Own Services – At A Glance

Libraries Australia Help Desk:

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

LADD Links:


Own Services allows a library to configure the default cost when shipping an item to a particular location (i.e. your library as Responder). For example, if your library has agreed to supply another library on a reciprocal basis, an ILL ‘Own Service’ can be setup to default a $0 cost into the Ship Cost and Base Cost fields when shipping to the requesting library. Note that ‘Own Services’ can only be configured for Libraries which are LA Doc Del members and use LA Doc Del to request from your Library.

**Viewing Own Services for your Location**

Go to **Location** from the options across the top of the screen

Select **Own Services** from the options across the top of the screen

This will take you to the ‘Services’ screen. If you have existing services configured, you will be able to view the summary for each service from this screen, for example:
Adding a New Service

To add a new service, click on Create. The ILL Service window will appear:

Lender – The long description of your library
Borrower – Select the location that requests from your library
Service Type – Select ‘Copy non-returnable’, ‘Loan’ or ‘Wildcard’. Wildcard means that the ILL Service will apply to both Copy non-returnable and Loan requests.
Service Level – Select the service level you wish to apply to this ILL service. ‘Wildcard’ means that the ILL Service will apply to all requests supplied at the ‘Core’, ‘Rush’ or ‘Express’ service levels.
Cost – Enter the cost you wish to have the request default to when shipping. Note that at the time of shipping the cost can still be reset by submitting the ‘Calculate new cost’ function.
Currency – This should be kept at the default Australian Dollars
Tax Rate – This should be left blank

When you have completed the required fields, click Action and you should be able to see the new service added on the ‘Services’ summary screen.

Repeat the above process until you have configured all your locations ‘Own Services’.

Viewing and Editing the Details of Services

For each service on the ‘Services’ screen, you will have the following options:

Edit Select this option if you wish to change any of the existing Service Details.
Delete Select this option if you wish to remove the Service.