

## Libraries Australia Helpdesk

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(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/XwAn>

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.

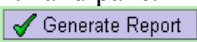
If a location has no requests in a certain status, that status will not appear on the Work Queue.

**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

Total Hits: 5

Bulk Action:  Select all  Deselect this page  Reset  Submit

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

6443927:AKINH:

**Keeping in touch with someone who has Alzheimer's** Crisp, Jane.

Status: Not Supplied:17 Jan 2009 Authorisation: Check Manual Last Action: REQUEST:17 Jan 2009

REQUEST  Action  Details  Complete  Acknowledge  Print Bulk

5853707:AKINH:

**The fibro frontier TEST REQUEST** a different history of Australian architecture Pickett, Charles, 1950-;Powerhouse Museum

Status: Not Supplied:11 Jun 2008 Authorisation: Check Manual Last Action: REQUEST:11 Jun 2008

REQUEST  Action  Details  Complete  Acknowledge  Print Bulk

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