

Borrowing – At A Glance

Libraries Australia Help Desk:



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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/



The organisation that places a request is known as the **Borrower (Requester)**. The organisation that supplies the item, or replies that it cannot supply the item, is known as the **Lender (Responder)**.

Placing requests (Section 7 of the LADD Manual)


There are two ways of placing a request. You can:

1. submit a request following a search
2. create a request using the ILL Request form.

To submit a request following a search:

1. From the *Advanced Search* screen, select the database(s) you want to use and search for the item you require.
2. Check bibliographic details to ensure you have found the correct item. **For serials:** check the holdings details for each location to see if they hold the issue you need.
3. From the *Results* or *Details* screen click  [Request](#)
4. Leave *Authorisation Status* as *To be Authorised*.
5. If you require a copy, enter the copy details you require e.g. volume, issue, title, pages.
6. Select the location(s) you would like added to the rota by selecting them then clicking  [Add](#). You can add or delete locations and change the order of the rota.
7. Select the *Service Level* required – *Core*, *Express* or *Rush*. (**Note:** if you do not select anything the service level will default to *Core*).
8. Select a *Delivery Method*.
9. Click on **Request** to submit your request.
10. Take note of the *Our Number (ILL number)* for future reference.

To create a request using the ILL Request form:

1. Click on 
2. Click on *Create* (at the top of the screen).
3. Make sure you complete and/or check the following fields:
 - Item Format
 - Title (mandatory, else an error will appear)
 - Service Type
 - Copyright
4. Use the Library symbol or location name to find and add locations to the rota.
5. Follow steps 7 – 10 above.

 **Finding requests** (Section 8 of the LADD Manual)

See: *Finding your requests (LADD User Guide 7)* or section 8 of the LADD Manual.

 **Borrower (Requester) actions** (Section 10 of the LADD Manual)**Cancel**

You can ask the current location on the rota to cancel the request, but only if it's status is *Pending*:

1. Find the request and action as *Cancel*.
2. Add information to the *Public Note* field if required and click *Cancel*.

It is up to the lending library to accept the cancel or not with a *Cancel Reply-Yes* or a *Cancel Reply – No* action. **NB:** *If the request is not Pending, then it is too late to cancel.*

Conditional Reply

The Lender (Responder) 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 don't 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 details below the History for the conditional reply reason.
2. Select the action: *Conditional Reply-No* **or** *Conditional Reply-Yes*.
3. Add information to the *Public Note* field if required and click *Reply*.

Notes

Notes can be used to send information to the Lender (Responder) about a request at any time, whatever the status:

1. Select the action *Send Public Note*.
2. Add information to the *Public Note* field and click *Send*.

You can also add notes for yourself:

1. Select the action *Add Private Note*.
2. Add information to the *Private Note* field and click *Add*.

Received

1. Locate the request and confirm it has been shipped.
2. Select the action *Received*.
3. Add information to the *Public Note* field if required and click *Receive*.

If the request is for a Copy, actioning as *Received* will automatically update its status to *Complete*.

Renew (for loans)

You can request a loan renewal (extension) in LADD. However it is up to the responding library to reply *Renew Answer-Yes* or *Renew Answer-No*:

1. Select the action *Renew*.
2. Enter a *Desired Due Date*.
3. Add information to the *Public Note* field if required and click *Renew*.

Returned (for loans)

1. Select the action *Returned*.
2. Enter the *Return Date*.
3. Select the return method from the *Returned Via* field.
4. Add information to the *Public Note* field if required and click *Return*.

Resubmitting non-supplied requests

If the last supplier on the rota has sent an *Answer Nonsupply*, the request will stay as Status: *Not Supplied*, Authorisation Status: *Check Manual*.

If the last supplier on the rota is suspended, the request will stay as Status: *Idle*, Authorisation Status: *Check Manual*.

To resubmit these requests:

1. Select the action *REQUEST*.
2. Check that the Authorisation Status is *Authorised*.
3. Amend fields or add information to the *Public Note* field if required.
4. Add a location(s) to the rota by searching in the *Library symbol or location name* field and click *Request*.

Changing your Delivery Address (Section 5 of the LADD 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 
2. Click on 
3. Edit required fields and save.

Note: You can view other LADD member locations information from the *Location Search* screen.