

## Managing 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/)

There are two options in LADD to help you manage your requests: **Email Alerts** and **Enhanced Requesting**.

### Email Alerts

Email Alerts are messages that are automatically sent to an email address when a particular action is taken on a request (new or existing). Their purpose is to improve workflows e.g. by reducing the need to login and check for new requests (especially for libraries who have a small volume of requests). Larger libraries might find it useful to only use the *Cancel-Indication* and/or *Renewal-Indication* alerts.

Choose from 12 Alerts, in 3 categories:

#### Alerts as Borrower (Requester):

- **Conditional-Indication:** when a Lender (Responder) sends the conditional message for your request.
- **Received by Email or FTP:** when your request has been supplied via DocStore.
- **Request (Not Supplied, Check Manual):** when your request has reached the end of the rota without being supplied.
- **Request (Idle, For Manual Authorisation):** when an Enhanced Request has been submitted from Libraries Australia Search.
- **Renew Answer-Yes:** when a request for a renewal is approved.
- **Renew Answer-No:** when a request for a renewal is declined.
- **Request (Locally Held List):** When a request is sent to a suspended location, the patron max cost is incorrect, or the borrower is added to the rota.

#### Alerts as Lender (Responder):

- **Request-Indication:** when a new request is sent to your location. The Service Level (i.e. Core, Rush or Express) for requests sent to your location is included in the subject line (e.g. *New Rush Request from NLA:AKIN*).

- **Renewal-Indication:** when a Borrower (Requester) wants to renew a loan.
- **Cancel-Indication:** when a Borrower (Requester) wants to cancel their request.
- **Conditional Reply No-Indication:** when a Borrower (Requester) declines the condition you had placed on the request.

#### **Alerts as both Borrower (Requester) and Lender (Responder):**

- **Message-Indication:** when a message has been sent.

#### **Setting up Alerts**

Please fill in the *LADD Alerts Request Form* (on the Libraries Australia Contact page) with the details of your organisation and which alerts you would like to receive.

Once Libraries Australia staff have activated your account to receive Alerts, you will receive an email confirming this.

#### **Enhanced Requesting**

Enhanced Requesting allows users to submit ILL requests directly from the *Libraries Australia Search* service.

For Lending (Responding) libraries in LADD, the process will be no different from handling normal incoming requests.

If your library has asked for the Enhanced Requesting option in the Libraries Australia Search Service to be turned on, new outgoing ILL requests submitted via the Libraries Australia search interface will appear in your library's LADD account as Idle, For Manual Authorisation requests. These requests require you to Action them as Authorised before they are actually sent out to other library locations on the rota.

To find and authorise these requests go to the ILL Requests Search screen:

- Select You Library's Role=Borrower (Requester)
- Untick the 'Display Sent Messages Only' box
- Under Request Status select Status of 'Idle' and Authorisation Status of 'For Manual Authorisation'
- Submit.

The Results list will display.

- Select the desired request/s
- Submit the 'Request' Action

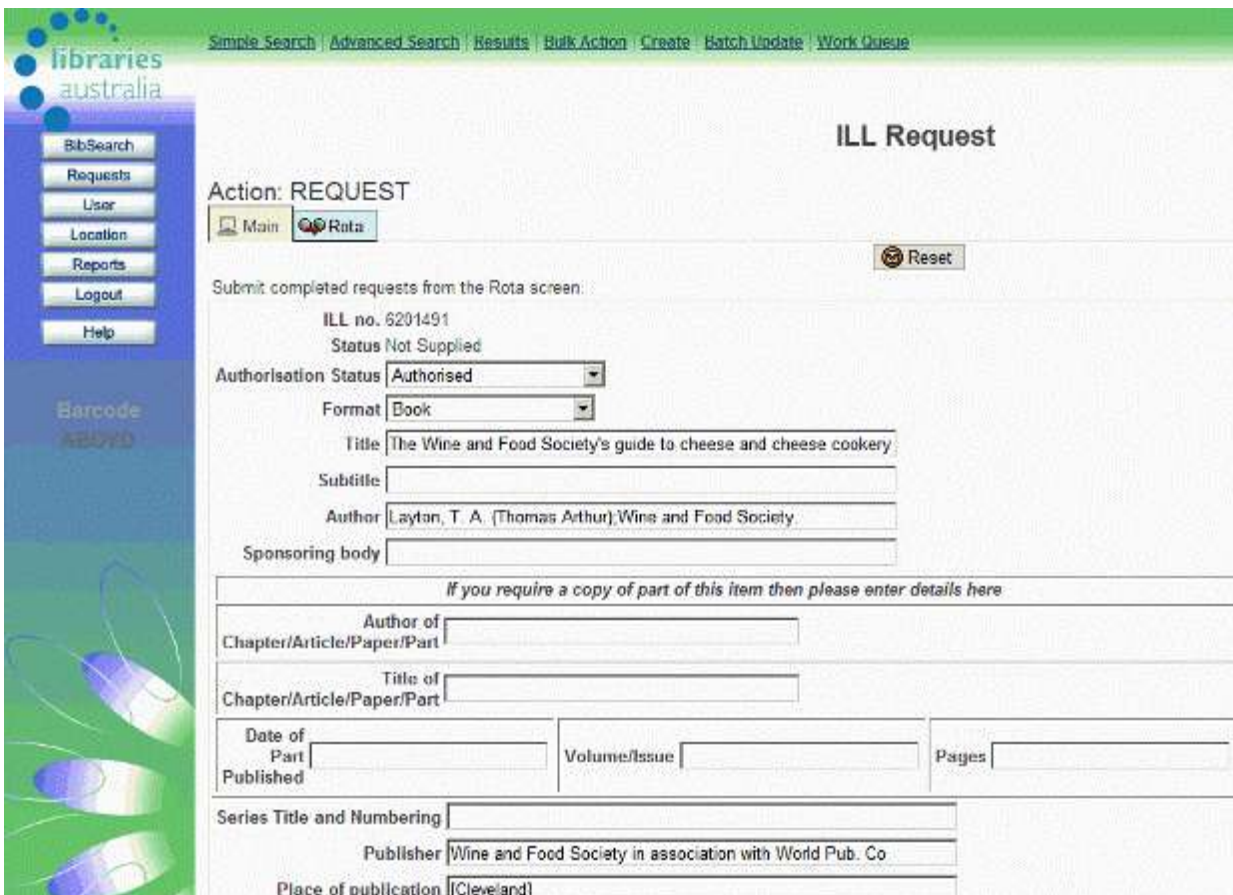


Format Book  
Notes  
Title The Wine and Food Society's guide to cheese and cheese cookery  
Author Layton, T. A. (Thomas Arthur), Wine and Food Society

You can now process and submit your request/s in the usual way.

If you do not wish to Authorise and submit a request created via Libraries Australia:

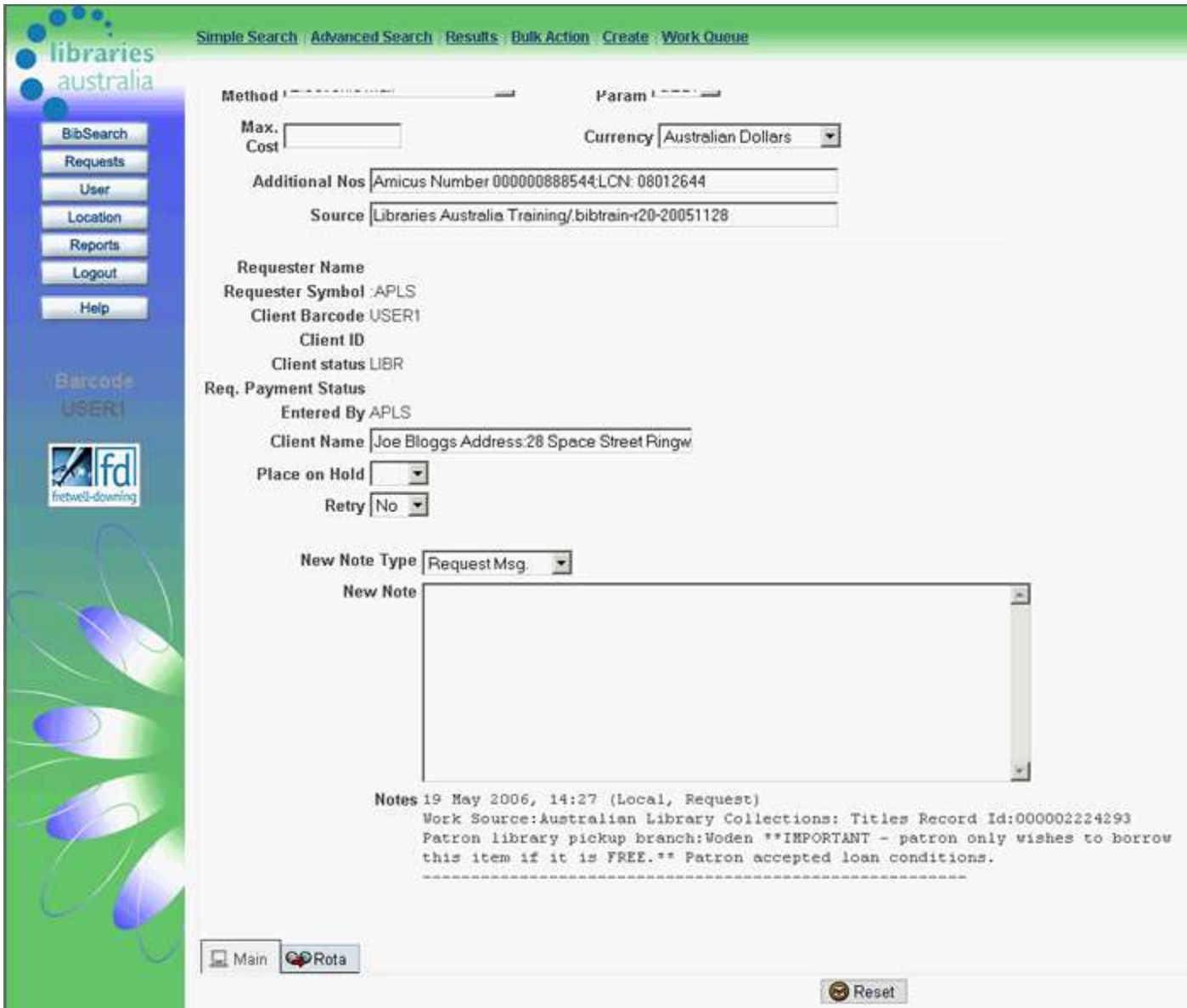
- Action the request and submit as 'Un-Authorised'.



- Then complete the request by selecting the 'Complete' button in the requests Results page. This will remove it from your list of active requests.

Once a request has been submitted both Requesting and Responding libraries will notice several minor differences in the display of request information:

- 'Verification Source' will appear as 'Work Source' in the Notes field
- 'Additional Number/s' will appear as 'Record ID' (e.g. Titles Record ID, Authors Record ID etc) in the Notes field
- Notes about the conditions of the request including acceptance of Copyright conditions and Charges will also appear in the Notes field
- Patron details will automatically appear in the Client Name field (Requester view only)



These differences affect the display of information only and do not require any change in the processes for handling requests.