

## Libraries Australia Helpdesk

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(except Public Holidays)

Last updated March 2009

**Libraries Australia Document Delivery Logon**

<http://docdel.librariesaustralia.nla.gov.au/>

**Libraries Australia Document Delivery Manual**

<http://www.nla.gov.au/librariesaustralia/manuals.html#laddman>

**Learn Libraries Australia Document Delivery**

<http://www.nla.gov.au/librariesaustralia/manuals.html#learnladd>

**Libraries Australia Document Delivery Online Manual**

<https://wiki.nla.gov.au/x/XwAn>

**ILRS Code**

<http://www.nla.gov.au/initiatives/ilrscodelilrscodel.html>

**ILRS Directory**

<http://www.nla.gov.au/ilrs/>

## ABOUT

DocStore refers to the functionality to attach, send, and receive an electronic document when responding to a request through Libraries Australia Document Delivery. As a requester, if a responder has supplied your request via the LA Doc Del DocStore, you will be able to view the document from within LA Doc Del.

## AS A REQUESTER – REQUESTING

For a Responder to successfully attach and transmit an electronic document for your request, the request must be of the Service Type 'Copy Non Returnable' and the requested Delivery Method 'Electronic Mail'.

When creating a request, complete the bibliographic details as you normally would. The delivery method you must specify for DocStore delivery is **Electronic Mail**.

Delivery Method

You must also ensure that the 'DocStore' field in your delivery address is populated with a valid DocStore address: i.e the LA DocDel DocStore address is: [docstore@docdel.librariesaustralia.nla.gov.au](mailto:docstore@docdel.librariesaustralia.nla.gov.au)


DocStore

## AS A RESPONDER – RESPONDING VIA THE DOCSTORE

As a Responder, if you wish to supply the requested document via DocStore, there are a number of steps you need to take:

1. Ensure that the incoming request fulfils DocStore delivery pre-requirements:
  - a. Service Type ‘Copy Non Returnable’
  - b. Requested Delivery Method is ‘Electronic Mail’
  - c. Docstore delivery address field is populated with a valid DocStore email address. (This will be ‘[docstore@docdel.librariesaustralia.nla.gov.au](mailto:docstore@docdel.librariesaustralia.nla.gov.au)’ unless the request is from an ISO ILL location)
2. Have the Document available as an Electronic File format on a local or networked drive. Only files with the extensions jpeg, jpg, pdf, pps, ppt, tiff, xls and xlw are accepted.
3. Attach the Document to the Request.
4. Action the Request with ‘Shipped’ and check that the delivery has been successful.

### **1. Ensure Incoming Request fulfils DocStore Pre-Requirements**

From your **Responder Results**, click on the  **Details** view of a request. You should then be able to see

<b>Service Level</b> Core
<b>Service Type 1</b> Copy non returnable
<b>Service Type 2</b> Loan
<b>Media Type 1</b> Photocopy
<b>Copyright Type</b> Fair Dealing
<b>Copyright Subtype</b> Aust. Copyright Act S50(1)
<b>Copyright Text</b> AUS:S50(1); This request complies with Section 50 of the Copyright Act 1968
<b>Need by Date</b> 06 Feb 2008
<b>Expiry Date</b> 18 Nov 2007
<b>Expiry Type</b> Calc From Expiry Days
<b>Expiry Days</b> 10
<b>Requested Delivery Method</b> Electronic Mail

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*Delivery Address*

<b>Addressee</b> Email: <a href="mailto:librariesaustralia@nla.gov.au">librariesaustralia@nla.gov.au</a>
<b>Org, Dept, Bldg, etc.</b> Level 4, National Library of Australia
<b>Street</b> Parkes Place
<b>City</b> Canberra
<b>Region</b> NSW
<b>Country</b> Australia
<b>Facsimile</b> Country Code Area Code Local Number Extension +61 02 62731180
<b>Telephone</b> Country Code Area Code Local Number Extension +61 1800 026155
<b>DocStore</b> <a href="mailto:docstore@docdel.librariesaustralia.nla.gov.au">docstore@docdel.librariesaustralia.nla.gov.au</a>

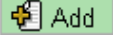



**NOTE:** If the request does not have Service Type 1 ‘Copy non returnable’ and a Requested Delivery Method of ‘Electronic Mail’ and a valid address in the DocStore field then the request cannot be fulfilled via DocStore.

### **2. Have the Document Available as an Electronic File**

The file(s) must be available in jpeg, jpg, pdf, pps, ppt, tiff, xls or xlw format on your accessible drives.

### 3. Attach Electronic Document

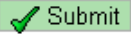
To attach an electronic document to a request:

1. From your **Responder Results**, click on the  **Add** button. This will take you directly to the  **Documents** section of the request.
2. Or in the  **Details** view of a request, click on the  **Documents** tab, which will take you to the same area of the ILL Request:

## ILL Request

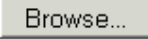

### Documents



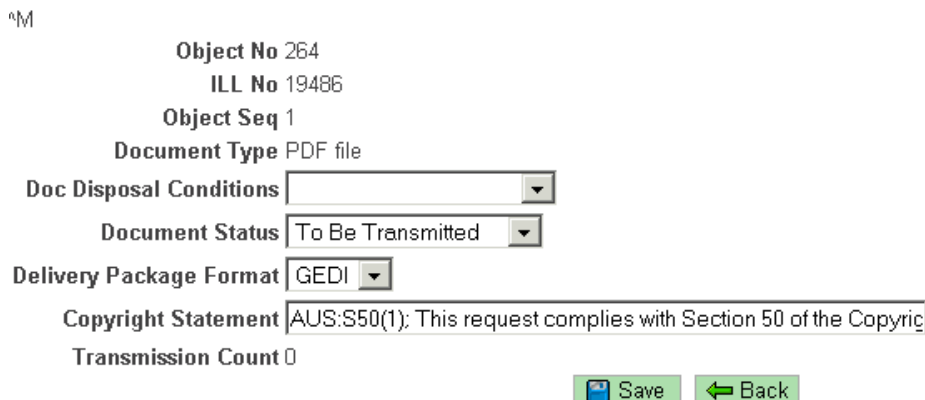
Actions available:  

**Attach Document**  
File extensions supported : jpeg, jpg, pdf, pps, ppt, tiff, xls, xlw



 

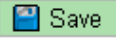
3. Click on the  button and navigate your way to the saved electronic file.
4. Click on the  button next to the Reset form button
5. You should be taken to the ILL Attachment Details Screen:

## ILL Attachment Details



Object No 264  
ILL No 19486  
Object Seq 1  
Document Type PDF file  
Doc Disposal Conditions   
Document Status   
Delivery Package Format   
Copyright Statement   
Transmission Count 0

6. Specify your Doc Disposal Conditions but do not make any changes to any other fields.
7. Click the  button. This should take you back to the ILL Request view, where you should be able to see the document listed under 'Attached Documents' with the Transmission Status of 'To Be Transmitted'. You can repeat the above steps to attach more than one document.

# ILL Request

## Documents

[Main](#) [Documents](#)

Actions available:

**Attached Documents**

[1 JPEG picture - To Be Transmitted](#)

**Attach Document**

File extensions supported : jpeg, jpg, pdf, pps, ppt, tiff, xls, xlw

### 4. Ship and ensure successful transmission

1. From the ILL Request details Main or Documents view, select the Shipped action from the 'Actions available' and .
2. You will be taken to the **Action: Shipped** view of the ILL request, where you should check that the details of shipping are correct and  the shipped action. If your action has been successful you should get the **Action Successful** message.
3. Should you go back to the ILL Details of the request after a brief time, you should be able to see the Transmission Status of the Document as 'Transmission OK', and the Status of the Request in the audit trail should be 'Shipped'.

# ILL Request

## Documents

[Main](#) [Documents](#)

Actions available:

**Attached Documents**

[1 JPEG picture - Transmission OK](#)

**Audit Details**

Status Change Date 11 Oct 2006

Location	Date	Action	From	To
AKIN	11 Oct 2006 11:47	REQUEST-Indication	Idle	In Process
AKIN	11 Oct 2006 11:59	Shipped	In Process	Shipped

## AS A REQUESTER – RECEIVING THE DOCUMENT

1. From your 'Requester Results' view, if your Request has been supplied via the DocStore, you should be able to see from your Requester Results screen: a 'File – Delivered', and the Status: 'Received by Email or FTP'.

**Requester Results**

Total Hits: 1

Bulk Action:  Select all  Deselect this page

ILL No:Requester Symbol-TGQ-TQ-STQ: Responder Symbol

6201536-AKIN-6201537-18759756-NKML

**Docstore test 2**

1 PDF file - Delivered

Status: Received by Email or FTP-23 Oct 2008 Authorisation: Processed Last Action: Unknown:23 Oct 2008

Bulk

**End of Results**

Total Hits: 1

2. To view the document, click on the  button and then the  tab:

## ILL Request

### Documents

Actions available:

**Attached Documents**

[1 JPEG picture - Delivered](#)

3. Click on the 'File – Delivered' link under 'Attached Documents'.
4. This will make another browser window popup, displaying the Document. (Tip: ensure that you have popups enabled in your browser settings)
5. From this screen, it is strongly recommended that you take whatever further action is needed to deliver the document to the end patron. Please be aware that copyright conditions do not allow electronic documents to be saved, so we would recommend that the document be printed immediately.
6. If you now select the  button next to 'File – Delivered', you will be taken to the 'ILL Attachments Details view', where you should see the View Count increased by 1:

# ILL Attachment Details

Object No 32328

ILL No 6201536

Object Seq 1

Document Type PDF file

Doc Disposal  
Conditions

Document Status Delivered

Delivery Package  
Format

Copyright Statement

Viewed Date 31 Oct 2008

View Count 1

7. Select the  or  button to return to the ILL Request view.
8. Submit the 'Received' Action to complete the ILL cycle.
9. When you no longer need to view the document, select the  button to delete the file.

## **FAQs, TROUBLESHOOTING and WORKAROUNDS**

### **1. As a Responder, what is the maximum file size that I can send through the DocStore?**

While there is no limit imposed on the size of electronic files transmitted through the DocStore, we recommend a maximum file size of 4MB. This is so that the limitation of your and your Requester's internet bandwidth does not adversely affect the response time of the system.

### **2. As a Requester, how many times can I view a document delivered via the DocStore?**

The viewing limit for DocStore files has been set to 5 views, or 5 days after first viewing. The document is deleted on the viewing limit being reached.

### **3. As a Requester, can I 'save' the file to my local or networked drive?**

Under copyright, you are not permitted to save electronic documents. This is why you should print out the document on the first viewing, and then follow up by deleting the document from the request.

### **4. As a Responder, I intended to ship the request using the DocStore but forgot to attach the document to the request before submitting the Shipped action. What should I do?**

As the Shipped action has already been submitted, there is no way to reverse the transaction. The option you could now take is to deliver the document via alternative means, e.g. email, postal or fax. It is advisable to send the requesting library a message advising them of this situation.

### **5. As a Responder, when I checked the transmission status of the request, it is still at 'To be transmitted', although the shipped action has been submitted. What should I do?**

This may have been caused by one or more of the DocStore request prerequisites not being set. To work around this, you need to delete the attached Document(s), so that the shipped message can go through. As the document has not been delivered via the DocStore, you will need to deliver the document via alternative means, e.g. email, postal or fax. It is advisable to send the requesting library a message advising them of this situation.

### **6. As a Requester, when viewing the status of documents where I requested DocStore delivery, I cannot see any File – Delivered, although the status of the request is 'Shipped'. What should I do?**

Confirm with the responding library that they did deliver via the DocStore. They could have encountered an error and supplied via alternative means.

### **7. As a Responder, is there any way for me to supply via my ARIEL workstation for a DocStore request?**

Yes. The Document ID field must contain only VDX\_[TGQ]. Please note that this method of supply is not supported by Libraries Australia Document Delivery.

### **8. As a Requester, I do not want to be supplied via the DocStore, instead I want to be supplied via ARIEL. How do I indicate this on my request?**

Please see these flowcharts for Steps to ensure that DocStore is not used as a means of supply for your requests. <http://www.nla.gov.au/librariesaustralia/documents/Requester.pdf> and <http://www.nla.gov.au/librariesaustralia/documents/Responder.pdf>

## **STILL HAVING TROUBLE?**

Before contacting the helpdesk, check the:

1. Release notes
2. Manual
3. Known issues