Managing 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:


There are two options in LADD to help you manage your requests: **Email Alerts** and **Enhanced Requesting**.

**Email Alerts**

Email Alerts are messages that are automatically sent to an email address when a particular action is taken on a request (new or existing). Their purpose is to improve workflows e.g. by reducing the need to login and check for new requests (especially for libraries who have a small volume of requests). Larger libraries might find it useful to only use the **Cancel-Indication** and/or **Renewal-Indication** alerts.

Choose from 16 Alerts, in 3 categories:

**Alerts as Borrower:**

- **Conditional-Indication**: when a Lender sends the conditional message for your request.
- **Overdue-Indication**: when your request has not been returned by the due date.
- **Recall-Indication**: when your request has been recalled before the due date.
- **Received by Email or FTP**: when your request has been supplied via DocStore.
- **Request (Not Supplied, Check Manual)**: when your request has reached the end of the rota without being supplied.
- **Request (Idle, For Manual Authorisation)**: when an Enhanced Request has been submitted from Libraries Australia Search.
- **Request (Idle, Check Manual)**: when a request is sent to a suspended location, the patron max cost is incorrect, or the requesting locations NUC is added to the rota.
- **Renew Answer-Yes**: when a request for a renewal is approved.
- **Renew Answer-No**: when a request for a renewal is declined.
- **Not Found as Cited**: when your request has been actioned Answer Non Supply with a reason of Not Found as Cited.

**Alerts as Lender:**

- **Request-Indication**: when a new request is sent to your location. The Service Level (i.e. Core, Rush or Express) for requests sent to your location is included in the subject line (e.g. New Rush Request from NLA:AKIN).
- **Renewal-Indication**: when a Borrower wants to renew a loan.
- **Cancel-Indication**: when a Borrower wants to cancel their request.
- **Conditional Reply No-Indication**: when a Borrower declines the condition you had placed on the request.

**Alerts as both Borrower and Lender:**

- **Message-Indication**: when a message has been sent.
- **Lost-Indication**: when a request has been placed in the status of lost. Lost-Indications can be actioned anytime, by either the Borrower or Lender, after an item has been actioned shipped.

**Setting up Alerts**

Please fill in the [Request LADD Alerts Form](#) (on the Libraries Australia [Contact page](#)) with the details of your organisation and which alerts you would like to receive.

Once Libraries Australia staff have activated your account to receive Alerts, you will receive an email confirming this.

**Enhanced Requesting**

Enhanced Requesting allows users to submit ILL requests directly from the Libraries Australia Search service.

For Lending libraries in LA Doc Del there will be no difference in the process for handling incoming Libraries Australia or standard LA Doc Del requests.

To find and Authorise these requests in LA Doc Del you can either go to the ‘Borrower’ Work Queue and check requests in the ‘Idle / Check Manual’ work queue (for requests without holdings) and the ‘Idle / Auth Manual’ work queue (for requests with holdings). These requests require you to Action them as Authorised before they are actually sent out to other library locations on the rota.
Alternatively, you can search for Enhanced Requests via the Requests Search screen:

- Under Your Library’s Role select ‘Borrower’.
- Under Request Status select Status of 'Idle' and Authorisation Status of ‘AutoMediated:AuthManual’ (for requests with holdings) OR ‘Check Manual’ (for requests without holdings) and click Search.
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The Results list will display.

- Select Details for the desired request/s.
- Submit the 'Request' Action.

You can now process and submit your request/s in the usual way.

If you do not wish to authorise and submit a request created via Enhanced Requesting, action the request as Complete.

This will remove it from your list of active requests.

Once a request has been submitted both Borrowing and Lending libraries will notice several minor differences in the display of request information:

- 'Verification Source' will appear as 'Work Source' in the Notes field.
- 'Additional Number/s' will appear as 'Record ID' (e.g. Titles Record ID, Authors Record ID etc) in the Notes field.
- Notes about the conditions of the request including acceptance of Copyright conditions and Charges will also appear in the Notes field.
- Patron details will automatically appear in the Patron Name field (Borrower view only).
Note: These differences affect the display of information only and do not require any change in the processes for handling requests.