

## LADD User Guide 9: Suspending your location

### How to create a new suspension

Occasionally libraries cannot accept ILL requests and need to stop requests being sent to and from their location. When you are suspended all requests will automatically 'skip over' your location and move onto the next one on the rota. To suspend your location:

1. Ensure you have cleared all requests as **Lender** by going into your **Work Queue** and making sure your Lender column is clear. If there are any outstanding requests, you need to action them (i.e. as Shipped or Not Supplied) otherwise they will remain at your location until an expiry is reached.
2. Click on the **Locations** button (left-hand menu).
3. Click on the **Edit Own** link (top menu).
4. Scroll down to **Local Holidays/Suspensions**.
5. Click on **New Suspension**.
6. Enter a Description (e.g. Library closed for renovations).
7. Enter both a **Start Date** and **End Date** using the calendar (or manually by entering in the format e.g. 10 Sep 2012). **Note:** The End date should be the last day that your service is unavailable.
8. Click **Save**.

You can check to see that you have successfully suspended yourself by looking at the [LADD members and suspensions](http://www.nla.gov.au/librariesaustralia/services/docdel/members-suspensions/) web page (URL: <http://www.nla.gov.au/librariesaustralia/services/docdel/members-suspensions/>).

Once the End Date has passed, the suspension will automatically lift, however the entry will still be listed under Local Holidays/Suspensions. It is good housekeeping to delete it after the suspension has finished.

#### **Important!**

You should **not** make any requests when your location is suspended as this can cause messaging problems and the request will fail.

### How to edit a suspension

You can edit suspensions at any time to either remove the suspension early or to extend it. To edit your suspension:

1. Click on the **Locations** button (left-hand menu).
2. Click on the **Edit Own** link (top menu).

3. Scroll down to **Local Holidays/Suspensions**.
4. Click the radio button beside the suspension you wish to edit.
5. Click **Edit Holiday**.
6. Make the necessary changes.
7. Click **Save**.

**Important!**

Each time you edit your suspension period, libraries with ISO compliant systems have to manually configure your details into their system. Multiple changes can make a dramatic increase in the workflows of these libraries.

### How to remove a suspension

Once the **End Date** on a suspension has passed, the suspension will automatically lift, however the entry will still be listed under Local Holidays/Suspensions. It is good housekeeping to delete it after the suspension has finished. To remove a suspension:

1. Click on the **Locations** button (left-hand menu).
2. Click on the **Edit Own** link (top menu).
3. Scroll down to **Local Holidays/Suspensions**.
4. Click the radio button beside the suspension you wish to remove.
5. Click **Delete Holiday**.

### Suspensions and ISO ILL locations

#### Why am I still receiving requests when I have suspended my location in LADD?

The request has most likely come from an ISO site (i.e. location is using an ILL system other than LADD) and they have not suspended your library in their system. You need to contact the library to ensure they have your location correctly suspended in their system. To deal with the request, you can either action *Non supply* so that the request moves on from your location or leave as is.

You can check the [LADD members and suspensions](http://www.nla.gov.au/librariesaustralia/services/docdel/members-suspensions/) web page (**URL:** <http://www.nla.gov.au/librariesaustralia/services/docdel/members-suspensions/>) to confirm that you are correctly suspended and if the requesting library is an ISO site.

### Still need help?

Contact the Libraries Australia Help Desk:

Phone: **1800 026 155**

Online: [www.nla.gov.au/librariesaustralia/contact/](http://www.nla.gov.au/librariesaustralia/contact/)

Hours: 9am - 5pm, Mon - Fri AEST (except National Public Holidays)