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

LADD Links:
Web info: nla.gov.au/librariesaustralia/services/docdel/

Checking for ‘new’ incoming requests
(Section 8 of the LADD Manual)

From the ILL Request Search screen:
1. Click on Requests
2. Select the Lender radio button.
5. If you want to print the requests one to a page, select the Print radio button.
6. Click Search

From the ILL Work Queue screen:
1. Click on Reports
2. Click on either the name or the number next to the following reports:
   - Lender – Unread
   - Lender – Core Copy Requests
   - Lender – Core Loan Requests
   - Lender – Core Loan and Copy Requests
   - Lender – All Loan and Copy Requests except Core
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 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/ilrscode/ilrscode.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 ‘Calculate New Cost’ button then click ‘Ship’. If you do not wish to change the default shipped cost, you do not need to click the ‘Calculate New Cost’ button before you submit the ‘Shipped’ action.
6. Change the ‘Service Type’ or shipped ‘Delivery Method’ if necessary.
7. Enter a ‘Public Note’ if required and submit.

Non-supply

1. Locate the desired Request.
2. Select the action ‘Answer Nonsupply’ and click ‘Action’ to submit.
3. Select a reason from the drop down menu click ‘Not Supplied’ to 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 click ‘Action’ to 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. Click ‘Reply’ to 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’ and authorisation ‘Unread’ 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 Note’ 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 Note’ field and a new ‘Due Date’ if required and click ‘Reply’ to submit.

**Checking in returned loans**

1. Select the ‘Checked In’ action and submit.

2. Add information to the ‘Public Note’ field if required and click ‘Check In’ to submit.