

Libraries Australia Helpdesk

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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/XwAn>

ILRS Code

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

ILRS Directory

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

Creating requests

(Section 7 of Libraries Australia Document Delivery Manual)

1. Logon to Libraries Australia Document Delivery.
2. From the 'Advanced Search' screen, select the relevant database from 'Current Profile' and search for your required bibliographic record.
3. Check bibliographic details to ensure it is the correct item. **For serials:** check the holdings details for each location to see if they hold the issue you need.
4. Click on the 'request' button.
5. Leave 'Authorisation Status' at 'To be Authorised'.
6. If you require a copy, enter the copy details you require e.g. article title, volume, issues, pages.
7. Select the 'Service Level' required – Core, Express, Rush. Note: if you do not select then a service level of 'Core' will default.
8. Change 'Requested Delivery Method' if required.
9. Select libraries from the rota then click on the 'rota' button. From the rota screen you can add or delete locations and change the order of the rota
10. Click on 'submit'.
11. Take note of the ILL number.

- Status = In Process
- Auth Status = To be Acknowledged

To find Not Supplied requests that have reached the end of the rota without being supplied

- Your Library's Role = Requester
- Status = Not Supplied
- Authorisation status = Check Manual
- Submit

To find incoming requests that are Cancelled, have a Message or a Conditional

- Report – 'To be Acknowledged requests requiring action – as Responder'
- Enter a date and time (*If you run your reports daily, we recommend you use the same time every day, so as not to pick up requests you had seen yesterday. e.g. entering a start time of 8am yesterday and a finish time of 8am today will ensure you pick up all of the requests that have come in until 8am today)
- Submit

To find your outgoing requests that have been answered with a Conditional or a Message

- Report – 'To be Acknowledged requests requiring action – as Requester'
- Enter yesterday's and today's date (see * above)
- Submit

Finding Your Requests

(Section 11 of Libraries Australia Document Delivery Manual)

Below are some combinations you may want to try when looking for your requests at different stages of the ILL Cycle. Use the ILL Request Search screen or the Reports to find requests.

To find new requests

- Type = Responder

To find Completed requests:

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. Libraries Australia

Document Delivery staff recommend you complete your requests by actioning them as described above (rather than clicking the 'Complete' button). This will ensure a full record of the transaction, and is in line with ILL best practices.

- Enter ILL or TGQ number
- Authorisation Status = Complete
- Submit

Enhanced Requesting in Libraries Australia:

For information on workflows dealing with the enhanced requesting option in Libraries Australia, see <http://www.nla.gov.au/librariesaustralia/docdel.html#managing>

Requester Actions on outgoing requests

(Section 7 of Libraries Australia Document Delivery Manual)

Cancel

Before a request has been shipped to you, you may ask the current responding library to cancel the request:

1. Select the action 'cancel' and click 'submit'.
2. Add information to the 'notes' field if required and click 'submit'.

It is then up to the current responding library to reply 'cancel-reply-yes' or 'cancel-reply-no' (which they may do if they have already processed the request).

Messages

Messages can be used to send information about a request at any time, whatever the status:

1. Select the action 'message'.
2. Add information to the 'notes' field and click 'submit'.

Conditional

A responding library may 'answer conditional' if they can supply but have a problem lending it (e.g., it must be back in the library within 3 weeks).

If you accept the condition you will reply 'conditional reply yes' and the loan will proceed normally.

If you do not accept the condition, you will reply 'conditional reply no'. The status will become 'not supplied', and the request will automatically be sent to the next library on the rota.

1. Look in the answer details below the audit trail for the conditional reply reason.
2. Action 'conditional reply no' OR 'conditional reply yes'.
3. Add information to 'notes' field if required and click 'submit'.

Received

1. Select the action 'received' and click 'submit'.
2. Add information to the 'notes' field if required and click 'submit'.

Note: If you have requested a 'copy non returnable' the request will then be automatically updated to 'complete' status.

Renewals

Libraries Australia Document Delivery can be used to request a renewal (extension) of a loan. It is then up to the responding library to reply 'renew answer yes' or 'renew answer no'.

1. Select the action 'renew' and click 'submit'.
2. Type in 'desired due date'.
3. Add information to the 'notes' field if required (such as the requested extension date) and click 'submit'.

Returning loans

1. Select the action 'returned' and click 'submit'.
2. Add information to the 'notes' field if required and click 'submit'.

Non-supplied

If the last supplier on the rota has sent an 'answer nonsupply', the request will stay in the status 'not supplied', authorisation status 'check manual'. If the last supplier on the rota is suspended the request status changes to 'idle', authorisation status 'check manual'.

Reactivating Non-supplied requests

To reactivate a request in 'idle, check manual' or 'not supplied, check manual' status:

1. Select 'request' action and click 'submit'.
 2. Check that the 'authorisation status' is 'authorised'.
 3. Amend fields or add information to the 'notes' field if required.
 4. Click on 'rota' and add a location(s) (NUC symbol) to the 'add to rota' field and click 'submit'.
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Changing Your Delivery Address

(Section 5 of Libraries Australia Document Delivery Manual)

Location includes your library's name, delivery address and contact details, which are inserted into each request you create. To change these details:

1. Click on 'location' button.
2. Click on 'edit own' button (top of screen).
3. Modify required fields and click 'submit'.

Note: You can view other Libraries Australia Document Delivery member locations information from the 'location search' screen