

## Lending – At A Glance

### Libraries Australia Help Desk:



Ph: **1800 026 155**

Fax: 02 6273 1180

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



Web info: [www.nla.gov.au/librariesaustralia/docdel/](http://www.nla.gov.au/librariesaustralia/docdel/)

ILRS Code: [www.alia.org.au/interlibrary.lending/ilrs.code.html](http://www.alia.org.au/interlibrary.lending/ilrs.code.html)



ILRS Directory: [www.nla.gov.au/ilrs/](http://www.nla.gov.au/ilrs/)

### Checking for 'new' incoming requests (Section 8 of the LADD Manual)

From the *ILL Request Search* screen:

1. Click on 
2. Select the *Lender (Responder)* radio button.
3. Choose *Status=In Process*.
4. Choose *Authorisation Status=To be Acknowledged*.
5. If you want to print the requests one to a page, select the *Print* radio button.
6. Click 

From the *ILL Reports* screen:

1. Click on 
2. Select one of the following reports:
  - *Bulk printing of all Loan & Copy Requests except Core*
  - *Bulk printing of Core Copy Requests*
  - *Bulk printing of Core Loan & Copy Requests*
  - *Bulk printing of Core Loan Requests*
  - *To Be Acknowledged requests requiring action - as Requester*
  - *To Be Acknowledged requests requiring action - as Responder*
3. Enter 'Start' and 'End' dates if required (not mandatory).
4. Click 

**Hint:** It is useful to run this report frequently (e.g. daily). 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.

### **Finding 'other' requests** (section 8 of the LADD Manual)

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

### **Lender (Responder) actions** (Section 10 of the LADD Manual)

#### **Shipped**

1. Locate the request.
2. Select the action *Shipped*.
3. If the item is a loan, enter a *Due Date* for its return.
4. 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 set up a reciprocal ILL agreement in LA Doc Del, 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).
5. 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.
6. Change the 'service type' or 'shipped delivery method' if necessary.
7. Enter 'Public Notes' if required and submit.

#### **Non-supply**

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

#### **Conditional**

Conditional response can be used if you:

- 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. Locate the desired Request
2. Select the action 'answer conditional' and submit.
3. Select a reason from the drop down menu.
4. 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. 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 'Public Notes' field if required and submit.

### **Renew (for loans)**

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 'Public Notes' field and a new 'Due Date' if required and submit.

### **Checking in returned loans**

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