

## Finding your requests

### 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/)

Below are some combinations you may want to try when looking for requests at different stages of the ILL cycle. Use the *ILL Request Search* screen (*Standard* or *Advanced*), *Work Queues* or *Reports* to find requests.

### To find 'new' requests via the *ILL Request Search* screen:

- Your Library's Role = *Lender (Responder)*
- Status = *In Process*
- Authorisation Status = *To be Acknowledged*

### To find 'Not Supplied' requests that have reached the end of the rota without being supplied via the *ILL Request Search* screen:

- Your Library's Role = *Borrower (Requester)*
- Status = *Not Supplied*
- Authorisation Status = *Check Manual*

### To find incoming requests that are *Cancelled*, have a *Public Note* or are *Conditional* via the *ILL Reports* screen:

- Select the Report: *To be Acknowledged requests requiring action – as Lender (Responder)*
- Enter a date and time (**\*Note:** *If you run your reports daily, we recommend you use the same time every day so as not to pick up requests you had seen yesterday e.g. entering a start time of 8am yesterday and a finish time of 8am today will ensure you pick up all of the requests that have come in until 8am today*)
- Click *Generate Report*

### To find your outgoing requests that have been answered with a *Conditional* or *Public Note* via the *ILL Reports* screen:

- Select the Report: *To be Acknowledged requests requiring action – as Borrower (Requester)*

- Enter yesterday's and today's date (see \* above)
- Click *Generate Report*

**To find 'Completed' requests via the *ILL Request Search* screen:**

Requests will automatically enter a complete status if they are:

- a) a Copy request that has been received by the Borrower (Requester), or,
- b) a Loan request that has been Checked-In by the Lender (Responder). LADD staff recommend you complete your requests by actioning them as described above (rather than actioning the request *Complete*. This will ensure a full record of the transaction and is in line with ILL best practice.

- Enter *Our Number (ILL Number)* or *Their Number (TGQ)*
- Last Action = Complete

**To find a request where the ILL number is known (via the *ILL Request Search* screen):**

- Enter ILL number under *other fields* and click Search.

**To find requests in a particular status (via the *ILL Request Search* screen):**

- Your Library's Role = *Both*
- Status = [your required status]