Suspending your location

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:

Did you know?

You do not need to suspend your location over the Easter or Christmas & New Year periods unless your organisation is closed for a greater period. The LADD system automatically suspends operation on standard national and state/territory public holidays.

How to create a new suspension

Occasionally libraries cannot accept ILL requests and need to stop requests being sent to and from their location. When you are suspended all requests will automatically ‘skip over’ your location and move onto the next one on the rota. To suspend your location:

1. Ensure you have cleared all requests as Lender by going into your Work Queue and making sure your Lender column is clear. If there are any outstanding requests, you need to action them (i.e. as Shipped or Not Supplied) otherwise they will remain at your location until an expiry is reached.

2. Click on the Location button (left-hand menu).

3. Click on the Edit Own link (top menu).

4. Scroll down to Local Holidays/Suspensions.

5. Click on New Suspension.

6. Enter a Description (e.g. Library closed for renovations).

7. Enter both a Start Date and End Date using the calendar (or manually by entering in the format e.g. 02 Dec 2014). Note: The End date should be the day your service recommences because suspensions end at the beginning of the day (i.e. 00:00:00 or midnight).
8. Click **Save**.

Once the End Date has passed, the suspension will automatically lift, however the entry will still be listed under Local Holidays/Suspensions. It is good housekeeping to delete it after the suspension has finished.

---

**Important!**

You should **not** make any requests when your location is suspended as this can cause messaging problems and the request will fail.

---

### How to edit a suspension

You can edit suspensions at any time to either remove the suspension early or to extend it. To edit your suspension:

1. Click on the **Locations** button (left-hand menu).
2. Click on the **Edit Own** link (top menu).
3. Scroll down to **Local Holidays/Suspensions**.
4. Click the radio button beside the suspension you wish to edit.
5. Click **Edit Suspension**.
6. Make the necessary changes.
7. Click **Save**.

### How to remove a suspension

Once the **End Date** on a suspension has passed, the suspension will automatically lift, however the entry will still be listed under Local Holidays/Suspensions. It is good housekeeping to delete it after the suspension has finished. To remove a suspension:

1. Click on the **Location** button (left-hand menu).
2. Click on the **Edit Own** link (top menu).
3. Scroll down to **Local Holidays/Suspensions**.
4. Click the radio button beside the suspension you wish to remove.
5. Click **Delete Suspension**.

### Suspensions and ISO ILL locations

**Why am I still receiving requests when I have suspended my location in LADD?**

The request has most likely come from an ISO site (i.e. location is using an ILL system other than LADD) and they have not suspended your library in their system. You need to contact the library to ensure they have your location correctly suspended in their system. To deal with the request, you can either action **Non supply** so that the request moves on from your location or leave as is.