

Housekeeping & Etiquette

Libraries Australia Help Desk:



Ph: **1800 026 155**
Fax: 02 6273 1180
Online: www.nla.gov.au/librariesaustralia/contact/
Hrs: 8.30am - 5.30pm, Mon - Fri AEST (except National Public Holidays)

LADD Links:



Login: <http://docdel.librariesaustralia.nla.gov.au/>
Manual: www.nla.gov.au/librariesaustralia/manuals/
Web info: www.nla.gov.au/librariesaustralia/docdel/
ILRS Code: www.alia.org.au/interlibrary.lending/ilrs.code.html
ILRS Directory: www.nla.gov.au/ilrs/

It is recommended that you perform the following tasks as a LADD member:

Subscribe to the LADD discussion list

librariesaustraliadocdel-l is a moderated email discussion list for the purpose of disseminating information about LADD.

It is important for LADD members to subscribe to this list as Libraries Australia staff post important announcements to it e.g. if there is a system upgrade, a scheduled outage or a problem with the system. User Group minutes and training announcements are also posted to the list.

LADD members are also welcome to initiate discussion about any LADD issues they wish to raise.

To ***subscribe, unsubscribe*** or view the ***list's archives***, follow the links at <http://listserver.nla.gov.au/wws/info/librariesaustraliadocdel-l>

To ***post a message*** to all discussion list members, send an email to librariesaustraliadocdel-l@nla.gov.au

Read the ILRS Code

The *Australian Interlibrary Resource Sharing (ILRS) Code* is a general agreement on how ILL should be conducted within Australia, and sets out levels of service and the rights and obligations of borrowing and lending libraries.

The ILRS Code is available at: <http://alia.org.au/interlibrary.lending/ilrs.code.html>

Keep your ILRS entry up-to-date

It is important to keep your entry on the ILRS directory up-to-date because this is where other libraries will look when they want to find information about your ILL/Doc Del service e.g. your supply policy, service levels, delivery methods and charges.

The ILRS directory is available at: www.nla.gov.au/ilrs/

Note: You will need your ILRS password to edit your entry. Contact ILRS Administration if you have forgotten it.

Respond to Public Notes (i.e. messages)

Public Notes are used to alert a library to something new related to a request. Section 10 of the LADD Manual covers the use of the Notes action.

Run reports

A range of reports are available to assist in managing ILL in LADD. These reports may be used for checking incoming requests, keeping appropriate records, organising workloads, as a means of alerting staff, or for statistical purposes. In addition, Libraries Australia Administration periodically sends out activity reports to all members.

Section 14 of the LADD Manual covers reports in detail. See also: *Reports – At A Glance (LADD User Guide 6)*.

Read the Interlibrary Loan & Document Delivery Benchmarking

Study

The Interlibrary Loan and Document Delivery (ILL/DD) Benchmarking Study was undertaken by the National Resource Sharing Working Group with the assistance of the National Library of Australia. It is the largest and most comprehensive study ever undertaken of ILL/DD operations in Australian libraries.

The report provides guidance on how to maximise your performance, particularly automation, the use of union catalogues, minimising steps in handling requests, cooperative agreements and the use of trained and expert staff.

Report available at: http://www.nla.gov.au/initiatives/nrswg/ildd_rpt_sum.html

Read the LADD Manual

The LADD Manual (with review questions & training exercises) provides a single source of information about the use of the LADD system and is intended for use in face-to-face training courses, online training and to be an ongoing point of reference for LADD users.

It can be downloaded (in pdf) from the Libraries Australia website at: <http://www.nla.gov.au/librariesaustralia/manuals/> or you can use the online version available at: <https://wiki.nla.gov.au/display/LADDE/Home>.