Changing dates

Libraries Australia Help Desk:

Phone: 1800 026 155
Online: www.nla.gov.au/librariesaustralia/contact/
Hrs: 9.00am - 5.00pm, Mon - Fri AEST (except National Public Holidays)

LADD Links:


Retry Date field

Answer Retry

By actioning the request with Answer Retry, you are indicating to a Borrowing library that the request cannot be supplied immediately, but they can send the request back to you if it cannot be supplied elsewhere. If the request reaches the end of the rota and has not been supplied, it will go to the authorisation status of Check Manual and the Borrower can send the request back to you.

You can enter the date you expect the item to be available in the Retry Date field.
**Answer Date field**

**Answer Conditional**

You must change the *Answer Date* by which you want an answer when responding to a request with *Answer Conditional*.

*Answer Date* defaults to today's date and if you do not change it, the *Borrower* only has until the end of the day to reply. If they do not reply within the time set, the request expires, and is then submitted to the next location on the rota.

It is good practice to set the *Answer Date* a week or so ahead.

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**Answer Will Supply**

*Answer Will Supply* indicates an intention to supply but not immediately. In the *Answer Date* field you can enter the date you expect to be able to supply the item.

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*Note:* the action *Answer Will Supply* overrides any expiry dates set, so the date you enter is for the *Borrower*'s information only, and will not cause the request to expire. This also means that the request is effectively held at your location, unless you follow the action with *Answer Non Supply* or *Shipped*.