



Libraries Australia Document Delivery Tips, Tricks and Troubleshooting

Q: Why can't I get into Libraries Australia Document Delivery?

A: There are a few reasons why you may not be able to access the login screen.

- 1) Do you have the correct URL
(<http://docdel.librariesaustralia.nla.gov.au/index.html>)?
- 2) Do you have the correct signon?
- 3) Have you cleared the cache in your browser?
- 4) Are you able to access other internet sites outside your library (e.g. <http://www.google.com.au/>)?

If you have checked the above, and are still not able to log on, contact the Libraries Australia Helpdesk for further assistance.

Q: My request has “disappeared” from Libraries Australia Document Delivery. Where has it gone?

A: There are a few options. It could have reached the end of the rota and been not supplied. To find it, go to the requests screen. Select 'outgoing', status 'not supplied', authorisation status 'check manual'. Submit.

A: It could be in 'complete' status. Requests will automatically enter a 'complete' status if:

- a) it is a Copy request that has been 'received' by the Requester; or
- b) it is a Loan request that has been 'checked-in' by the Responder.

To find a complete request, enter the ILL or TGQ number. Select authorisation status 'complete'. Submit.

A: It could be in idle status. This happens if you have one location on the rota and that location is suspended. To find an idle request, go to the request screen. Select 'idle', authorisation status 'check manual'. Submit.

A: It could have been archived because it has not been actioned for more than 18 months. The Libraries Australia Document Delivery Archiving Schedule is available at <http://www.nla.gov.au/librariesaustralia/docdel.html#archive>

Q: I'm trying to add a location to the rota but can't seem to do it – why?

A: Are you trying to select a library whose holdings are shaded out in Libraries Australia Document Delivery? This means they are not a Libraries Australia

Document Delivery member so you cannot request the item from them through the Libraries Australia Document Delivery service.

If you are trying to add from the rota screen, check you are adding the correct NUC symbol (see the ILRS Directory <http://www.nla.gov.au/ilrs/>) and that the library you are trying to add is a Libraries Australia Document Delivery member (see <http://www.nla.gov.au/librariesaustralia/laddusers.html>).

Q: My library's address/Ariel details have changed. How can I update these details in Libraries Australia Document Delivery?

A: From the search screen, click the 'location' button from the left hand side of the screen. Then click the 'edit own' button from the top of the screen. Make your changes and then click the 'save & close' button to complete the update.

Q: It's Christmas holidays and my library will close for one week. How can I suspend my location in Libraries Australia Document Delivery so that I do not receive any requests during this time?

A: From the search screen, click the 'location' button from the left hand side of the screen. Then click the 'edit own' button from the top of the screen. Click on the pull down arrow beside the 'suspension' field and select 'will be skipped when rota moved on'. Click 'submit'. There is no need to use dates though they are an option.

When you are ready to receive requests again, simply select the blank line in the 'suspension' field and click the 'submit' button.

**Note – you should not send requests to other libraries when your location is suspended in Libraries Australia Document Delivery as the request may contain errors or not make it to it's destination.*

Q: I want to request from CISTI and Infotrieve through Libraries Australia Document Delivery. How do I do this?

A: You need to register first with Libraries Australia Document Delivery Administration by sending an email to the Libraries Australia Helpdesk. Details on how to register are available at <http://www.nla.gov.au/librariesaustralia/docdel/externalsup.html>

Q: I want to request an item that I could not find when searching any of the target databases. How do I create a request in Libraries Australia Document Delivery?

A: Click the 'requests' button. Click the 'create' button from the top of the screen. Fill out as many bib details as you can. Defaults are for serial, copy and a service level of core. If required, change these from the drop down arrows.

From the rota screen, enter the NUC symbol into the 'add to rota' field. Click the 'add' button. You should see the NUC symbol appear in the preliminary rota. Continue adding locations as required then submit the request.

Q: I supplied an item to a library but before I could action the request as ‘shipped’ on Libraries Australia Document Delivery, the requesting library has ‘received’ it. Now I don’t have the shipped action available. How can I make sure my library is paid for that request?

A: The Libraries Australia Document Delivery payments service will still pick up that request and flag it as a request that is ‘RBS’ (received before shipped). A charge will be matched against it, according to the ILRS Code and the service level of that request. When the payments service reports are emailed to your library, it’s your responsibility to check the report and advise of any changes ASAP before the reports become invoices.

Q: Who determines shipping charges on Libraries Australia Document Delivery?

A: You do. Libraries Australia Document Delivery defaults a shipped cost that matches the service level of the request with the shipping charge in the ILRS Code (see <http://www.nla.gov.au/initiatives/ilrscod/ilrscod.html>). However, the supplying library can change this charge (if required) to match their charging level for ILL. On the shipping screen, delete the shipped cost, enter the new cost, click the ‘recalc cost’ button and then submit.

Q: Can LADD handle reciprocal ILL agreements?

A: Yes. The ‘Own Services’ function allows a library to configure the default cost when shipping an item to a particular location (i.e. your library as Responder). For example, if your library has agreed to supply another library on a reciprocal basis, an ILL ‘Own Service’ can be setup to default a \$0 cost into the Ship Cost and Base Cost fields when shipping to the requesting library. Note that ‘Own Services’ can only be configured for Libraries which are LA Doc Del members and use LA Doc Del to request from your Library.

See the “Own Services At A Glance” document here-
<http://www.nla.gov.au/librariesaustralia/manuals.html#LADDGuides>

Q: How do I notify other libraries of what my library’s interlibrary loan and document delivery supply services are?

A: Library’s have entries on the Interlibrary Resource Sharing Directory (<http://www.nla.gov.au/ilrs/>). You are assigned a password to maintain your own entry. If you have forgotten your password or need assistance with your entry, contact ILRS Administration ilrs@nla.gov.au.

Q: How can I ensure my Rush and Express requests are attended to quickly?

A: As a Requestor it is a good idea to phone the library you sent the request to informing them you have sent an urgent request. As a Responder it is advisable that you check for new incoming requests twice a day to pick up these requests. You can also sign up for email alerts. More information regarding the email alerts is available from here: <http://www.nla.gov.au/librariesaustralia/docdel/managing.html>

Q: Why do I sometimes see a charge units pop up box on the shipping screen giving a message that “charge units must be 1 or more”?

A: Charge units are not used in Libraries Australia Document Delivery but are a built-in feature of VDX, the software that the system runs on. To get rid of the pop-up box, delete the ‘0’ in the charge units field.

Q: How do I cancel a request?

A: A request may be cancelled by a Requester if it has a Pending status only. If the request does not have a Pending status then it is too late to cancel. It is up to the Responding library to accept the cancel or not – with a Cancel Reply-Yes or a Cancel Reply – No action.

Q: A library has requested a loan for an item held at another of our campus libraries and it will take a few days to arrive here for supply. Should I respond in Libraries Australia Document Delivery with a message, a conditional or an answer will supply?

A: ‘Conditional’ may be the best response, as it allows the requesting library to decide whether to wait for the item or not. If you use ‘message’, the request may expire before the book arrives and move on down the rota. ‘Answer will supply’ overrides the expiry date but if your book is late, the requesting library may not be very pleased.

Q: Can I remove locations from the rota rather than deleting them one at a time?

A: You can bulk delete locations from the Rota screen – click on a location that you would like to remove, hold down the shift key, highlight other locations using the up/down arrows on your keyboard and press Delete (either on your keyboard or the Delete button on the screen).

Housekeeping/Etiquette

***Check and update your [ILRS](#) entry for your library regularly**

***Respond to Messages**

Messages are used to alert a library to something new related to a request. Section 13 of the Libraries Australia Document Delivery Manual covers the use of the Message action.

***Run reports**

A range of reports are available to assist in managing ILL in Libraries Australia Document Delivery. These reports may be used for checking incoming requests, keeping appropriate records, organising workloads, as a means of alerting staff, or for statistical purposes. Section 14 of the Libraries Australia Document Delivery Manual covers reports in detail. In addition, Libraries Australia Document Delivery Administration periodically sends out activity reports to members.

***National Resource Sharing Working Group Interlibrary Loan and Document Delivery Benchmarking Study**

(<http://www.nla.gov.au/initiatives/nrswg/benchmarking.html>)

The report provides guidance on how to maximise your performance, particularly automation, the use of union catalogues, minimising steps in handling requests, cooperative agreements and the use of trained and expert staff.

***Manuals**

The Libraries Australia Document Delivery Manual and Learn Libraries Australia Document Delivery workbook can be downloaded via the Libraries Australia website <http://www.nla.gov.au/librariesaustralia/manuals.html#LADDManuals>

The Libraries Australia Document Delivery Manual is now available online and has a useful search function. For quick easy access, bookmark it into your browser favourites

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

***Subscribe to the Libraries Australia Document Delivery e-list**

librariesaustraliadocdel-l is a moderated email discussion list managed by the National Library of Australia. The purpose of the Libraries Australia Document Delivery-list is to disseminate information about the Libraries Australia Document Delivery Service.

Users of Libraries Australia Document Delivery can use librariesaustraliadocdel-l to initiate discussion about any Libraries Australia Document Delivery issues they wish to raise. People with concerns about Libraries Australia Document Delivery matters relating to their own library's use of Libraries Australia Document Delivery should contact us.

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