to order. Once you are on the title details page, click on the ‘Order online’ in the item holdings tab as shown in the screenshot below.

Then, click on ‘Confirm’ button to order the items.
Once the order is confirmed, you will receive an acknowledgement email of the order shortly, as shown in the screenshot below.

Step 8

Placing Online Order

Noreply.libraries@britishcouncil.org
Tue 10/6/2020 1:18 PM
To: Amit Gupta

Dear Amit Gupta (ADL067526)

Title: The Golden Notebook
Author: Doris May Lessing
Barcode: DL144054

Thank you for placing an order with us.

Please wait for an SMS/email confirmation to collect your order.

Thank you for your co-operation.

Library Team

Reply | Forward
How to cancel an order

Step 1

To cancel your online order, log into your library account and go to the ‘Order history’ tab from the left side list as shown below.

Step 2

This will list all your online orders. Click on the ‘Cancel’ button of the order that is placed as shown below. The ‘cancel button’ is available only for 24 hours from the time an order is placed.
Once you click on cancel button, you will receive an email acknowledgement as shown in the screenshot below.

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**Cancelled Online Order**

To: Amit Gupta

Dear Amit Gupta (ADUC67526)

Title: The Golden Notebook
Author: Doris May Lessing
Barcode: DL149054

The order is now cancelled.

You may proceed to order any other item if you require.

If you need further assistance, please send us an email to info.lk@britishcouncil.lk

Library team

Are the suggestions above helpful? Yes No