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

### 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 **BibSearch > 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**.

8. Select a **Delivery Method**.

9. Click on ➔ Request to submit your request.
10. Take note of the ILL number for future reference.

Note: if you do not select anything the service level will default to Core.

To create a request using the ILL Request form:

1. Click on Requests
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 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. The Borrowing library should ensure a cancel action occurs from the lending library otherwise the request may expire and move to the next library on the rota and be supplied.

Note: If the request is not Pending, then it is too late to cancel.

Conditional Reply

The Lender 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 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 5.4 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 Location
2. Click on Edit Own
3. Edit required fields and save.

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