

## 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>

**ILRS Code**

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

**ILRS Directory**

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

## Checking for NEW incoming requests

(Section 10 and 12 of Libraries Australia Document Delivery Manual)

**Options for finding incoming requests are:**

### A. From 'requests' screen

1. Click on the 'requests' button.
2. Select 'Responder'.
3. Choose 'in process' from the dropdown Status menu.
4. Choose 'to be acknowledged' from the dropdown Authorisation Status menu.
5. If you wish to print the requests one to a page, select format 'print' and click 'submit'.

### B. From 'reports' screen

To find incoming requests using the reports function use:

01 - Bulk printing of Core Loan & Copy Requests  
 02 - Bulk printing of all Loan & Copy Requests except Core  
 03 - Bulk printing of Core Copy Requests  
 04 - Bulk printing of Core Loan Requests  
 05 - To Be Acknowledged requests requiring action - as Requester  
 06 - To Be Acknowledged requests requiring action - as Responder

1. Click on 'reports' button.
2. Select a Report.
3. Enter 'Start' and 'End' dates if required (not mandatory) and click 'submit'.

**Hint:** It is useful to run this report daily or frequently. The report may be printed from your browser, but requests may run over a page break. The report can be copied into a word processor, each "\*\*\*\* End of request \*\*\*" replaced with a page break and then printed. A macro can be written to do this.

**Note:** Requests are grouped by the last action taken on them.

## Checking or finding OTHER requests

(Section 9 of the Libraries Australia Document Delivery Manual)

**Finding a request where the ILL number is known:**

1. Click on 'requests' button.
2. Enter ILL number in search field and click 'submit'.

**Finding requests in a particular status**

1. Click on 'requests' button.
2. Select 'incoming' only.
3. From the dropdown Status menu select 'in process', 'conditional', 'cancel pending' etc. and click 'submit'.

# Responder Actions on incoming requests

(Section 10 of Libraries Australia Document Delivery Manual)

## Shipped

1. Select the action 'shipped' and click 'submit'.
2. If the item is a loan, enter a 'Due Date' for its return.
3. Check the 'base cost' field. A shipped cost will default in this field equivalent to the service level of the request as outlined in the ILRS Code (see <http://www.nla.gov.au/initiatives/ilrscodex/ilrscodex.html>). If you have advised the Libraries Australia Helpdesk of your reciprocal ILL agreements, and you are shipping to one of the libraries on your reciprocal list, a shipped cost will default according to your agreement (e.g. if no charge a \$0 will default in the 'base cost' field).  
**Important:** You can change the default shipped cost if desired. Simply change the amount in the 'base cost' field, click the 'recalc cost' button then 'submit'. If you do not wish to change the default shipped cost, you do not need to click the 'recalc cost' button before you 'submit' the 'shipped' action.
4. Change the 'service type' or 'shipped delivery method' if necessary.
5. Enter 'notes' if required and click 'submit'.

## Non-supply

1. Select the action 'answer nonsupply' and click 'submit'.
2. Select a 'reason' from the drop down menu and click 'submit'.

**Hint:** If the item is not found as cited, use 'answer conditional' using reason 'not found as cited' instead of 'answer nonsupply' as this will stop the request from moving down the rota until the requesting library responds (e.g. with new citation details).

## Conditional

You may send a Conditional response back to the requesting library if you can supply the item but: require additional information; believe that the citation is incorrect and wish the library to check it again; or can only supply under certain conditions (e.g. in microfilm only or at a greater cost than indicated).

1. Select the action 'answer conditional' and click 'submit'.
2. Select a reason from the drop down menu.
3. Change the 'answer date' to the date by which you need a response. After this date the request is sent to the next library on the rota. Click 'submit'.

If the requesting library replies:

- **Conditional Reply No:** the item will be automatically routed to the next library on the rota and the status changed to 'not supplied'.
- **Conditional Reply Yes:** the status will be changed to 'in process, to be acknowledged', like a new request. Action the request as normal.

## Cancel

Before a request is 'shipped' a requesting library may ask that it be cancelled. You must indicate whether you agree or disagree to the cancellation.

1. Select the action **Cancel Reply Yes** if you consent to the request being cancelled OR Select the action **Cancel Reply No** if you have processed the request and do not consent.
2. Add information to the 'notes' field if required and click 'submit'.

## Renewals

1. Select the action **Renew Answer - No** if you do not wish the loan to be extended OR Select the action **Renew Answer - Yes** if you are happy for the loan to be extended.
2. Add information to the 'Notes' field and a new 'Due Date' if required and click 'submit'.

## Checking in returned loans

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

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## Suspending your library

(Section 4 of the Libraries Australia Document Delivery Manual)

**Location** includes the ability to suspend yourself so that you do not receive incoming requests.

**Important:** Before suspending yourself, process any outstanding incoming requests. Do not send any new requests when your location is suspended as this can create errors in your request.

1. Click on 'location' button.
2. Click on 'edit own' button (top of screen).
3. Select 'will be skipped when rota moved on' from drop down menu beside 'suspension' field. All requests will automatically "skip over" your location and move on to the next location on the rota.
4. Leave the 'from' and 'to' dates blank and click 'submit'.

## To un-suspend yourself

1. Follow steps 1 & 2 above
2. Select blank line from 'suspension' field and click 'submit'.