Finding your requests

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:


Below are some combinations you may want to try when looking for requests at different stages of the ILL cycle. Use the ILL Request Search screen (Standard or Advanced), Work Queues or Reports to find requests.

- **To find ‘new’ requests via the ILL Request Search screen:**
  Your Library’s Role = Lender
  - Status = In Process
  - Authorisation Status = Unread

- **To find ‘Not Supplied’ requests that have reached the end of the rota without being supplied via the ILL Request Search screen:**
  - Your Library’s Role = Borrower
  - Status = Not Supplied
  - Authorisation Status = Check Manual

- **To find incoming requests that are Cancelled or are Conditional via the ILL Request screen:**
  Your Library’s Role = Lender
  - Status = Cancel Pending
  - Authorisation Status = Unread

  Or

  Your Library’s Role = Lender
  - Status = Conditional
  - Authorisation Status = Unread
To find your outgoing requests that have been answered with a via the ILL Request screen:

Your Library’s Role = Borrower
- Status = Conditional
- Authorisation Status = Unread

To find ‘Completed’ requests via the ILL Request Search screen:

This is used by both Borrower and Lender.

A request can be completed when the request is closed, and can be dropped from Web request searches. Requests can either be completed manually, or automatically when a certain message type / ILL Status is reached (such as Received in a Copy transaction or Checked-In for a Loan).

- To find automatically ‘Completed’ requests via the ILL Request Search screen:
  Requests will automatically enter a complete status if they are:
  a) a Copy request that has been received by the Borrower, or
  b) a Loan request that has been Checked-In by the Lender
  - Select tick box ‘Include Completed requests’
  - Enter ILL Number

Requests should be completed by actioning them as described above. This will ensure a full record of the transaction and is in line with ILL best practice.

- To find manually ‘Completed’ requests via the ILL Request Search screen:
  Manual completion of a request may be used if the request has reached the end of its life cycle and the system has not automatically completed it. It may also be used for requests that have reached a dead end i.e. no further actions are possible.

Manually completed requests can be found using the steps above but can also be found by:

  - Enter ILL Number
  - Last Action = Complete

This will only retrieve manually complete requests only. For ALL completed requests use steps as described for automatically completed requests.

- Requests with a last action of complete can still be actioned by either the Lender or Borrower for as long as they remain in the system. These requests will become visible again in active Request results if either library actions the request.

To find a request where the ILL number is known (via the ILL Request Search screen):

- Enter ILL number under other fields and click Search.

To find requests in a particular status (via the ILL Request Search screen):

- Your Library’s Role = Both
- Status = [your required status]