

Libraries Australia Helpdesk

Ph: 1800 026 155

Fax: 02 6273 1180

Email: librariesaustralia@nla.gov.au

Hours: 8.30 am - 5.30 pm, Mon - Fri
(except Public Holidays)

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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/KyM>

ILRS Code

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

ILRS Directory

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

ABOUT

Work Queues allow you to see a summary of the current ILL workload both as a requester and responder. The report lists the total number of requests grouped by the request status.

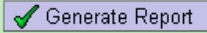
If a location has no requests in a certain status, that status will not appear on the Work Queue.

Total reflects the total number of requests in that state.

Waiting reflects the subset of the total that currently has an authorisation status of *To Be Acknowledged* and are potentially waiting for operator review or response.

How to access your Work Queue

From the Reports Menu:

1. Click on the **reports** button in the left hand pane.
2. Choose *Work Queue* in the list and  .
(The start and end date fields are not used in this report.)

From the Request Search screen:

1. Click on the **requests** button in the left hand pane.
2. Click on *Work Queue* link at the top of the Requests Search screen

or

Click on the link for *Responder* or *Requester* under “Your Library’s Role”.

Viewing and Processing Requests

Clicking on the number in the Total or Waiting columns retrieves the requests and presents them in Brief View. You can then view or perform an action on those requests as normal.

Requester			Responder		
Description	Total	Waiting	Description	Total	Waiting
Idle	131	0	In Process	2	0
Not Supplied	22	0	Not Supplied	14	0
Pending	14	0	Shipped	2	0
Received	1	0			
Shipped	5	5	Messages		0
Messages		0	Standard Pick List		0
			Standard Shipping List		0
Standard Received List		0			
Standard Returned List		0			

An example Work Queue

Requester Results	
Result pages: 1 2 3 ▶	
Total Hits: 22	
Bulk Action: <input type="checkbox"/> Select all <input type="checkbox"/> Deselect this page <input type="button" value="Reset"/> <input type="button" value="Submit"/>	
ILL No:Requester Symbol-TGQ-TQ-STQ: Responder Symbol	
2192810:ANL: Hand in glove / George H. Hawkes. Hawkes, George H. Status: Not Supplied:06 Dec 2005 Authorisation: Check Manual Last Action: REQUEST:06 Dec 2005 Action Details Complete Acknowledge Print Bulk <input type="checkbox"/>	
2192577:ANL: Techniques and guidelines for social work practice / Bradford Sheafar, Bradford W. Status: Not Supplied:08 Nov 2005 Authorisation: Check Manual Last Action: REQUEST:08 Nov 2005 Action Details Complete Acknowledge Print Bulk <input type="checkbox"/>	
2192350:ANL:	

Example of the Not Supplied Total work queue.

Using Work Queues

Work Queues are a quick and easy method of finding requests that require actions (from the Waiting column) and getting a summary screen from which you can then perform actions on them. Unlike reports, the results screen for a Work Queue displays the buttons applicable to changing the status of a request or performing actions on that request.

STILL HAVING TROUBLE?

Before contacting the helpdesk, check the:

1. Release notes
2. Manual
3. Known issues