



# Document Delivery Manual

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Libraries Australia Document Delivery Manual with Revision Questions and Training Exercises.

A compilation publication with material from:

Learn Kinetica Document Delivery 2<sup>nd</sup> edition written by Mary Mortimer (DocMatrix Pty Ltd)

Kinetica Document Delivery 6<sup>th</sup> edition written by CAVAL Collaborative Solutions in collaboration with Kinetica staff

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Enquiries should be made to Libraries Australia

Phone: 1800 026 155

Contact us: [nla.gov.au/librariesaustralia/contact-us](http://nla.gov.au/librariesaustralia/contact-us)

Last Revised March 2021

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## Contents

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<b>Section 1: Introduction</b> .....	<b>8</b>
1.1 Libraries Australia Member Services.....	8
1.2 Interlibrary loan and document delivery – the basics .....	8
1.3 Libraries Australia and LADD .....	11
1.4 Libraries Australia Document Delivery (LADD) .....	11
1.5 Information .....	12
1.6 Member Support .....	12
1.7 Email Lists .....	13
1.8 Membership .....	15
1.9 Charges.....	15
1.10 LADD Payments Service.....	15
1.11 LADD Payments Service Reports .....	15
1.12 Members of the LADD Payments Service .....	16
1.13 LADD Documentation.....	16
1.14 Training.....	17
1.15 Software .....	17
1.16 Computer and Browser Setup .....	18
1.17 Australian Interlibrary Resource Sharing (ILRS) Code .....	18
1.18 Australian Interlibrary Resource Sharing (ILRS) Directory .....	20
1.19 Copyright.....	23
1.20 ISO Interoperability .....	26
1.21 Implications for LADD users.....	28
<b>Section 2: Training</b> .....	<b>29</b>
2.1 Aims and Objectives .....	29
2.2 LADD Training Database .....	30
<b>Section 3: Interlibrary Loan (ILL) Cycle</b> .....	<b>31</b>
3.1 Introduction.....	31
3.2 How LADD Works: A Copy .....	31
3.3 How LADD Works: A Book (Loan) .....	33
3.4 Action/Action-Indication .....	35
3.5 Actions.....	39
3.6 Status .....	40

---

---

3.7	Authorisation Statuses.....	42
<b>Section 4:</b>	<b>Login.....</b>	<b>43</b>
4.1	Introduction.....	43
4.2	Barcodes and Passwords.....	43
4.3	Navigation.....	44
<b>Section 5:</b>	<b>Location.....</b>	<b>45</b>
5.1	Introduction.....	45
5.2	Location Search.....	45
5.3	Edit Your Own Location.....	49
5.4	Updating Address Details.....	49
5.5	Suspending Your Location.....	50
5.6	Own Services: Configuring Reciprocal Arrangements.....	53
5.7	Delivery Address and Docstore.....	56
<b>Section 6:</b>	<b>Bib Search.....</b>	<b>58</b>
6.1	Introduction.....	58
6.2	Advanced Search.....	58
6.3	Standard Search.....	63
6.4	Search Results.....	66
6.5	Result Details.....	67
6.6	Returning to Your Search Results.....	67
6.7	Search History.....	68
6.8	Saving your Search Results.....	68
6.9	Saved List.....	68
6.10	Printing Records.....	71
6.11	Deleting Records.....	71
6.12	Emailing Records.....	72
6.13	Search Status.....	74
6.14	Saving Searches.....	74
6.15	Search Profiles.....	77
<b>Section 7:</b>	<b>Borrower : placing requests.....</b>	<b>79</b>
7.1	Introduction.....	79
7.2	Submitting a Request following a Search.....	79
7.3	Creating a Request using the ILL Request Form.....	87
7.4	Saving a Request to Submit Later.....	88

---

---

7.5	Duplicates.....	88
<b>Section 8: Finding Requests .....</b>		<b>90</b>
8.1	Introduction.....	90
8.2	ILL Request Search .....	90
8.3	Finding Requests: Lender .....	92
8.4	Finding Requests: Borrower .....	93
8.5	Results of Your Lender ILL Request Search.....	93
8.6	Viewing the Full Details of a Request .....	95
8.7	Publishing Saved Searches to the Work Queue.....	100
8.8	Printing a Request .....	102
<b>Section 9: Work Queues .....</b>		<b>103</b>
9.1	Introduction.....	103
<b>Section 10: Actioning requests.....</b>		<b>106</b>
10.1	Responding to Incoming ILL Requests .....	106
10.2	Bulk Action .....	107
10.3	Changing a Copy non returnable request to a Loan request (as Lender). 110	
10.4	Changing a Loan request to a Copy request (as Lender) .....	111
10.5	Answer Will Supply.....	112
10.6	Answer Nonsupply .....	116
10.7	Answer Conditional .....	119
10.8	Answer Conditional - Replying.....	122
10.9	Answer Hold .....	124
10.10	Answer Retry .....	126
10.11	Cancelling a Request .....	129
10.12	Cancel - Replying .....	130
10.13	Checked In .....	134
10.14	Damaged .....	135
10.15	Lost.....	136
10.16	Notes – Public and Private.....	137
10.17	Overdue.....	139
10.18	Recall .....	141
10.19	Renew .....	142
10.20	Renew Answer.....	143

---

---

10.21	Receiving requests supplied via DocStore .....	146
10.22	Receiving an Item That Has Been Shipped .....	147
10.23	Receiving an Item That Has Not Been Shipped.....	149
10.24	Resubmitting Requests.....	149
10.25	Returned.....	152
10.26	Shipped.....	153
10.27	Supplying via the DocStore .....	156
<b>Section 11: Finalising Requests .....</b>		<b>160</b>
11.1	Completion of Requests .....	160
11.2	Archiving Requests .....	161
<b>Section 12: Reports .....</b>		<b>162</b>
12.1	LADD Reports .....	162
12.2	To Run Reports .....	162
12.3	Reports and Archiving .....	163
12.4	Reports available from the Reports Page.....	163
12.5	Reports available from the Work Queue Page - Borrower Reports.....	167
12.6	Reports available from the Work Queue Page – Lender Reports.....	168
<b>Section 13: Enhanced Requesting .....</b>		<b>170</b>
13.1	Finding requests submitting through Enhanced Requesting.....	170
<b>Section 14: Email Alerts .....</b>		<b>173</b>
14.1	Managing your Libraries Australia requests in LADD.....	173
14.2	How To Set Up Alerts.....	174
<b>Section 15: Customisable functionality.....</b>		<b>176</b>
15.1	Landing page .....	176
15.2	Due date .....	176
15.3	Reply date .....	177
15.4	WorldCat Collection Search Profile.....	177
15.5	Requesting from commercial provider RightFind.....	177
15.6	Rota .....	178
15.7	Amazon Price Check .....	179
15.8	Amazon Published Date Check .....	179
15.9	Bureau, Lock & Unlock.....	179
15.10	DocFetch .....	180
<b>Section 16: Troubleshooting .....</b>		<b>181</b>

---

---

16.1	Troubleshooting .....	181
16.2	Error Messages and Work Arouns.....	186
16.3	FAQ regarding DocStore .....	190
16.4	Still Having Trouble?.....	191
	<b>Resources .....</b>	<b>192</b>
	<b>Appendix 1 - Training .....</b>	<b>193</b>
	Training Sets .....	193
	Training Logins .....	193
	<b>Glossary.....</b>	<b>255</b>
	<b>Index .....</b>	<b>268</b>

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# Section 1: Introduction

This Libraries Australia Document Delivery (LADD) Manual with Review Questions and Training Exercises provides a single source of information about the use of the LADD system and is intended for use in face-to-face training courses, online training, and to be an ongoing point of reference for LADD users.

Relevant review questions and training exercises are provided following each section of this manual. There is also a separate section containing more extensive training sets.

Should you have any comments or suggestions about this manual with review questions and training exercises, please direct them to the Libraries Australia Member Services team.

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## 1.1 Libraries Australia Member Services

Help Desk phones are staffed from 9am to 5pm AEST and AEST Monday to Friday. Announcements about Help Desk services on public holidays will be made on [librariesaustraliadocdel-l](mailto:librariesaustraliadocdel-l) email list.

Phone: 1800 026 155

Web: [nla.gov.au/librariesaustralia/contact-us](http://nla.gov.au/librariesaustralia/contact-us)

Address: Libraries Australia

National Library of Australia

Parkes Place

Parkes ACT 2600

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## 1.2 Interlibrary loan and document delivery – the basics

Libraries use the collections of other libraries to supply items their client's need, which they do not hold. They borrow the item for a short time, or they ask for a copy to be made.

If an item is borrowed and returned (e.g., a book), this is called interlibrary loan (ILL). If the item is reproduced, whether on paper or electronically (e.g., a journal article), it is called document delivery (DD). In practice, these terms are used interchangeably.

Libraries ask to borrow or obtain a copy of material which is:

- out-of-print
  - of temporary interest
  - urgently required
  - too expensive to buy.
-

In general, you should not:

- use ILL for anything your library should buy. Inexpensive, easy-to-obtain material in a library's collecting area should be bought, not borrowed.
- ask for material that is likely to be in high use in the library you are requesting it from. Public libraries do not lend recent fiction; academic libraries do not lend textbooks.

Many libraries will lend most of their material, but may not lend certain categories e.g., they may not lend reference material, short loan items, audiovisual material, or items from special collections (e.g., rare books). It is always good practice to familiarise yourself with other libraries' lending policies, before you ask a library to lend an item. They may, for example, lend a high-demand item for a shorter than usual period.



### EXERCISE 1.1

1. What is the purpose of Interlibrary Loan and Document Delivery?
2. Can an item borrowed on ILL be lent for client use or must it be used within the requesting library? HINT: Does the lending library have a lending policy. If so, what are the details?
3. Does your library have a lending policy? If so, what are the details?

### 1.3 Libraries Australia and LADD

Libraries Australia is a set of services hosted by the National Library of Australia to provide access to the Australian National Bibliographic Database (ANBD), the national database of material held in Australian libraries, and selected international databases.

Libraries Australia is available 24 hours a day, seven days a week.

Libraries Australia Home page: [nla.gov.au/librariesaustralia/](http://nla.gov.au/librariesaustralia/)

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### 1.4 Libraries Australia Document Delivery (LADD)

LADD is a web-based system for interlibrary lending and document delivery between Australian libraries, managed by the National Library of Australia. LADD also supports interlibrary lending with other ISO ILL compliant systems, for example the New Zealand union catalogue, Te Puna. LADD provides access to the Australian National Bibliographic Database (ANBD) and other databases, and enables users to locate and request items from libraries and commercial document suppliers.

LADD:

- provides a World Wide Web interface for LADD users
- enables searching for items on the ANBD and other listed databases
- creates interlibrary loan requests by automatically including the bibliographic and location data from records you have selected
- sends requests to other LADD members of your choice
- tracks the requests
- uses the LADD Payments Service to manage the financial transactions between your organisation and the requesting/supplying library
- acts as a gateway for transactions between LADD users and organisations using ISO ILL compliant systems
- supports the current Australian Service Level Codes that set costs and loan conditions, and supports the standard codes for transactions outside Australia
- uses Virtual Document Exchange (VDX) software, a product of OCLC.

The LADD Service is located at:

[docdel.librariesaustralia.nla.gov.au/vdx/](http://docdel.librariesaustralia.nla.gov.au/vdx/)

The LADD website is located at:

[nla.gov.au/librariesaustralia/learn/about-document-delivery-and-interlibrary-loan](http://nla.gov.au/librariesaustralia/learn/about-document-delivery-and-interlibrary-loan)

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The website provides the latest LADD news and information, plus useful links such as

- Libraries Australia Document Delivery Members
- Australian Interlibrary Resource Sharing Code
- National Resource Sharing Working Group
- Schedule of Training Courses
- ISO ILL Protocol

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## 1.5 Information

Information about LADD is available through:

- online help
- documentation that can be downloaded from [nla.gov.au/librariesaustralia/learn/about-document-delivery-and-interlibrary-loan](http://nla.gov.au/librariesaustralia/learn/about-document-delivery-and-interlibrary-loan)
- the Libraries Australia website: [nla.gov.au/librariesaustralia](http://nla.gov.au/librariesaustralia)

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## 1.6 Member Support

Libraries Australia Member Services support staff can be contacted by telephoning the Help Desk on 1800 026 155 (Mon-Fri 9 am to 5 pm AEST) or [nla.gov.au/librariesaustralia/contact-us](http://nla.gov.au/librariesaustralia/contact-us)

You may also write to the Libraries Australia Member Services branch care of:

National Library of Australia,  
Parkes Place,  
Canberra ACT 2600

Suggestions for LADD can also be made by contacting the Libraries Australia member services or by using the enquiry form at: [nla.gov.au/librariesaustralia/contact-us](http://nla.gov.au/librariesaustralia/contact-us)

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## 1.7 Email Lists

It is strongly recommended that all Libraries Australia Document Delivery users subscribe to `librariesaustraliadocdel-l` which is the email list managed by the National Library. By subscribing to the list, you are provided with up-to-date information and news about LADD such as tips and tricks, and system downtimes. Subscribe to `librariesaustraliadocdel-l` by sending an email from your own email address to `sympa@nla.gov.au`, leaving the subject line blank, and writing as the text of the message:

*subscribe librariesaustraliadocdel-l yourfirstname yourlastname*  
(e.g., `subscribe librariesaustraliadocdel-l Jane Doe`)

An archive of previous postings is also available at [listserver.nla.gov.au/wws/arc/librariesaustraliadocdel-l](http://listserver.nla.gov.au/wws/arc/librariesaustraliadocdel-l)

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## EXERCISE 1.2

1. Go to the Libraries Australia website and familiarise yourself with the information provided on LADD [nla.gov.au/librariesaustralia/learn/about-document-delivery-and-interlibrary-loan](http://nla.gov.au/librariesaustralia/learn/about-document-delivery-and-interlibrary-loan).
2. Find the descriptions of librariesaustralia-l and librariesaustraliadocdel-l. Make sure you understand the difference between the lists. Link to lists: [nla.gov.au/librariesaustralia/connect/subscribe-our-email-lists](http://nla.gov.au/librariesaustralia/connect/subscribe-our-email-lists)
3. Subscribe to librariesaustraliadocdel-l.



## 1.8 Membership

To join LADD, a library needs to:

- be a member of Libraries Australia;
- have staff who have been trained to use the LADD service.

Libraries then have access to search the ANBD and request and supply from other members in Australia. LADD also provides access to search the Te Puna database (New Zealand's NBD) and request and supply from members of Te Puna Interloan. On request, LADD members can also request from the commercial supplier RightFind, and have the transactions recorded through the [LADD payments service](#).

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## 1.9 Charges

Libraries pay an annual subscription to join Libraries Australia, which includes access to the LADD service. Charges for the supply of copies and loans are not included in the joining fee but are managed by the LADD Payments Service. Please note: access to LADD is on the completion of training for at least one staff member in the use of the system. For further details of charging see [nla.gov.au/librariesaustralia/trove-collaborative-services/join](http://nla.gov.au/librariesaustralia/trove-collaborative-services/join)

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### 1.10 LADD Payments Service

The LADD Payments Service manages the financial transactions between lending and borrowing libraries. Membership of the Payments Service is obligatory for LADD members.

The LADD Payments Service will:

- Email you a report of all transactions between your library and other members of the payments scheme during the billing period
- forward at bi-monthly intervals an invoice for the total debits and an EFT payment for the total credits accumulated during the billing period
- make a single payment to your library for all items supplied
- issue your library with a single invoice for all items requested
- email you a detailed transaction report for all items supplied and requested borrowed during the bi-monthly billing period

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### 1.11 LADD Payments Service Reports

The LADD Payments Service Reports are sent out prior to the finalisation of debits and credits. This is so libraries can check the transactions and amounts and make arrangements for adjustments to be made before final invoices and credits are sent out. Once the final invoices and credits are sent, there is no way to reverse or adjust any of the costs. If your library has requested to receive these reports, they should get a report for requests made and requests supplied. If your library has not requested to receive these reports, then please contact Libraries Australia member support to make arrangements for your library to receive them.

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## 1.12 Members of the LADD Payments Service

All members of LADD must use the payments service. When choosing libraries to send your request to it is possible to see whether a library is a member of LADD. If a library is not a LADD member, their holdings will appear in grey and you will not be able to select their location to send your request to. You may still decide to make a request to non-LADD member libraries but you will need to create the request outside the LADD system (e.g. by sending them an email) since they do not log in to the LADD system to receive ILL requests.

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## 1.13 LADD Documentation

LADD documentation can be downloaded free of charge in PDF format [nla.gov.au/librariesaustralia/learn/about-document-delivery-and-interlibrary-loan](http://nla.gov.au/librariesaustralia/learn/about-document-delivery-and-interlibrary-loan)

LADD fact sheets and user guides:

Requesting and borrowing

- Borrowing items
- Enhanced Requesting
- Finding your requests
- Managing your requests
- Requesting from commercial suppliers
- Viewing serial holdings
- Workflows for LADD users
- Archiving of old LADD requests

Lending

- Configuring default costs (Own Services)
- Lending items
- Suspending your library's location
- More about suspending your location
- Changing supply dates

Electronic documents

- Using DocStore to lend and borrow electronic documents
  - DocStore flowchart as borrower
  - DocStore flowchart as lender
- More about DocStore
- DocFetch

Work Queues

- Using Work Queues
- Adding saved searches to your Work Queue

Email Alerts

- About Email Alerts
-

## Reports

- Reports at a glance
- More about Reports

## Other LADD features

- Bureau and Lock
- Customising the rota
- Amazon Price and Published Date checks
- LADD Payments Service

## Trans-Tasman interlending (Te Puna)

## ISO ILL interoperability

- About ISO ILL interoperability with LADD
- ISO ILL locations that interoperate with LADD
- Disaster recovery for ISO ILL locations

## LADD housekeeping and etiquette (PDF, 289 KB)

## Release notes for Libraries Australia Document Delivery (current)

## About the Australian Interlibrary Resource Sharing (ILRS) Directory

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### 1.14 Training

LADD users are required to be trained in the use of the system. This may be by attending a face-to-face course, run by an accredited Libraries Australia Training Service Provider.

For Libraries Australia members who want to start using Libraries Australia Document Delivery but are unable to attend a face-to-face course in person.

Members undertaking self-paced study:

- work through the Libraries Australia Document Delivery Manual and exercises independently
- have access to a trainer who can answer questions
- undertake an assessment on completion of their self-paced study.

On the Libraries Australia website you can access details of Libraries Australia Trainers and scheduled courses:

[nla.gov.au/librariesaustralia/learn/attend-training-course](http://nla.gov.au/librariesaustralia/learn/attend-training-course)

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### 1.15 Software

LADD uses OCLC's Virtual Document eXchange (VDX) software. LADD combines VDX and Web technology with the Z39.50 protocol to enable you to access a range of bibliographic databases including Libraries Australia (Australian National Bibliographic Data), Te Puna (New Zealand National Bibliographic Database), and RightFind using a standard Web browser.

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## 1.16 Computer and Browser Setup

Libraries Australia Document Delivery operates most efficiently in the latest versions of the most popular web browsers which offer improved security, performance and presentation.

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## 1.17 Australian Interlibrary Resource Sharing (ILRS) Code

The *Australian Interlibrary Resource Sharing (ILRS) Code* is a general agreement on how ILL should be conducted within Australia and sets out levels of service and the rights and obligations of borrowing and lending libraries. It is available at <http://www.alia.org.au/resources-and-information/interlibrary-lending/australian-interlibrary-resource-sharing-ilrs-code>

The *ILRS Code* covers:

- principles of requesting and supplying material
- recommended prices, including delivery
- care of material and responsibility for replacement
- levels of service.

The *ILRS Code* defines three levels of service (Express, Rush and Core) and establishes charges for each. The faster an item is required, the greater the cost.

*Australian Interlibrary Resource Sharing (ILRS) Code* provides libraries with advice to facilitate efficient and effective resource sharing. Libraries are expected to make ILL requests only if they are consistent with the Code, unless other arrangements have been made in advance. The *Guide* is available at

<http://www.alia.org.au/resources-and-information/interlibrary-lending/australian-interlibrary-resource-sharing-ilrs-code>

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## Service Level Standards

Service Type	Maximum Supplier Turnaround Time*	Recommended prices include default delivery fees	Default Delivery Modes
Express	<p>2 hours: The item or a negative response is sent within two hours of receiving the request, or, if the item is to be sent by mail, dispatched in time for last collection same day or next working day depending on when it was received.</p> <p>(Requesting libraries are encouraged to telephone confirmation of electronic express requests)</p>	<p>Copy: \$55.50</p> <p>Loan: \$70.50</p>	<p>Copy: Electronic delivery.</p> <p>Loan: Express post-delivery or courier equivalent is included in the loan fee. For other delivery method – to be Negotiated</p>
Rush	<p>24 hours: The item or a negative response is sent within 24 hours of receiving the request or, if the item is to be sent by mail, dispatched in time for last collection next working day.</p> <p>(Requesting libraries are encouraged to telephone confirmation of electronic express requests)</p>	<p>Copy: \$37.00</p> <p>Loan: \$52.00</p>	<p>Copy: Electronic delivery.</p> <p>Loan: Express Post-delivery or courier equivalent included in the loan fee.</p>
Core	<p>4 working days: Working days are measured in whole days. (Request received on Monday, item or a negative response sent by the close of business (COB) Thursday or, if the item is to be sent by mail, dispatched in time for</p>	<p>Copy: \$18.50</p> <p>Loan: \$28.50</p>	<p>Copy: Electronic delivery where possible, or post.</p> <p>Loan: post delivery included in the loan fee.</p>

	last collection on Thursday		
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The supplier response time to an ILL request sent from an automated system before automatic expiry occurs is Core turnaround time plus one working day.

### 1.17.1 Recommended Delivery Prices

Recommended prices for copies/scans are for up to 25 pages in the original item in black and white reproduction. An additional charge of \$4.40 applies for each additional 25 pages copied/scanned. Prices should be negotiated for special copying. For example, items that need to be retrieved from storage where costs are incurred by the supplying library, copying / scanning of fragile material or music scores, or for loans of multi-volume sets.

Delivery Method	Recommended Price
Electronic delivery e.g. Ariel, Docstore, other electronic delivery, e-mail attachment or web-service.	no charge
Mail	\$10.00
Express post or equivalent for copies	\$15.00
Express post or equivalent for loans up to 3kg	\$15.00
Express post or equivalent for loans over 3kg	Negotiated

\* The recommended additional charge should not apply to colour copies delivered electronically.

## 1.18 Australian Interlibrary Resource Sharing (ILRS) Directory

The *ILRS Directory* is a directory of Australian interlibrary loan and document delivery services and National Union Catalogue (NUC) symbols.

Entries include the name, address and contact details for the library's document delivery service, and list their supply policy, any special conditions, charging policy and the service levels (Core, Rush, or Express) provided.

The *ILRS Directory* is available at: [nla.gov.au/ilrs/](http://nla.gov.au/ilrs/)

Each library decides which levels of service it will offer. Before you ask for a particular level of service for a request, check the responding library's *ILRS Directory* entry, which details available service levels and conditions.

A NUC symbol identifies a particular library. It begins with a letter for the state or territory, then one to five letters to identify the library. It is always uppercase. For example,

AAWM A – Australian Capital Territory

AWM – Australian War Memorial

WUND:CH W – Western Australia

WUND:CH – University of Notre Dame: Galvin Medical Library

Should your library not have a NUC symbol, you can apply for one at [nla.gov.au/ilrs/contact](http://nla.gov.au/ilrs/contact)



**AUSTRALIAN INTERLIBRARY  
RESOURCE SHARING DIRECTORY**

● [SEARCH](#) ● [ABOUT THIS SITE](#) ● [FEEDBACK](#) ● [HELP](#)

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**University of Notre Dame Australia**  
**Galvin Medical Library**  
 NUC symbol/s: **WUND:CH**



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University of Notre Dame Australia | Galvin Medical Library

**Main address:**  
 c/o Galvin Medical Library  
 38 Henry St  
 FREMANTLE WA 6160  
 AUSTRALIA

**Postal address:**  
 c/o Galvin Medical Library  
 PO Box 1225  
 FREMANTLE WA 6959  
 AUSTRALIA

**Billing address:**  
 Same as Postal address

NB\* Please use the **postal** address for delivery purposes.

**ILL email:** [fremantle.documentdelivery@nd.edu.au](mailto:fremantle.documentdelivery@nd.edu.au)  
**ILL phone:** 08 9433 0255  
NB\* International callers, add the +61 prefix for Australia and drop the 0 from the area code from phone and fax numbers.  
 For example, 01 2345 6789 becomes +61 1 2345 6789.

**Supply policy:** Willing to supply material from collection  
**Requests accepted via:** Free-form email ; LA Doc Del ; Phone  
**Delivery methods supported:** Post ; Email

---

**International symbols:** OCLC:ATUND

Libraries maintain the *ILRS Directory* by keeping their own entry up-to-date. If you require any assistance with this, contact ILRS administration at [nla.gov.au/ilrs/contact](http://nla.gov.au/ilrs/contact)



### EXERCISE 1.3

1. Search and locate the ILRS entry for a library from which you request. What is their NUC symbol and their lending policy?
  2. Using Advanced Search, find all the libraries in the Northern Territory that offer Express service. How many are there?
  3. Using map Search, find all the libraries in the Woomera area of South Australia. Choose one and list its preferred methods of receiving requests.
  4. What is your library's NUC symbol? (Or choose one which you would like to work in)
  5. Does it support the ILRS Code?
  6. What levels of service are offered?
  7. Are there any types of material that are not lent?
  8. What methods are used to pay for ILL?
  9. When was their ILRS entry last updated?
-



## 1.19 Copyright

When a library copies material, it must conform to copyright legislation. The library that requests the copy needs to be sure that its reproduction is within the law. This may mean that they need to obtain a copyright declaration from the client, or that they sign one themselves.

Libraries are able to copy print material for another library if

- it is a single copy for a user of the requesting library, or for inclusion in the collection of the requesting library (not a second copy - unless the first copy was lost)

AND

- it is a reasonable portion of a work

OR

- if not a reasonable portion, the officer in charge of the requesting library must be satisfied that it is not available for purchase in a reasonable time and at a reasonable cost. The officer in charge must sign a statutory declaration to this effect.

A reasonable portion of a work is not defined for most materials. This depends on the type of material being copied, the reason why it is being copied, and the effect on the market for that item. However, for print materials, it is considered to be

- 10% or one chapter (whichever is the greater) of a book of at least ten pages
- one article in a periodical issue
- two or more articles in a periodical issue where they relate to the same research or course of study
- an act of Parliament or a court judgment.

Whether it is a reasonable portion or not, the client must sign a statutory declaration to the effect that this copy is for their personal use or study, and that they have not been supplied with a copy already.

Libraries may add the note 'complies with Section 50' to show that the relevant declarations have been made. There are other special provisions that apply in particular situations. Brief descriptions are provided at: [nla.gov.au/copyright-in-library-items](http://nla.gov.au/copyright-in-library-items) and [nla.gov.au/key-exceptions-in-the-copyright-act](http://nla.gov.au/key-exceptions-in-the-copyright-act)

The requesting library keeps all declarations.

---

### 1.19.1 Copyright of Digital Material

Electronic source material cannot be supplied if it is commercially available - that is, if it can be bought on its own (not as part of a larger work). Therefore, an article in an electronic journal, or one chapter of an e-book cannot be supplied if it can be bought at a normal price and supplied in a reasonable time.

The Digital Agenda Act allows the supplying library to make a digital copy in order to transmit it electronically to the requesting library. For example, you can scan an article from a print journal and email it. However, the supplying library must destroy the copy after it has been sent. For more information on copyright you can check here: <https://alia.org.au/information-and-resources/copyright/copyright-faqs>

### 1.19.2 Copyright Subtypes

The default is Section 50(1) of the Copyright Act 1968.

Copyright subtypes include:

- Aust. Copyright Act Section 50(1)
- Aust. Copyright Act Section 50(7)A – for collection, more than a reasonable portion
- Aust. Copyright Act Section 50(7)B – for collection, previously supplied
- Aust. Copyright Act Section 51(2) – thesis
- Aust. Copyright Act Section 49
- Aust. Copyright Act Section 183 – Commonwealth
- Aust. Copyright Act S183 – State
- Aust. General Business
- Aust. Copyright Cleared
- Aust. Copyright Act S43
- UK Fair Dealing
- UK Copyright Cleared

### 1.19.3 Copyright Text

The copyright statement input by the system matches the copyright subtype selected and will be one of the following.

The domain (AUS) and Copyright code (S50(1)) prefix are in accordance with the Interlibrary Loan Protocol standard.

- AUS:S50(1) - This request complies with Section 50 of the Copyright Act 1968.
-

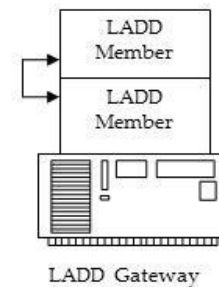
- AUS:S50(7)A - After reasonable investigation, I am satisfied that a copy (not being a second-hand copy) of the work cannot be obtained within a reasonable time at a reasonable price.
  - AUS:S50(7)B - An interlibrary request for the Document has been made under Section 50 for the purpose of inclusion in the Library's collection. Any copy of the Document previously supplied for inclusion in the Library's collection has been lost, destroyed, or damaged.
  - AUS:S51(2) - Reproduction of unpublished theses & similar works for the purposes of research or study.
  - AUS:S49 - This copy is required for the purpose of research or study, will not be used for any other purpose, and has not previously been supplied to me by an officer of the library.
  - AUS:S183(C) - Copy required for the services of the Commonwealth – Please copy and supply as agent for Requesting Library.
  - AUS:S183(S) - Copy required for the services of the State – Please copy and supply as agent for Requesting Library.
  - AUS:GB - Copy required for general business purposes under licence – Please copy and supply as agent for Requesting Library.
  - AUS:CCS - Please supply a copy of this document including copyright clearances.
  - AUS:S43 – Reproduction for purpose of judicial proceedings or professional advice
  - UK Fair Dealing – To be used for requesting with British Library when this function becomes available
  - UK Copyright Cleared – To be used for requesting with British Library when this function becomes available
-

## 1.20 ISO Interoperability

LADD supports the ISO Interlibrary Loan Protocol (ISO ILL), which enables messages to be sent between compliant interlibrary loan systems. Transactions from remote systems are sent via the LADD ISO Gateway to other remote systems, or to LADD locations. Transactions are logged in LADD, and remote users are able to take advantage of the LADD Payments Service and reports. There are four scenarios for requesting and actioning requests:

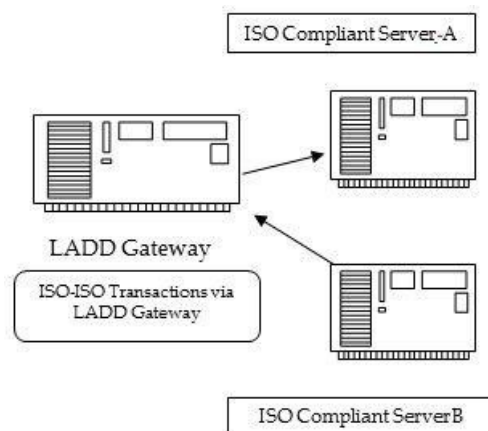
### 1.19.1 Both Borrower and Lender create and action requests using the LADD Web interface

- There is no change from the current situation
- Transactions are transmitted between Borrower and Lender locations within LADD
- LADD users create and action requests via the LADD web interface



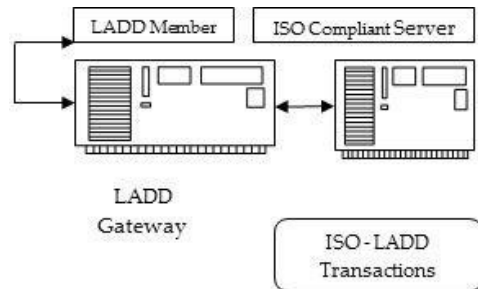
### 1.19.2 Both Borrower and Lender create or action requests on their own ISO ILL compliant ILL systems

- Borrower and Lender create and action requests on their own local ISO ILL compliant servers
- Transactions are processed through the LADD Gateway and sent to the appropriate server
- All three systems assign their own ILL number
- The ISO ILL compliant servers A & B have LADD Gateway email addresses set up in their location records. ISO ILL transactions are sent to this address
- The LADD system records email addresses of the different ISO servers in its location records and relays transactions to these servers using the ISO ILL Protocol



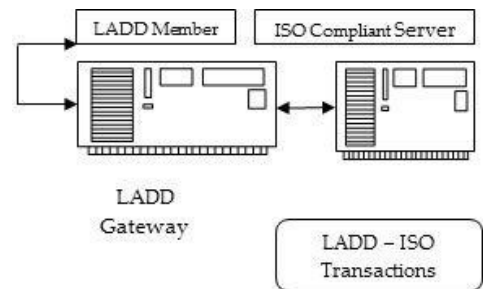
**1.19.3** Borrower creates or actions requests on their own ISO ILL compliant system, and sends requests to a LADD user

- Borrower creates a request on a local ISO ILL compliant server
- Transaction is sent from the remote server to LADD Gateway
- The LADD system identifies the Lender as a LADD user from their location record, and automatically routes the request to the LADD user
- The reverse occurs for Lender actions



**1.20.4** LADD user uses the LADD Web interface to create or action the requests, and sends requests to a location which uses its own ISO ILL compliant system

- Borrower creates a request using the LADD web interface
- LADD identifies the Lender as ISO compliant from their location record and routes the request to the remote server email address using the ISO Protocol
- The Lender actions are transmitted to LADD via the ISO Protocol, and routed to the Borrower location on LADD



## 1.21 Implications for LADD users

### 1.21.1 Request Numbers

In LADD the ILL Number is known as 'Our Number' and the Lender's Number is known as 'Their Number'. For example,

Our Number 785443	↔	Their Number 785443 Our Number 785449
Borrower		Lender
(Ku-ring-gai)		(Australian War Memorial)

The Our Number assigned by the Borrower (Ku-ring-gai) is attached to the request as the Lender's Their Number during the entire life of the request. This number (Their Number 785443) can be used to search for the request instead of the Our Number.

### 1.21.2 ISO ILL Requests

The Borrower's number is the only number assigned when a request is received from an ISO location. For example,

Our Number 2535 (ILL No)	↔	Our Number 2535	↔	Our Number 2535
ISO ILL Location Borrower		LADD Gateway		LADD Lender
(Deakin University)				(Australian War Memorial)

### 1.19.3 ISO Locations

A list of current ISO participants may be found at: [nla.gov.au/librariesaustralia/iso-ill-locations-interoperate-ladd](http://nla.gov.au/librariesaustralia/iso-ill-locations-interoperate-ladd)

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## Section 2: Training

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### 2.1 Aims and Objectives

The review questions and exercises which appear throughout this manual should enable you to gain a basic understanding of the document delivery service and how LADD operates. They will enable you to practice searching for bibliographic items; process incoming and outgoing ILL requests; and use the information in the History trail.

Throughout this manual, there will be boxes with short review and practice questions, as well as relevant training information. In addition to this, there are training sets in Appendix 1 which provide scenarios as an opportunity to apply borrowing and lending principles to entire inter-library loan cycles using the LADD system.

It is desirable to have a working knowledge of the Libraries Australia Search Service – see [nla.gov.au/librariesaustralia/learn/about-libraries-australia-search](http://nla.gov.au/librariesaustralia/learn/about-libraries-australia-search)

On completion of the training contained in this workbook, you should be able to

- log on to LADD
- modify the information about your organisation in Locations
- find information about other locations
- search for an item in LADD
- create a request
- search for incoming and outgoing requests and notes
- use the information in the History trail to action a request
- print a request, or bulk print a number of requests using the Report option
- respond appropriately to other lenders and borrowers
- view reports
- add locations to the rota and change the order of the rota.

This training covers the content of [training.gov.au](http://training.gov.au) competency units

[CULINS402A](#) Obtain information from external and networked sources

Please see [Appendix 1 for training logins and exercises](#).

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## 2.2 LADD Training Database

LADD offers a training database that is used solely for training, and on which you can practise:

<http://docdel-train.librariesaustralia.nla.gov.au/>

It contains a smaller number of records than the real ('production') database, and therefore searches can be done more quickly, but will find fewer results.

Every week the training database is refreshed and reset to a pre-existing status. As a result of this database maintenance, all newly created requests are removed.

Please see [Appendix 1 for training logins and exercises](#).



## Section 3: Interlibrary Loan (ILL) Cycle

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### 3.1 Introduction

The ILL cycle covers the entire life of a request:

- from its creation by the Borrower to the return of the item to the Lender (for loan requests)
- from its creation by the Borrower to the receipt of the copy by the Borrower (for copy non returnable requests)
- from its creation by the Borrower to the agreement of the Lender to cancel the request
- from its creation by the Borrower to the eventual non-supply of the item after all locations on the rota have been tried.

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### 3.2 How LADD Works: A Copy

A library patron requests a copy of an article in a journal that Library A does not hold.

1. Library A uses LADD to search the ANBD and finds that Library B and Library C hold the journal.
2. Library A sends a request to Library B (and then Library C) via LADD.
3. If Library B can supply the copy, it replies 'Will Supply'\*

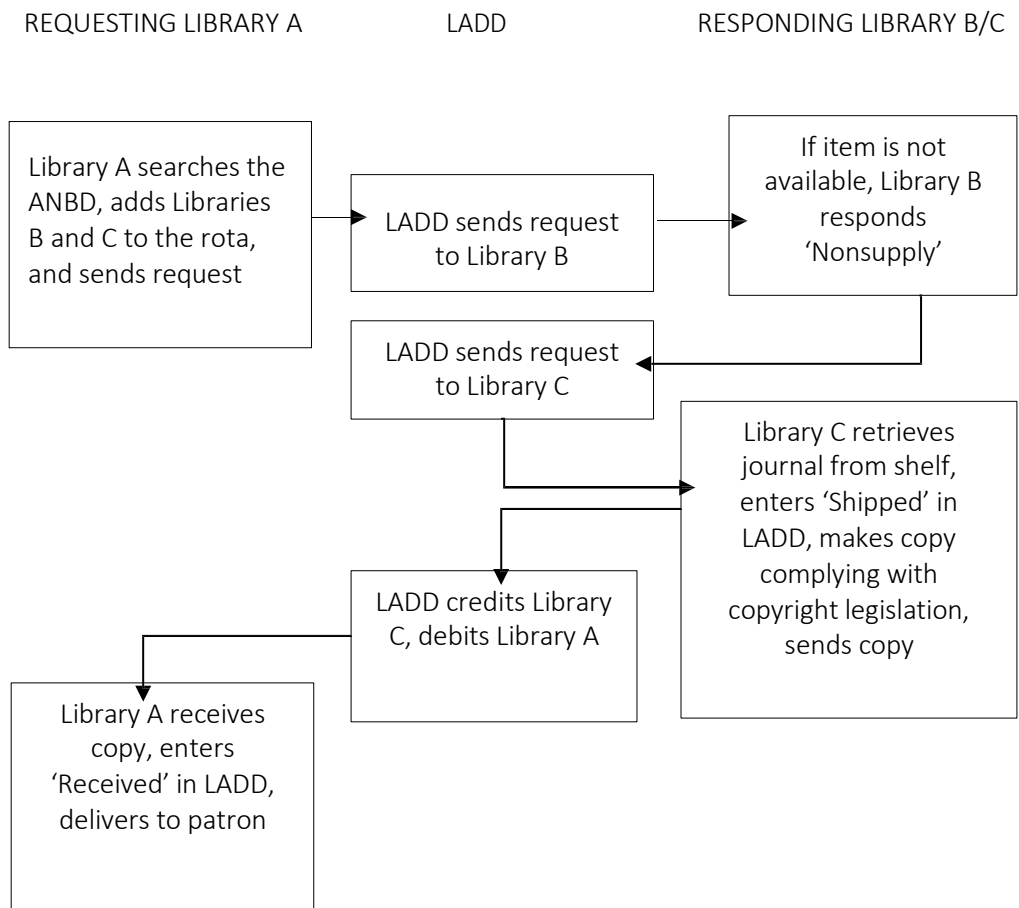
OR

If Library B cannot supply the copy, it replies 'Nonsupply', and LADD sends the request to Library C.

4. Library B/C makes a copy of the journal article and completes the required copyright declaration.
5. Library B/C enters 'Shipped' into LADD, and sends the copy to Library A.
6. LADD charges Library A for the loan, and credits Library B/C with the payment.
7. Library A receives the copy, enters 'Received' in LADD, and notifies the patron.

\* Many libraries do not use 'Will Supply', but immediately action the request as 'Shipped'.

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### 3.3 How LADD Works: A Book (Loan)

A library patron requests a book that Library A does not hold.

1. Library A uses LADD to search the ANBD, and finds that Library B and Library C hold the book.
2. Library A sends a request to Library B (and then Library C) via LADD.
3. If Library B can supply the book, it replies 'Will Supply'\*

OR

If Library B cannot supply the book, it replies 'Nonsupply', and LADD sends the request to Library C.

4. Library B/C enters 'Shipped' into LADD, and sends the book to Library A.
5. LADD charges Library A for the loan, and credits Library B/C with the payment.
6. Library A receives the book, enters 'Received' in LADD, and notifies the patron.
7. Patron returns the book to Library A, which sends the book back to Library B/C and enters 'Returned' in LADD.

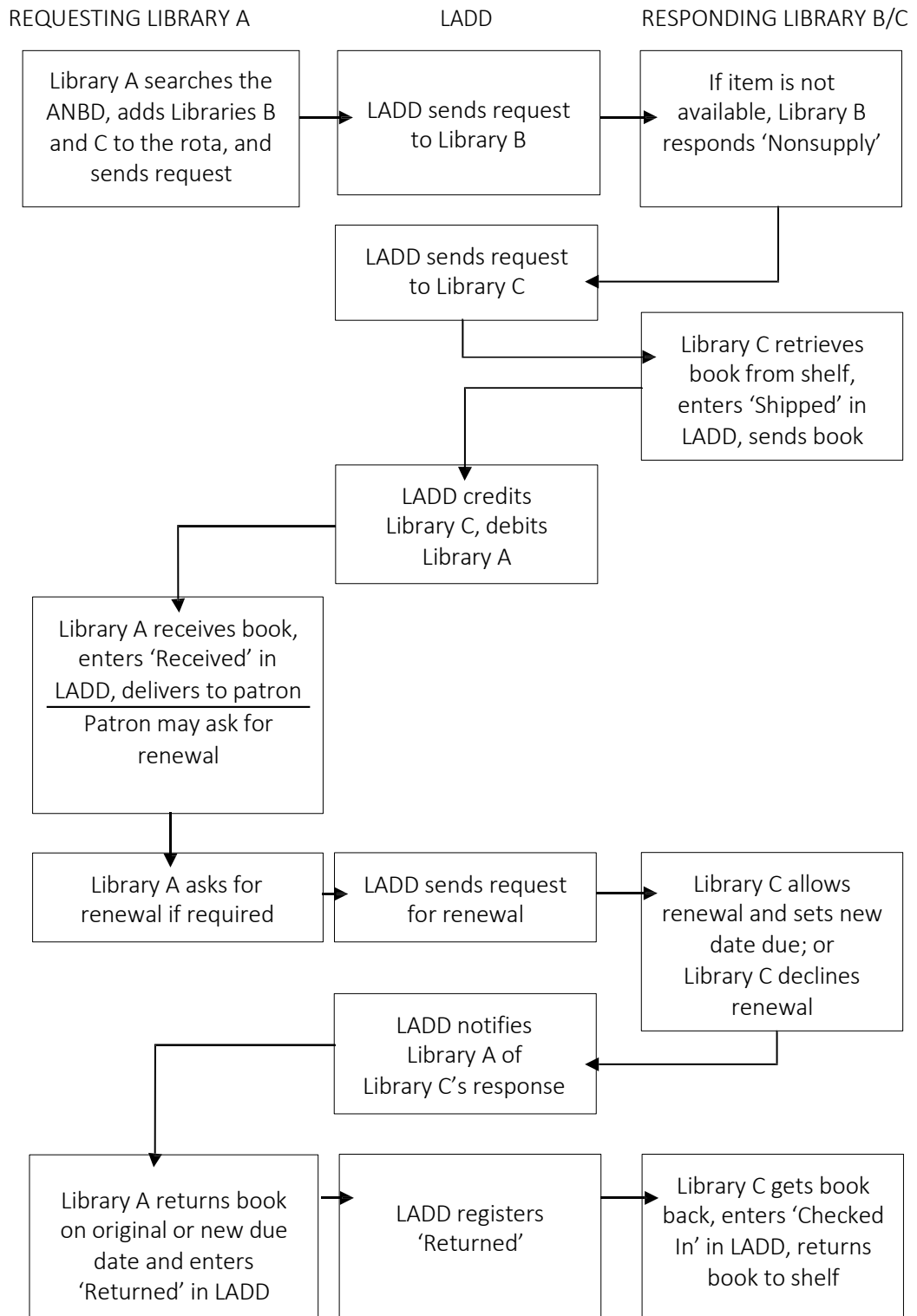
OR

Patron may request a renewal. Library A asks Library B/C to renew the loan. Library B/C accepts the renewal and enters a new date due in LADD; OR Library B/C does not allow renewal. On or before the due date, Library A returns the book to Library B/C and enters 'Returned' in LADD.

8. Library B/C gets the book back and enters 'Checked In' in LADD.
9. Library B/C returns the book to the shelf.

\* Many libraries do not use 'Will Supply', but immediately action the request as 'Shipped'.

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### 3.4 Action/Action-Indication

When following the ILL cycle, each library will see their Action in their own view. The other library's action appears as an Action-Indication. Actions and Action-Indications are shown here in bold uppercase e.g., if you take the action **REQUEST**, the other library sees it as **REQUEST-INDICATION**.

#### 3.4.1 Status

The status may also be different in each view, and is shown here in uppercase e.g., when a request is made, the status is **PENDING** for the Borrower, and **IN PROCESS** for the Lender.

#### 3.4.2 Authorisation Status

The authorisation status may also be different in each view, and is shown here in italics e.g., when a request is made, the authorisation status may be *Processed* for the Borrower, and *Unread* for the Lender.

Key to the Diagram

ACTION= <b>bold, uppercase</b>	STATUS= <b>uppercase</b>	<i>Authorisation status=italics</i>
Borrower's view	Lender's view	
<b>REQUEST</b> <b>PENDING</b> <i>Processed</i>	<b>REQUEST-INDICATION</b> <b>IN PROCESS</b> <i>Unread</i>	
<b>SHIPPED-INDICATION</b> <b>SHIPPED</b> <i>Unread</i>	<b>SHIPPED</b> <b>SHIPPED</b> <i>Processed</i>	
<b>RECEIVED</b> <b>RECEIVED</b> <i>Processed</i>	<b>RECEIVED-INDICATION</b> <b>SHIPPED</b> <i>Unread</i>	
<b>RETURNED</b> <b>RETURNED</b> <i>Processed</i>	<b>RETURNED-INDICATION</b> <b>SHIPPED</b> <i>Unread</i>	
<b>CHECKED IN INDICATION</b> <b>CHECKED IN</b> <i>Unread</i>	<b>CHECKED IN</b> <b>CHECKED IN</b> <i>Processed</i>	

### 3.4.3 The History

The audit details are found at the bottom of each request details screen and show the sequence of action and action-indications. This is called the History.

There are two views of the History details:

- the Borrower's view shows all actions that have been performed on the request, displaying actions from themselves as Borrower and all Lender actions.
- the Lender's view shows only the actions that have been performed by themselves and the Borrower. Other Lender actions do not appear.

The following basic examples are views of the History trail for some straightforward requests in LADD.

Example 1 (Copy request, 1<sup>st</sup> location on the rota supplies)

- NKML – Borrower's View

NKML (Ku-Ring-Gai Library) requests a copy from NHUR (Hurstville City Library). This is NKML's view of the History details. It shows the NUC symbol of the Lender, NHUR, and the date, actions and change of status.

▼ History			
Lender	Action	Status	Date Changed
<a href="#">NLA: NHUR</a>	Received	Received	03 Feb 2014 11:32:53
<a href="#">NLA: NHUR</a>	Shipped-Indication	Shipped	03 Feb 2014 11:31:51
<a href="#">NLA: NHUR</a>	REQUEST	Pending	03 Feb 2014 11:30:50

- NHUR – Lender's View

NHUR (Hurstville City Library) supplies the copy to NKML (Ku-Ring-Gai Library). This is NHUR's view of the History details. It shows the NUC symbol of the Borrower, NKML, and the date, actions and change of status.

▼ History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Received-Indication	Shipped	03 Feb 2014 11:32:53
<a href="#">NLA: NKML</a>	Shipped	Shipped	03 Feb 2014 11:31:52
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	03 Feb 2014 11:30:50

Example 2 (Copy request, 1<sup>st</sup> location on rota non-supplies, 2<sup>nd</sup> location on the rota supplies)

- NKML – Borrower view

NKML (Ku-ring-gai Library) creates a copy request with two locations on the rota – NHUR (Hurstville City Library) and NHOM (Hornsby Shire Library). This History trail is NKML's view and shows NHUR responding with a 'Nonsupply', and the request being submitted to the next location, NHOM, who supplies the request.

History			
Lender	Action	Status	Date Changed
<a href="#">NLA: NHOM</a>	Received	Received	03 Feb 2014 12:02:01
<a href="#">NLA: NHOM</a>	Shipped-Indication	Shipped	03 Feb 2014 12:00:00
<a href="#">NLA: NHOM</a>	REQUEST	Pending	03 Feb 2014 11:58:59
<a href="#">NLA: NHUR</a>	Answer Nonsupply-Indication - other	Not Supplied	03 Feb 2014 11:58:56
<a href="#">NLA: NHUR</a>	REQUEST	Pending	03 Feb 2014 11:57:55

- NHUR – Lender view (Nonsupply)

History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Answer Nonsupply - other	Not Supplied	03 Feb 2014 11:58:57
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	03 Feb 2014 11:57:55

- NHOM – Lender view (Supplies)

Because NHUR has responded with an 'Answer Nonsupply', the request moves onto NHOM. Note that NHOM as a responder can only see the actions which relate to their location in the History trail. (I.e. they cannot see that the request has been non-supplied by NHUR)

History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Received-Indication	Shipped	03 Feb 2014 12:02:01
<a href="#">NLA: NKML</a>	Shipped	Shipped	03 Feb 2014 12:00:00
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	03 Feb 2014 11:58:58

Example 3 (Loan request, 1<sup>st</sup> location on rota supplies)

- NKML – Borrower's view

In this example NKML (Ku-ring-gai Library) creates a loan request which is supplied by NHUR (Hurstville City Library). Note that the History trail continues beyond that required for a copy request as the item is shipped by the Lender received and returned by the Borrower and checked in by the Lender.

▼ History			
Lender	Action	Status	Date Changed
<a href="#">NLA: NHUR</a>	Checked In-Indication	Returned	03 Feb 2014 12:19:08
<a href="#">NLA: NHUR</a>	Returned	Returned	03 Feb 2014 12:17:07
<a href="#">NLA: NHUR</a>	Received	Received	03 Feb 2014 12:15:05
<a href="#">NLA: NHUR</a>	Shipped-Indication	Shipped	03 Feb 2014 12:14:04
<a href="#">NLA: NHUR</a>	REQUEST	Pending	03 Feb 2014 12:11:03

- NHUR – Lender view

▼ History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Checked In	Checked In	03 Feb 2014 12:19:08
<a href="#">NLA: NKML</a>	Returned-Indication	Shipped	03 Feb 2014 12:17:06
<a href="#">NLA: NKML</a>	Received-Indication	Shipped	03 Feb 2014 12:15:05
<a href="#">NLA: NKML</a>	Shipped	Shipped	03 Feb 2014 12:14:04
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	03 Feb 2014 12:11:02

The above examples of History trails follow very typical interlibrary loan cycles. As not all requests follow this typical cycle, there are a number of Actions, Statuses and Authorisation Statuses which support variations in the cycle, such as conditional lending/supplying, cancellation of requests, renewals and messaging.

To follow the History trail, you need to be familiar with the ILL cycle and the available Actions, Statuses and Authorisation Statuses defining the progress of a request. For a full description, see the following pages.



## 3.5 Actions

### 3.4.1 Borrower Actions

Add Private Note	You want to add a note to the request just for your library
Send Public Note	You want to send a message to the Lender
Cancel	You ask the Lender to cancel the request
Complete	The transaction is finalised
Conditional Reply – No	You do not accept the condition(s) the Lender has set, and you do not want to proceed with the loan
Conditional Reply - Yes	You accept the condition(s) the Lender has set, and you want to proceed with the loan
Damaged	The item has been damaged
Lost	The item has been lost
Received	You have received the item from the Lender
Renew	You ask the Lender to renew your loan
REQUEST	You send a request to a potential Lender
Returned	You have returned the item to the Lender

### 3.4.2 Lender Actions

Add Private Note	You want to add a note to the request just for your library
Answer Conditional	You agree to supply the item subject to a condition you specify
Answer Hold	You will be able to supply the item after a date you specify
Answer Nonsupply	You cannot supply the item
Answer Retry	The request can be sent back to you if it reaches the end of the rota without being supplied
Answer Will Supply	You will supply the item, but not immediately
Cancel Reply – No	You do not agree to cancelling the request, and wish to proceed
Cancel Reply – Yes	You agree to cancelling the request

Change current request type	You want to change a Loan request to a Copy request
Checked In	You have received the item back from the Borrower
Complete	The transaction is finalised
Damaged	The item has been damaged
Overdue	You remind the Borrower that their loan is overdue
Recall	You ask the Borrower to return the item before the due date
Renew Answer-No	You do not agree to renew a loan
Renew Answer-Yes	You agree to renew a loan
Add Send public note	You want to send a message to the Borrower
Shipped	You send an item to a Borrower

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### 3.6 Status

The status of a request changes according to the Action that has been applied. For example, an Action of 'Shipped' will change the status of a request from 'In Process' to 'Shipped'.

Cancel Pending	The Borrower has asked to cancel the transaction, but no response has been received from the Lender
Cancelled	The transaction has been cancelled by the Lender
Checked In	The item has been checked in by the Lender
Conditional	The request can only be filled if the Borrower agrees to meet specified conditions
Idle	The transaction has not started
In Process	A request is being processed by the Lender ; the item has not been shipped
Lost	The item cannot be found
Not Supplied	The Lender has responded to a request with the action Answer Nonsupply; or the transaction has expired

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Overdue	The Lender has notified the Borrower that the item is overdue
Pending	A request has been made and the item is expected from the Lender; or a Public Note has been received stating that the item will be supplied or has been placed on hold; or the request has been forwarded to another institution
Recall	The Lender has asked for the item to be returned before the due date
Received	The item has been received from the Lender
Received Electronically	The item has been received using DocStore
Renew/Pending	The Borrower has asked the Lender to renew an item, but the Lender has not yet replied
Returned	The item has been shipped back to the Lender (Borrower view only)
Shipped	The item has been shipped to the Borrower (both views) or back to the Lender (Lender view only)

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### 3.7 Authorisation Statuses

The Authorisation Status of request is used to find requests which have automatically progressed into a certain state.

The main use of Authorisation Statuses is to be able to find certain requests which require attention. For example, requests in the Authorisation Status of 'Check Manual' have reached the end of their rota without being supplied or have had an Answer nonsupply reason of 'Not found as cited'. Requests in this status require manual checking to either resubmit the request or to manually complete the request if it is no longer required.

Status	Explanation
Authorised	The transaction has been picked up by the Auto-Mediator
AutoMediated AuthManual	The request is processed by a person rather than by the Auto-Mediator
Check Error	The request has not been supplied because there is an error. The Borrower should check the details of the request
Check Manual	The request has reached the end of the rota without being supplied. (This includes requests which have been non supplied by reason 'Not found as cited')
For Manual Authorisation	The request is waiting to be approved by a person
Processed	The Auto-Mediator has passed the request on
Read	The request has been received by a Lender
To be Authorised	The request is waiting to be picked up by the Auto-Mediator
Un-Authorised	The person responsible for approving the request has decided not to approve it
Unread	The request is waiting to be received by a Lender

## Section 4: Login

### 4.1 Introduction

For information about computer and browser compatibility and settings, [see Section 1](#).

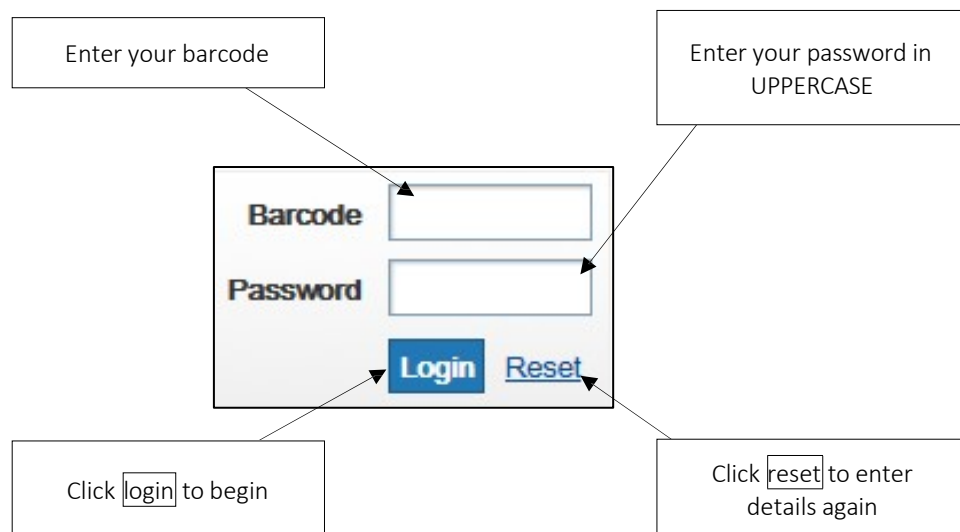
To begin using LADD, go to [docdel.librariesaustralia.nla.gov.au/vdx/](http://docdel.librariesaustralia.nla.gov.au/vdx/)

### 4.2 Barcodes and Passwords

Each member of LADD has at least one login (that is, a barcode and password). Large libraries with more than one branch may have more than one login.

To log in, you

- must use uppercase
- can tab from one box to the next
- can press Enter rather than clicking on the **Login** button.



When you have successfully logged in, you are taken to the Advanced Search screen. This is based on the premise that initial searching is the preferred workflow for ILL officers to maximise the chances for a successful request by submitting correct bibliographic details and a valid rota. See [Section 6 'Bib Search'](#) on how to use the Advanced Search. However, it can be configured so that users have the option, after logging in, to be taken to the Standard Bib Search, Standard ILL Request Search or the Work Queue screen.



Note: You can also customise the landing page you are taken to after you login. For information about customising your login landing page please see: [Section 15.1 – Landing page](#)

### 4.3 Navigation

<b>BibSearch</b>	searches the ANBD and other available databases
<b>Requests</b>	searches all stages of your interlibrary loans
<b>Work Queue</b>	allows you to see a summary of the current ILL workload both as a Lender and Borrower
<b>Location</b>	allows you to edit your location contact details and services and view other locations
<b>Reports</b>	allows you to run reports of your ILL activity. You can print reports using your web browser's print facility
<b>Logout</b>	logs you out of LADD. Log out before you close the Web browser, so that the system can close your session
<b>Help</b>	a popup screen with the LADD manual in PDF form will appear

The navigation buttons on the left-hand side of the screen are always visible.

Help is also available from the top right-hand corner of the screen.

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## Section 5: Location

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### 5.1 Introduction

Each user of LADD is registered as a Location. From Location you can

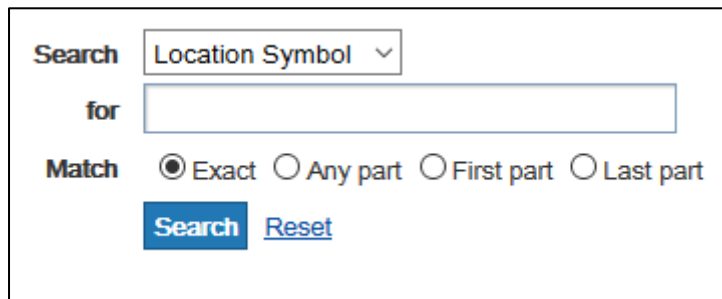
- view information about other locations, including whether a location is suspended
- view and edit your own location details
- suspend your location from the rota. New users should check their location details here before using LADD.
- Setup a default cost when shipping an item to a particular location

---

### 5.2 Location Search

Click on the **Location** button, and the Location Search screen is displayed.

From this screen you can search for another location by entering part or all of the symbol or name of the library.



The screenshot shows a search interface with the following elements:

- A label **Search** followed by a dropdown menu currently showing "Location Symbol".
- The word **for** followed by a text input field.
- A label **Match** followed by four radio button options: **Exact** (selected), **Any part**, **First part**, and **Last part**.
- Two buttons at the bottom: a blue **Search** button and a blue **Reset** button.

Example: A search for NKML finds the following details:

### Location

<b>Location Code</b>	NKML
<b>ILL Symbols</b>	NKML (NLA: National Library of Australia) ATNKM (OCLC: OCLC)
<b>Short Description</b>	NKML
<b>Long Description</b>	Ku-Ring-Gai Library
<b>Interloan Status</b>	Responder and Requester
<b>Suspended</b>	No

*Delivery Address*

KU-RING-GAI LIBRARY  
799 PACIFIC HWY  
GORDON  
Australia  
2072  
**Tel:** 02 9424 0115  
**Fax:** 02 9418 1657  
**Docstore Email** [docdellibrariesaustralia@vdxhost.com](mailto:docdellibrariesaustralia@vdxhost.com)

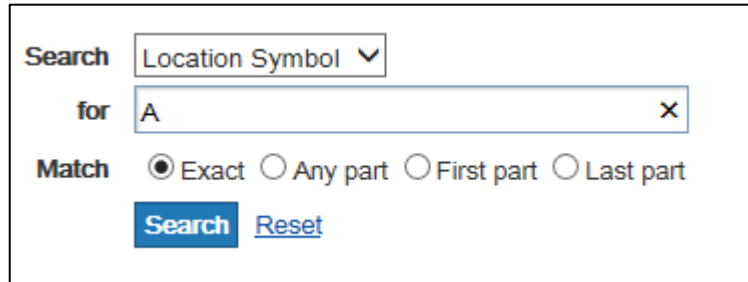
Location codes and descriptions

This location is currently not suspended

Address for sending ILLs

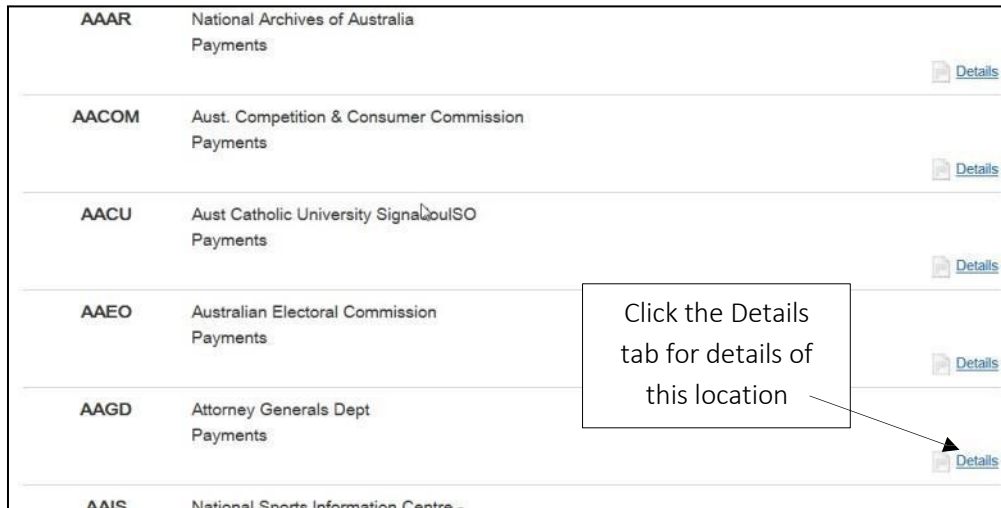


You can also search for all the locations in a state or territory by entering the first letter of the NUC symbol (A for ACT, N for NSW, Q for Queensland, S for South Australia, T for Tasmania, V for Victoria, W for Western Australia and X for Northern Territory).



Search    Exact  Any part  First part  Last part  [Reset](#)

This Location Search provides a list of libraries whose NUC symbols begin with 'A'



AAAR	National Archives of Australia Payments	<a href="#">Details</a>
AACOM	Aust. Competition & Consumer Commission Payments	<a href="#">Details</a>
AACU	Aust Catholic University Signal Payments	<a href="#">Details</a>
AAEO	Australian Electoral Commission Payments	<a href="#">Details</a>
AAGD	Attorney Generals Dept Payments	<a href="#">Details</a>
AAIS	National Sports Information Centre	

Click the Details tab for details of this location



## EXERCISE 5.1

1. Open your browser.
  2. Enter the URL for the LADD training database.  
<https://docdel-train.librariesaustralia.nla.gov.au/vdx/>
  3. Choose a training login from the list on [page 191](#).
  4. Log in using one of the training logins.
  5. Go to the Location screen.
  6. Choose  and review the library's details.
  7. Log out.
-

### 5.3 Edit Your Own Location

Click on the **Location** and the Location Search screen is displayed

To edit your own location details, click on **Edit Own** top of the screen.

When you edit your details on the Location screen, remember to also update you library's [ILRS Directory](#).

The screenshot shows a form for editing location details. At the top right are 'Save' and 'Reset' buttons. The form contains the following fields:

- Location Code:** NKML
- ILL Symbols:** NKML (NLA:National Library of Australia)
- Short Description:** NKML
- Long Description:** Ku-Ring-Gai Library
- Interloan Status:** Payments (selected from a dropdown menu)
- Suspended:** No

A callout box points to the Long Description field with the text: "Enter the full name of the library up to 40 characters\*"

\* If the name is longer than 40 characters, abbreviate the name here and enter the full name in the Delivery Address.

Interloan status: Payments indicates a LADD member that makes payments through LADD

### 5.4 Updating Address Details

Your library should already have a Location Delivery Address entry when you go to **Location** button, and **Edit Own**. You should be able to edit the address directly from this screen and click on **Save** to save the changes.

When you select **New Address** from the Location screen, the New Address screen is displayed. The only address type used in LADD is Delivery and only one entry is permitted. Therefore, if you have an existing delivery address entry and create a new delivery address entry, this will overwrite the existing delivery address.

**Delivery Address**

**Addressee**  Specify your Ariel and/or contact email address in the Addressee field

**Org, Dept, Bldg, etc.**

**PO Box**

**Street**

**City**

**Suburb**

**State**

**Country**

**Post Code**

**Telephone**

Country Code	Area Code	Local Number	Extension
+	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Facsimile**

Country Code	Area Code	Local Number	Extension
+	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Docstore Email**

**FTP**

**Notes**



Don't forget to update your library's entry in the [ILRS Directory](#)!!!

## 5.5 Suspending Your Location

Occasionally libraries cannot accept ILL requests and need to stop requests from being sent and/or submitted from/to their location. To suspend your location go to [Location](#) and scroll down to Local Holidays/Suspensions and select the New Suspension icon.

<i>Local Holidays/Suspensions</i>				
<a href="#">New Suspension</a>				
<i>Calculated Holidays/Suspensions</i>				
	Description	Start Date	End Date	Type
	New Years Day	01 Jan 2013	01 Jan 2013	Closed
	Australia Day	28 Jan 2013	28 Jan 2013	Closed

All requests will automatically 'skip over' your location and move onto the next organisation on the rota. Enter dates in the 'Start Date' and 'End Date' fields to let other libraries know how long you expect to be suspended for.



**New Suspension**

Description

Start Date   (e.g. 10 Jun 2014)

End Date   (e.g. 10 Jun 2014)

Closure Type

 Save 
  Save & Close 
  Cancel

Before suspending your location, remember to clear all requests as a responder (by actioning them either Shipped or Not Supplied), otherwise these requests will remain at your location until an expiry is reached.

When your library is ready to receive requests again remove your suspension by returning to the Local Holidays/Suspension field and selecting the Edit/Delete button. Then select the Delete Suspension icon.

<i>Local Holidays/Suspensions</i>		 New Suspension	 Edit Suspension	 Delete Suspension
Description	Start Date	End Date	Type	Edit/Delete?
test suspension	07 Feb 2014	10 Feb 2014	Suspended	



Note: When your location is suspended, it is not recommended that your library make requests, as this can cause messaging problems.

If a location is suspended (local holiday), the suspension will override any calculated holidays that may occur during the suspension period. For example, if a location is suspended from 23 December to 5 January then the Christmas, Boxing Day and New Year's Day holidays will not appear in that location's calculated holidays.



## EXERCISE 5.2

1. Log in using one of the [training logins](#).
2. Go to the Location screen. Choose `edit own` and review the library's details.
3. Suspend the library from the rota. Unsuspend the library.
4. Log out.

## 5.6 Own Services: Configuring Reciprocal Arrangements

The 'Own Services' function allows a library to configure the default cost when shipping an item to a particular location (i.e. as Lender only). For example, if your library has agreed to supply another library on a reciprocal basis, an ILL service can be setup to default a \$0 cost into the Ship Cost and Base Cost fields when you are shipping to this library.



Note: Each reciprocal arrangement needs to be configured by both libraries (Lender and Borrower) in their respective LADD system. Before setting up a reciprocal arrangement you should consult with the other library to ensure they also enter a reciprocal arrangement with a default cost of \$0 cost for your library in their LADD system.

### 5.6.1 Viewing the Own Services for your Location

Go to **Location** from the left side menu

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.

Location: NKML								Create
Borrower	Service ID	Service Type	Service Level	Base Cost	Currency	Tax Rate		
NAML Ashfield Municipal Library -1	11810	Copy non returnable	Core	0	Australian Dollars		<a href="#">Edit</a> <a href="#">Delete</a>	

### 5.6.2 Adding a New Service

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

**ILL Service**

Lender: Libraries Australia Customer Service

Borrower:

Service Type:

Service Level:

Cost:

Currency: Australian Dollars

Tax Rate:

**Action** [Reset](#)

- Lender                    The long description of your library
- Borrower                Select the location which 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. 'Core', 'Rush' or 'Express' service level.
- 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 left 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.

#### Viewing and Editing the Details of Services

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



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




Select this option if you wish to remove the Service.

---





### EXERCISE 5.3

1. Log in using one of the training logins.
  2. Go to **Location** from the left side menu.
  3. Select **Own Services** from the options across the top of the screen.
  4. Click on the  **Create** button. The ILL Service window will appear.
  5. Select a location from the list.
  6. Select 'Copy non returnable', 'Loan' or 'Wildcard'.
  7. Enter the cost you wish to have the request default to when shipping.
  8. The currency field should be left at the default Australian Dollars.
  9. Leave tax rate blank.
  10. Click **Action** and you should be able to see the new service added on the 'Services' summary screen.
-

## 5.7 Delivery Address and Docstore

DocStore refers to the functionality to attach, send, and receive an electronic document when responding to a request through Libraries Australia Document Delivery. As a borrower, if a lender has supplied your request via the LADD DocStore, you will be able to view the document from within LADD.

For DocStore to work, you must ensure that the DocStore field in the delivery address of the request is a valid email address for DocStore. This is so that the electronic document can be delivered and viewed within LADD. By default the email address is set to the LADD's DocStore ([docdellibrariesaustralia@vdxhost.com](mailto:docdellibrariesaustralia@vdxhost.com)) but can be changed to your own DocStore address if running a similar system, or can be deleted if you will never need DocStore functionality.

Known DocStore addresses:

- LADD libraries: [docdellibrariesaustralia@vdxhost.com](mailto:docdellibrariesaustralia@vdxhost.com)
- EAGUL (Eastern Australian Group of University Librarians): [docstore\\_eagul@vdxhost.com](mailto:docstore_eagul@vdxhost.com)
- Library Consortium of New Zealand: [gen\\_lconz@vdxhost.com](mailto:gen_lconz@vdxhost.com)
- State Library of TAS: [gen\\_sl\\_t@vdxhost.com](mailto:gen_sl_t@vdxhost.com)
- State Library of WA: [gen\\_slwa@vdxhost.com](mailto:gen_slwa@vdxhost.com)
- Te Puna Libraries: [gen\\_nlnz@vdxhost.com](mailto:gen_nlnz@vdxhost.com)
- University of Auckland: [gen\\_auckland@vdxhost.com](mailto:gen_auckland@vdxhost.com)
- University of Tasmania: [utas.doc@utas.edu.au](mailto:utas.doc@utas.edu.au)
- WAGUL (Western Australian Group of University Librarians): [docstore\\_wagul@mail.vdxhost.com](mailto:docstore_wagul@mail.vdxhost.com)

The delivery address which is sent with your requests will be the location delivery address.

---

**Delivery Address**

**Addressee**

**Org, Dept, Bldg, etc.**

**PO Box**

**Street**

**City**

**Suburb**

**State**

**Country**

**Post Code**

**Telephone**

Country Code	Area Code	Local Number	Extension
+ <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Facsimile**

Country Code	Area Code	Local Number	Extension
+ <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Docstore Email**

**FTP**

**Notes**

Enter your regular Email address and/or ARIE details in the Addressee field.

## Section 6: Bib Search

### 6.1 Introduction

To locate items held in Australian libraries, you can search the Libraries Australia Database (Australian National Bibliographic Database) and other databases using [BibSearch](#). Both Standard and Advanced Search options are available.

On selecting [BibSearch](#) you will see several options available across the top of the screen:

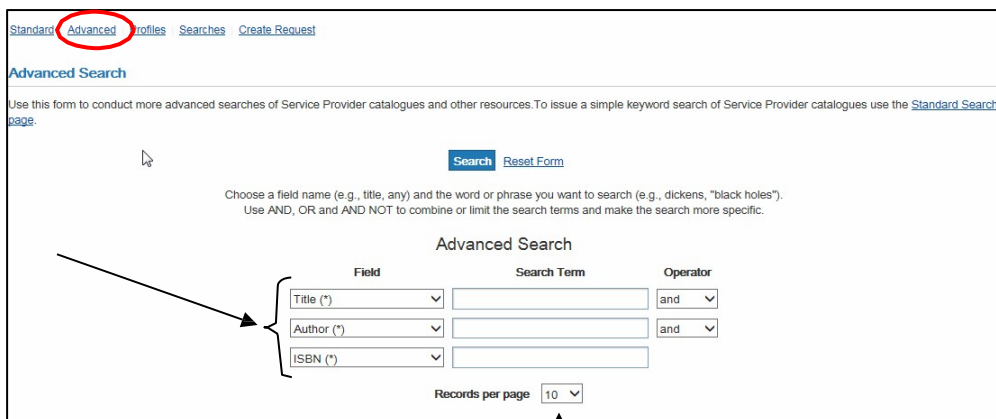


[Standard](#) | [Advanced](#) | [Profiles](#) | [Searches](#) | [Create Request](#)

These options allow you to navigate between search functions from any search related screen.

### 6.2 Advanced Search

The Advanced Search screen is the default screen on logging into LADD. It can also be accessed by selecting the left side menu option. Advanced Search gives you a large number of options for searching for items in the selected databases if you do not know the exact keyword term to use in Standard Search, for example Title, ISBN, or Record ID (Local Number). It offers searching by more than one Field (or Index) which can return a more useful set of Search Results.



Standard **Advanced** Profiles Searches Create Request

**Advanced Search**

Use this form to conduct more advanced searches of Service Provider catalogues and other resources. To issue a simple keyword search of Service Provider catalogues use the [Standard Search page](#).

[Search](#) [Reset Form](#)

Choose a field name (e.g., title, any) and the word or phrase you want to search (e.g., dickens, "black holes").  
Use AND, OR and AND NOT to combine or limit the search terms and make the search more specific.

Field	Search Term	Operator
Title (*)		and
Author (*)		and
ISBN (*)		

Records per page: 10

You can change the number of Records displayed on each page of your Search Results

**Profile**

Current Profile: Australasian Profile [shared] ▾

▾ Collections

**Searchable Collections**

Libraries Australia

Te Puna - WorldCat

[Select all](#) [Deselect all](#)

[Search](#) [Reset Form](#)

Select the Search Profile and Collections you wish to search

### 6.2.1 Selecting a Field

The available fields (or indexes) are available from a drop-down menu. You can scroll down the drop-down list to find the index you want. You can also use the keyboard:

1. Click on the arrow beside the Field box.
2. Enter the first letter of the index name you want—e.g., ‘i’ for ISBN.
3. If there is more than one index name starting with the same letter, type the same letter more than once—e.g., press ‘i’ twice for ISSN.
4. Tab to the Search Term box.
5. Enter your search term.

### 6.2.2 Available Fields and Entering Search Terms

Depending on which database(s) you are searching, there will be different options depending on the supported search attributes for each database.

The fields shown in the list below describes the use of the field and tips on how you should enter search terms for some commonly available fields.

Title (*)	Title is the default search in the first search box.
Author (*)	Surname only or with initial or forename. Omit punctuation
Subject Heading (*)	Subject terms
Publisher (*)	Part or full publisher details
Any (*)	Search across all keyword indexes
ISBN (*)	Omit hyphens and spaces, maximum of thirteen digits
ISSN (*)	Omit hyphens and spaces, maximum of eight digits

Code-Geographic Area	MARC geographic code that represents the geographic area
Code-Institution	Search by NUC symbol for a particular institution. NUC symbols must be in UPPERCASE
Code-Language	MARC code for languages
Date of Publication	Date of publication
Local Number	Bibliographic record number of the local system
Title Series	Series title information

### 6.2.3 Search Rules for Libraries Australia

- All searches are keyword searches.
  - LADD is not case sensitive except when searching case-sensitive codes. NUC symbols are always UPPERCASE.
  - Any is a keyword search across all text indexes.
  - Omit initial articles, such as the, an, le, die.
  - Omit punctuation such as quotation marks. Commas and hyphens can be included or omitted.
  - Omit special characters such as \* /
  - Keywords are automatically ANDed (i.e., treated as separate search terms and combined using the Boolean operator AND) unless other operators are selected in Advanced Search.
  - Common stopwords (and, the) are ignored.
  - To search for a phrase, enclose the whole phrase in double quotation marks.
-

### 6.2.4 Combining Search Terms (Operator)

Precise searching techniques focus the search and return more accurate results. LADD lets you combine search terms using Boolean operators AND, OR and NOT.

Select and combine the various fields from the drop-down Field menu. Following the instructions on the Advanced Search screen, select a field to search, enter a word or words or a phrase (in quotes), and use the Operators AND, OR and NOT to construct more complex queries.

And	fruit and vegetables	Both terms fruit and vegetables
Or	fruit or vegetables	Either term fruit or vegetables, or both terms
Not	fruit not vegetables	Only fruit

### 6.2.5 Sample Searches

#### Example 1

To search for the title *Painting Children* by Benedict Rubbra in the Libraries Australia database,

1. The first Field box defaults to Title.
2. Click in, or tab to, the Search Term box and enter "Painting Children".
3. The Operator box defaults to and.
4. The second Field box defaults to Author.
5. Click in, or tab to, the Search Term box and enter rubbra.
6. Click on **Search**

The screenshot shows the 'Advanced Search' page of the LADD system. At the top, there are navigation links: Standard, Advanced, Profiles, Searches, and Create Request. Below these is the 'Advanced Search' heading and a brief instruction: 'Use this form to conduct more advanced searches of Service Provider catalogues and other resources. To issue a simple keyword search of Service Provider catalogues use the Standard Search page.' There are 'Search' and 'Reset Form' buttons. A note says: 'Choose a field name (e.g., title, any) and the word or phrase you want to search (e.g., dickens, "black holes"). Use AND, OR and AND NOT to combine or limit the search terms and make the search more specific.' The main search area is titled 'Advanced Search' and contains three rows of search criteria:

Field	Search Term	Operator
Title (*)	"Painting children"	and
Author (*)	"Rubbra"	and
ISBN (*)		

At the bottom, there is a 'Records per page' dropdown menu set to 10.

## Example 2

To search for works on climate change(s), global warming or greenhouse,

1. Change the first Field box to Subject Heading.
2. Click in, or tab to, the Search Term box and enter “climate change”.
3. Change the Operator box to or.
4. Change the second Field box to Subject Heading.
5. Click in, or tab to, the Search Term box and enter “global warming”.
6. Change the Operator box to or.
7. The third Field box defaults to Subject Heading.
8. Click in, or tab to, the Search Term box and enter greenhouse.
9. Change Records per page to 20.
10. Click on **Search**

**Advanced Search**

Use this form to conduct more advanced searches of Service Provider catalogues and other resources. To issue a simple keyword search of Service Provider catalogues use the [Standard Search page](#).

**Search** [Reset Form](#)

Choose a field name (e.g., title, any) and the word or phrase you want to search (e.g., dickens, "black holes").  
Use AND, OR and AND NOT to combine or limit the search terms and make the search more specific.

**Advanced Search**

Field	Search Term	Operator
Subject Heading (*)	"climate change"	and
Subject Heading (*)	"global warming"	and
Subject Heading (*)	greenhouse	x

Records per page 10

**Profile**

Current Profile: Australasian Profile [shared]



### 6.3 Standard Search

To access the Standard Search, follow the link:

- Standard search is equivalent to an Any keyword search in Advanced Search.
- Keywords are automatically ANDed (i.e., treated as separate search terms and combined using the Boolean operator AND).
- Common stopwords (and, the, or) are ignored.
- To search for a phrase, enclose the whole phrase in double quotation marks.

Enter your search term(s)

Click here to perform the search

Click here to see or hide the available databases in the selected search profile

Select the search profile you wish to search. For more on search profiles, see the section on 'Search Profile'

Click here to clear the screen and re-enter your request



Note: You can also customise the search profiles available to you for searching. For information about customising additional search profiles please see: [Section 15.4 – WorldCat Collection Search Profile](#) and [Section 15.5 - RightFind Collection Search Profile](#)



## EXERCISE 6.1

Search the Libraries Australia training database for each of the following to locate a list of items in the database. Display 20 records at a time. Note your search strategies. Look at some of the records you find.

1. A work by Bernard Brown
  2. A work by Esther Reed
  3. An item with stress in the title
  4. An item with Bible in the title
  5. A work with stress as a subject heading
  6. A work with Bible as a subject heading
  7. A book with the ISBN 0520002377
  8. A book with the ISBN 0220662398
  9. A journal with the ISSN 0084-4276
  10. A journal with the ISSN 0095-8530
  11. An item with the Local Number 201
-

12. An item with the Local Number 54451076
  13. A book published by Singing Tree Press
  14. A book published by the Geological Society of America
  15. Works by the Defence Manufacturers Association
  16. A publication of the Medical Library Association
  17. Proceedings of a conference with Pacific in the title
  18. Proceedings of the American Power Symposium
  19. A DVD about David Attenborough's conquest of the skies
  20. A sound recording of jazz music
  21. A book about bridges published in 1973
  22. Music by Neil Diamond published in 1981
  23. A sound recording about the Aussie Digger
-

## 6.4 Search Results

On submitting your search, you will see this Waiting for details to be returned screen:

Status	Total Hits	Total Returned	Duplicates
Connecting	0	0	0

**Waiting for details to be returned.**



When the search is completed the Results will be displayed:

**Results**

You searched for **((Title Equal Word "painting" AND Title Equal Word "children") AND Author Equal Word "rubbra")** in [Libraries Australia](#) [Te Puna - WorldCat](#) [Save search](#)

- 1 [Painting children.](#)  
 London, Studio Vista; New York, Watson-Guptill, 1968.  
 Number of holdings: 3 | ISBN - 0289370698 9780289370698 | LCCN - 69026320  
 Collection: Te Puna - WorldCat

[Save](#) [Request](#) [Details](#)
- 2 [Painting children / Benedict Rubbra.](#)  
 London : Herbert Press, 1993.  
 Number of holdings: 3 | ISBN - 1871569524 9781871569520  
 Collection: Te Puna - WorldCat

[Save](#) [Request](#) [Details](#)
- 3 [Painting children / Benedict Rubbra.](#)  
 New York : Watson-Guptill Publications, 1993.  
 Number of holdings: 0 | LCCN - 92025386  
 Collection: Libraries Australia

[Save](#) [Request](#) [Details](#)
- 4 [Painting children / Benedict Rubbra.](#)  
 London : Herbert Press, 1993.  
 Number of holdings: 4  
 Collection: Libraries Australia

[Save](#) [Request](#) [Details](#)
- 5 [Painting children / Benedict Rubbra.](#)  
 London : Studio Vista ; New York : Taplinger/Pentalic, 1979.  
 Number of holdings: 3 | LCCN - 79063839  
 Collection: Libraries Australia

[Save](#) [Request](#) [Details](#)
- 6 [Painting children / Benedict Rubbra.](#)  
 London : Studio Vista ; New York : Watson-Guptill, 1968.  
 Number of holdings: 5 | ISBN - 0289370698  
 Collection: Libraries Australia

[Save](#) [Request](#) [Details](#)

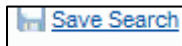
**End of Results**

Status	Total Hits	Total Returned	Duplicates
Search Complete	6	6	0

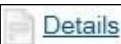
For each search hit you will have the options to select:



And for the search itself you will have the option to select:





## 6.5 Result Details

The  [Details](#) button on the Results screen allows you to see the full bibliographic details and holdings of that item.

**Result Details**

Record 4 of 6 | Collection: Libraries Australia < Previous Next >

**Title** Painting children / Benedict Rubbra.

**Format** Book

**Authors** Rubbra, Benedict

**Imprint** London : Studio Vista ; New York : Watson-Guption, 1968.

**Description** 104 p. : illus. (some col.) ; 19 cm.






**Source of Acquisition** 10/6 (\$2.50 U.S.)

**Subjects** Portrait painting.  
Children -- Portraits.

**ISBN** 0289370698

**Language** English

**Holdings**

	Location	Call Number	Availability
	NLA: NCML	757 Rub	Circulation status undefined
	NLA: NSL:R	R E757.5/RUB	Circulation status undefined
	NLA: APLS	757.5 RUB y d	Circulation status undefined
	NLA: SUSA	held	Circulation status undefined
	NLA: VEGS	held	Circulation status undefined

## 6.6 Returning to Your Search Results

To return to your last hit list at any time select Results. Note that the results of your search are valid only for the active session, i.e. If you logout, these results will no longer be available unless you re-run the search.



## 6.7 Search History

You can view, edit or rerun any searches:

Standard Advanced Profiles Results Merge Duplicates Filter Options Sort Results Status **History** Saved List Searches Create Request

**Search History**

You searched for ((Title Equal Word "Italy" AND Title Equal Word "in") AND Title Equal Word "summer") in Libraries Australia, Te Puna [Edit](#) [Re-run](#)

You searched for (Title Equal Word "renaissance" AND Title Equal Word "artists") in Libraries Australia, Te Puna [Edit](#) [Re-run](#)

You searched for ((Title Equal Word "journal" AND Title Equal Word "of") AND Title Equal Word "pre-raphaelite") in Libraries Australia, Te Puna [Edit](#) [Re-run](#)


Click here to  
change your  
search

Click here to run the same search again. LADD  
will update the results with any additions to  
the database



Search History only keeps your searches for the current session

## 6.8 Saving your Search Results

For each result from your Results hit list, you will have the option to  [Save](#) the record. After selecting 'Save' you will no longer have the option to 'Save' that record again for the current session:

 Save  [Request](#)  [Details](#)

## 6.9 Saved List

The saved list is a temporary list created from the results of a search. Records from the list can be requested, emailed and/or printed.

To access the items which you have saved, select from the options across the top of the screen:

Standard Advanced Profiles Results Merge Duplicates Filter Options Sort Results Status [History](#) **Saved List** Searches Create Request

The results of several searches can be saved in one list, which can be manipulated to suit your purposes.

In order to print or email records, you must first save them to your Saved list from the Results hit list.

From the My Saved List screen, you can

- rearrange the items in the list
- delete any records you no longer want
- email and/or print them
- place requests.

**My Saved List**

Display format: Default ▾

[Bring selected items to top](#)  
[Select all items](#) [Remove](#) [Email](#) [Request](#) [Print](#)  
[Deselect all items](#)

1. **One summer in Italy / Lucy Diamond.**  
London Macmillan, 2014. copyright2014.  
Number of holdings: 12  
Collection: Libraries Australia

[Details](#) [Delete](#)



## EXERCISE 6.2

Click on the [history](#) button to view your recent searches.

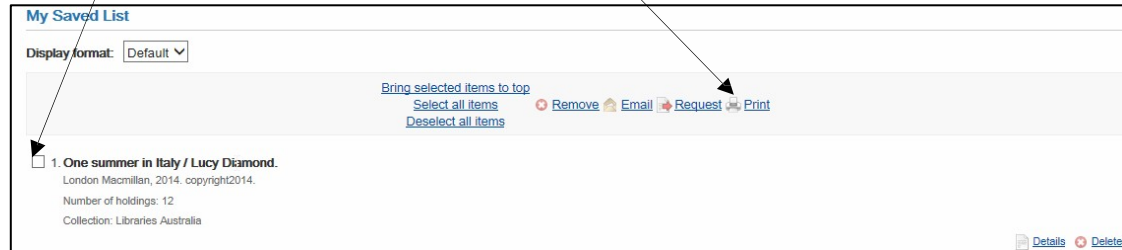
1. Choose one to edit. Change the search request and resubmit the search.
2. Choose another search and run it again.



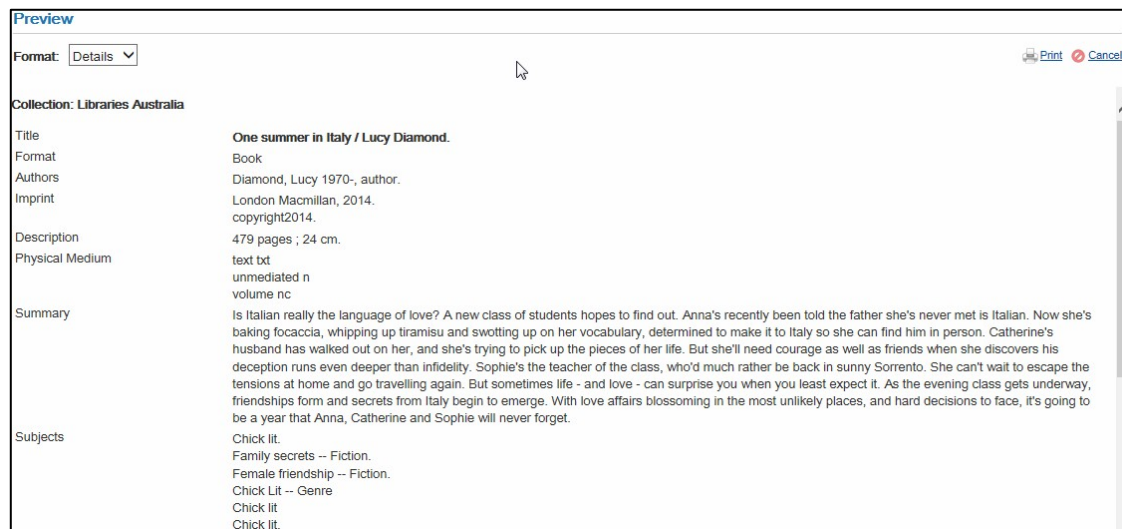
## 6.10 Printing Records

To print selected records:

1. Tick the items you want to print.
2. Select the print button from the options.


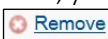


The Preview screen is displayed.



## 6.11 Deleting Records

From your saved list you can delete records, either by clicking on the

 **Delete** button for individual records, or to delete a number of records at one time, you can select the check box for several records, and click the  **Remove** button from the top of the screen.

## 6.12 Emailing Records

You can email the records in a choice of formats.

This is the Citation format:

**Email From Saved List**

Mail address:

Subject line:

Mail format:

[Email](#) [Cancel](#)

---

**Preview**

Diamond, Lucy 1970-, author. *One summer in Italy / Lucy Diamond*. London Macmillan, 2014. copyright2014.

This is the Details format.

**My Saved List**

Item: 1

Collection: Libraries Australia [Delete](#) [Print](#)

Title	<b>One summer in Italy / Lucy Diamond.</b>
Format	Book
Authors	Diamond, Lucy 1970-, author.
Imprint	London Macmillan, 2014. copyright2014.
Description	479 pages ; 24 cm.
Physical Medium	text bt unmediated n volume nc
Summary	Is Italian really the language of love? A new class of students hopes to find out. Anna's recently been told the father she's never met is Italian. Now she's baking focaccia, whipping up tiramisu and swotting up on her vocabulary, determined to make it to Italy so she can find him in person. Catherine's husband has walked out on her, and she's trying to pick up the pieces of her life. But she'll need courage as well as friends when she discovers his deception runs even deeper than infidelity. Sophie's the teacher of the class, who'd much rather be back in sunny Sorrento. She can't wait to escape the tensions at home and go travelling again. But sometimes life - and love - can surprise you when you least expect it. As the evening class gets underway, friendships form and secrets from Italy begin to emerge. With love affairs blossoming in the most unlikely places, and hard decisions to face, it's going to be a year that Anna, Catherine and Sophie will never forget.
Subjects	Chick lit. Family secrets -- Fiction. Female friendship -- Fiction. Chick Lit -- Genre Chick lit Chick lit.

**Holdings**

Location	Call Number	Availability



Note: Your saved list is lost when you log out, or are timed out, of your current session



### EXERCISE 6.3

1. Find the records of your last search. Save at least five records. (Rerun a previous search as well if you do not have enough records.)
  2. Email two records to yourself in `details` format.
  3. Delete one record from the list.
  4. Print two records in `citation` format.
-

## 6.13 Search Status

You can see the progress of your current search:



When the search is long, you may see intermediate results.

**Search Status**

Records requested so far

**Presenting**

Result contains **39** out of **19940** hits.

Target	Status	Total Hits	Fetchd Hits	Requested Hits
Libraries Australia	Presenting	14814	30	30
Te Puna - WorldCat	Presenting	5126	10	10

These are the databases being searched

The search results are being presented

Total number of records found

Records retrieved at this stage

## 6.14 Saving Searches

A saved search allows you to store search strategies and run them again at any time. Each time you rerun a search, the results are updated to include any new records added to the database(s) since your last search.

For example, you may have a client who wants to be kept up-to-date with the latest available publishing on a topic, and usually requests ILLs for anything new.

Standard Advanced Profiles Searches Create Request

**Advanced Search**

Use this form to conduct more advanced searches of Service Provider catalogues and other resources. To issue a simple keyword search of Service Provider catalogues use the [Standard Search page](#).

Choose a field name (e.g., title, any) and the word or phrase you want to search (e.g., dickens, "black holes").  
 Use AND, OR and AND NOT to combine or limit the search terms and make the search more specific.

**Advanced Search**

Field	Search Term	Operator
Title (*)	"Painting children"	and
Author (*)	"Rubbra" X	and
ISBN (*)		

Records per page 10

And here is the result:

**Results**

You searched for **((Title Equal Word "painting" AND Title Equal Word "children") AND Author Equal Word "rubbra"))** in [Libraries Australia, Te Puna](#)

**1. [Painting children / Benedict Rubbra.](#)**  
 UK : Herbert, 1993.  
 Number of holdings: 1 | ISBN - 1871569524  
 Collection: Te Puna

**2. [Painting children / Benedict Rubbra.](#)**  
 London : Herbert Press, 1993.  
 Number of holdings: 2 | ISBN - 1871569524  
 Collection: Te Puna

**3. [Painting children / Benedict Rubbra.](#)**  
 London, Studio Vista, New York, Watson-Guptill, 1968.  
 Number of holdings: 3 | ISBN - 0289370698  
 Collection: Te Puna

**4. [Painting children / Benedict Rubbra.](#)**  
 New York : Watson-Guptill Publications, 1993.  
 Number of holdings: 0 | ISBN - 082303593X | LCCN - 92025386  
 Collection: Libraries Australia

Click here to save this search

Save search

Save Request Details

Save Request Details

Save Request Details

Save Request Details

The following screen allows you to give the search a meaningful name. This could be

- a topic
- a client's name
- a combination of these
- something else.

**Save current search**

Title:

Save Reset Form

To return to your saved searches

[Standard](#) [Advanced](#) [Profiles](#) [Results](#) [Merge Duplicates](#) [Filter Options](#) [Sort Results](#) [Status](#) [History](#) [Saved Lists](#) [Searches](#) [Create Request](#)

From this screen you have the options to rerun, edit or delete each saved search.

**Saved Searches**

**children as painting subjects**

You searched for **(Title Equal Phrase "painting children" AND Author Equal Word "Rubbra"))** in [Libraries Australia, Te Puna - WorldCat](#)

Last Used: 2:31:20 PM on January 19, 2018

Options: [Re-run](#) [Edit](#) [Delete](#)



## EXERCISE 6.4

1. From the History screen, rerun a search. Save the search beyond your current session.
2. Log out of LADD and log in again using the same login.
3. Find your saved search, change it slightly and run it again. Save the new search. Delete the first search.

## 6.15 Search Profiles

A user can set up different profiles for searching various combinations of databases. You can select and deselect databases from the search screen

OR

You can set up different profiles to focus your searches.

Select **BibSearch** from the left side menu and then:

Standard [Advanced](#) **Profiles** [Searches](#) [Create Request](#)

### Search Profile Manager

[Edit](#) [Create](#) [Delete](#)

**My Search Profiles**

LA & CISTI

Make changes to the selected profile

Create a new profile

Delete the selected profile

### Shared Search Profiles

These Search Profiles have been made available to you by other users

- Australasian Profile
- CISTI
- Te Puna
- WorldCat

[Edit](#) [Create](#) [Delete](#)

### Create Profile

**Name:**

**Description:**

**Create**

Give your profile a name

Add a description if you want to





### Collections

**Legend**

- ✓ - collection accessible
- ✗ - failed most recent accessibility test
- ! - less than 70% of accessibility tests successful
- 🚗 - collection is available
- 🌐 - collection is a non-searchable web site
- 📁 -

Tick or untick the database(s) you want included in your profile

Click here when you have entered your details

-  [CISTI](#)
-  [Libraries Australia](#)
-  [Te Puna - WorldCat](#)
-  [WorldCat](#)

**Create**



---

## Section 7: Borrower : placing requests

---

### 7.1 Introduction

The organisation that places a request is known as the Borrower. The organisation that supplies the item, or replies that they cannot supply the item, is known as the Lender.

There are two ways of placing a request. You can:



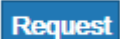
1. Submit a request following a search
2. Create a request using the ILL Request Form



Note: There are two Amazon customisations available, the 'Amazon Price Check' and 'Amazon Published Date Check' which check requests submitted against Amazon website. These can be used to enable your library to decide whether or not to purchase the item rather than requesting via inter-library loan. For information about Amazon customisations please see: [Section 15.7 – Amazon Price Check](#) and [Section 15.8 – Amazon Published Date Check](#)

---

### 7.2 Submitting a Request following a Search

1. Search the ANBD or other selected database(s) for the item you require using 
2. From the Results or the Details screen, select 
3. The ILL Request screen displays. The bibliographic details should be populated in the request
4. Complete any required fields.
5. Finalise the rota
6. Click  to send the request.



Note: different fields will appear based on the Item Format and Service Type selected.

---

The New Request screen is displayed stating your ILL number, which you will need to keep track of your request.

Various sections of the full request display and the ILL Request form are foldable by clicking on arrows at the head of each section. Once a user sets a request form section to open or closed the setting is remembered between requests and across different sessions.

---

7.2.1 Completing the ILL Request Screen for a Journal:

The screenshot shows the 'ILL Request' form with the following fields and callouts:

- 1:** Request button
- 2:** Item Format (Print Journal)
- 3:** Service 1 Service Type (Copy non returnable)
- 4:** Service 2 Service Type (dropdown)
- 5:** Service 2 Media Type (dropdown)
- 6:** Copyright Signed
- 7:** Our Local Number
- 8:** Journal Title (The Journal of Canadian art history.)
- 9:** Item Description (v. : ill. ; 28 cm.)
- 10:** Article Details (Title, Author, Pages)
- 11:** Ref. Source (Libraries Australia/biball-r20-db01)
- 12:** Item Note
- 13:** Well-Known Control Numbers (cn 83031104 [Library of Congress])

Screen continued over next page

**Rota Details**

**Holdings** [← Search](#) 14

Available  
 NLA: NAML  
 NLA: VMOU  
 NLA: VPRE  
 NLA: WLB

Add Remove

Selected

Move to Top  
 Up  
 Down  
 Move to Bottom

Select All Deselect All

Library symbol or location name:  [Search](#) 15

**Rota Location Details**

Symbol

Description

Suspension

Control Numbers

Item Numbers  17

Update Add Delete Delete

Control Number

Item Number

Call Number  18

Chronology

Enumeration

Availability

Update Add

**Notes**

Use Private Note to add notes that will only be seen by staff at your library.

Private Note  19

**Patron Details**

Patron Name

Patron Email  20

**Additional Service Details**

Service Level  21

Can Hold  22

Max. Cost  23

Need By Date 04 May 2014 24

Expiry Type  25

Expiry Days  26

**Delivery Details**

Delivery Method  27

28

29

### 1. Authorisation Status

Drop-down menu options are:

- Authorised
- To be Authorised
- Un-Authorised
- For Manual Authorisation

The default is To be Authorised. When submitting a new request, a VDX program called the Auto-Mediator checks your request and enters a number of defaults. The Auto-Mediator changes the Authorisation status from To be Authorised to Authorised.

The request will have a status of Pending.

If you are not ready to send a request (e.g., it needs to be approved by a manager), select For Manual Authorisation and your request will remain Idle. When you are ready to submit the request, change the status to To be Authorised and the request will be processed normally.

### 2. Item Format

Select Item Format from the following options:

- Article Online
- Article Printed
- Blu-ray
- Book
- Book on CD
- Braille Book
- CD-ROM
- Computer File
- Conference Proceedings
- DVD-Music
- Ejournal
- Government Publication
- Large Print Book
- Music CD
- Music Online
- OTHER
- Part of Book
- Patent
- Print Journal
- Report
- Spoken Book
- Thesis
- Video DVD
- Video VHS
- Visual Material

Item Format is selected automatically from the bibliographic record of the item you request. It can also be selected on the ILL Request Search Screen. Service Type 1 defaults to Loan for a book, and Copy non returnable for a print journal.

### 3. Service Type 1

LADD defaults according to the Item Format Loan for a Monograph, and Copy non returnable for a Serial. When requesting a copy of part of a monograph, make sure you change the Service Type to Copy non returnable.

Service Type 2 can be used if you will accept a copy rather than a loan, or vice versa.

### 4. Media Type

---

Select the media type from the following options if it is significant. This is not a mandatory field.

- Audio DVD
- Audio File
- Audio Tape
- Audio-Recording
- Blu-ray
- CD
- CD-ROM
- Daisy ROM
- Film-or-video-recording
- Machine-Readable
- Microform
- Movie DVD
- Other
- Photocopy
- Photocopy Book
- Printed
- Printed Journal
- Web Page

5. Copyright Subtype

Select the Copyright required from the following drop-down list:

- Aust. Copyright Act S183 – Commonwealth
- Aust. Copyright Act S183 – State
- Aust. Copyright Act S43
- Aust. Copyright Act S49
- Aust. Copyright Act S50(1)
- Aust. Copyright Act S50(7)A – for coll., more than a reasonable portion
- Aust. Copyright Act S50(7)B – for coll., previously supplied
- Aust. Copyright Act S51(2) - thesis
- Aust. Copyright Cleared
- Aust. General Business
- UK Copyright Cleared
- UK Fair Dealing

The default is Section 50(1) of the Copyright Act 1968.

The copyright text is not displayed until after a request has been submitted. It is added by the Auto-Mediator to correspond with the Copyright subtype selected and cannot be changed. See [Section 1.19.3](#) for the text.

6. Copyright Signed

Select either:

- Not applicable
- Signature obtained
- Signature required

7. Our Local Number

Use Our Local Number to record your locally defined running number for this request.

8. Title / Subtitle / Author

These are the title, author and sponsor (if there is one) of the book, serial or non-book item.

9. Article Details

---

These fields will only appear when requesting a service type of Copy Non Returnable. These details should always be completed when submitting a copy request. Enter the details of the author(s) and title of the chapter / article / paper. Also complete Date of Part Published, Volume / Issue and Pages. The more details which are provided in this section, the easier it will be for responding libraries to supply.

10. Additional Nos

This field contains the Local Number and the Library of Congress Number.

11. Source

This shows the database in which the bibliographic record was found.

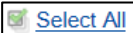
12. Item Note

A note entered by the Borrower is sent to all future Lenders as the request moves through the rota. The Borrower sees multiple occurrences of this note as it is routed to each Lender.

13. Well-Known Control Numbers

This field contains a list of well-known control numbers for the item. You are able to add, edit or delete numbers from the list.

14. Holdings

Select the location/s you would like added to the rota, or click on  all locations to the rota. Only locations that are LADD members will display. You cannot add libraries that are Non-LADD members to the rota.

15. Rota Details

You can add, delete and sort locations prior to sending a request.



Note: You can also request a customised rota for your account including either a semi-automated or fully-automated rota. For information about customising your rota please see: [Section 15.6 – Rota](#)

---

16. Library Symbol and Location Name

Add one or more NUC Symbols here, separated by a comma, then select search. The locations will appear in the Holdings Found list, ready to be added to the rota.

17. Item Numbers and Selected Item Details

This is where you see holdings information for locations. Libraries need to be added to the rota and when in the 'Selected' field, once highlighted, the holdings information is displayed where relevant.

18. Call Number

You can edit, add and delete the call numbers once a library has been added to the 'selected' queue.

- To edit, highlight the call number in the Item Numbers field. It will appear in the Call Number field under the Selected Item Details area. You can now
-

edit the call number and then use the Update button. This will change the call number displayed in the Item Numbers box without removing it.

- To add a call number, clear the call number in the Call Number field, add new text then use the Add button. This will enter a new call number in the Item Numbers box, in addition to the original call number.
- To delete, select the call number in the Item Numbers box and the use the delete button.

19. Private Note

This is a local note seen only by the library that enters it.

20. Patron Name

This field can be used to record the name and email of the library client who wants the item. This information cannot be seen by the lending library.

21. Service Level

This is the service level as specified in the *Australian Interlibrary Resource Sharing (ILRS) Code*. This outlines the maximum turnaround time for the supply of (or a negative response to) a request.

The levels are:

Core	4 working days
Rush	24 hours
Express	2 hours

For a more detailed explanation of the *ILRS Code*, refer to [Section 1.17](#).

If no service level is chosen, LADD defaults to Core.

22. Can Hold

Drop down menu options are:

- Yes
- No
- Responder Policy

If the item is not available, the Lender can be asked to place it on hold.

23. Currency

This defaults to Australian dollars.

24. Max. Cost

This allows you to advise the Lender of the maximum you are willing to pay. Leave this field blank unless it seems likely that the charge will be more than the default amount. The LADD Payments Service does not use this field for billing purposes.

Enter as a whole dollar amount or an amount with the number of cents after the decimal point – do not include the \$ sign. Reciprocal agreements can be advised by inputting 0 or 0.00. For requests submitted to Te Puna locations, enter the cost in NZ\$.

25. Need by Date

---

This is the date by which the item is needed (e.g., if a client needs it to write a particular conference paper). When a request has passed its Need by Date, the system automatically expires the request and the Lender status changes to Not Supplied. A Request Expired-Indication is sent from the Lender to the Borrower. The default is ninety days from the date of the request.

The format is DD MMM YYYY (e.g., 10 Sep 2010)

#### 26. Expiry Type

The drop-down menu options are:

- Calc From Expiry Days
- Need By Date

This allows you to specify how LADD will calculate the number of days the request will stay at each location before it moves on to the next one. The default is Calc From Expiry Days.

#### 27. Expiry Days

The number of days the request will stay at each location before it moves on to the next one. The default is 5 working days, with the first day being the day after the request has been placed.

Expiry is an automatic function of the system. It determines the number of days the request remains at each location on the rota if the request remains unfilled. If a request is not actioned with Answer Will Supply (with a supply date), or with Answer Hold (with an estimated date, where this is applicable to the Borrower's instructions), or an Answer Conditional (with an answer date later than today's date), or filled (Shipped), the system identifies the request and moves it on to the next location on the rota.

#### 28. Delivery Method

The options are:

- Ariel via Email
- Ariel via FTP
- Courier
- Electronic Mail
- Express Post
- Facsimile (Fax)
- File Transfer Protocol (FTP)
- Postal Delivery
- WebPDF
- Will Collect from Responder

Ariel users can select either FTP or Electronic Mail.

#### 29. Submit your request

Click on the  button.

### 7.2.2 Request Successful

When you have succeeded in sending your request, this screen displays:

---



1. Your request was sent successfully.
2. This is your ILL number, which you will need to keep track of your request.
3. Click on [Requests](#) link or the [Requests](#) button on the left of the screen to search for this and other requests.
4. This is the details of the request you have submitted.
5. Click the [Print](#) button to print this screen as a record of your request.



Note: To practice creating requests following a search, refer to any of the Borrower and Lending Exercises in [Appendix 1: Training Sets](#)

### 7.3 Creating a Request using the ILL Request Form

Some libraries use a blank LADD request form to request an item. When creating a request using this form, you must ensure that you enter the necessary bibliographic details as they are not automatically inserted.

- Go to the ILL Request Search screen (by clicking on the [Requests](#) button on the left side of the screen).
- Click on the create request link at the top of the screen.

[Standard](#) | [Advanced](#) | [Results](#) | [Bulk Action](#) | [Create](#) | [Saved Searches](#) | [Work Queue](#)

Make sure you check and/or complete the following fields:

- Item Format
- Title (mandatory) - you must include a title or an error message will appear
- Service Type
- Copyright

You would then submit the request following selection of the rota.

## 7.4 Saving a Request to Submit Later

Change the Authorisation Status to For Manual Authorisation to save a request that is partially or fully completed but not ready to be sent.



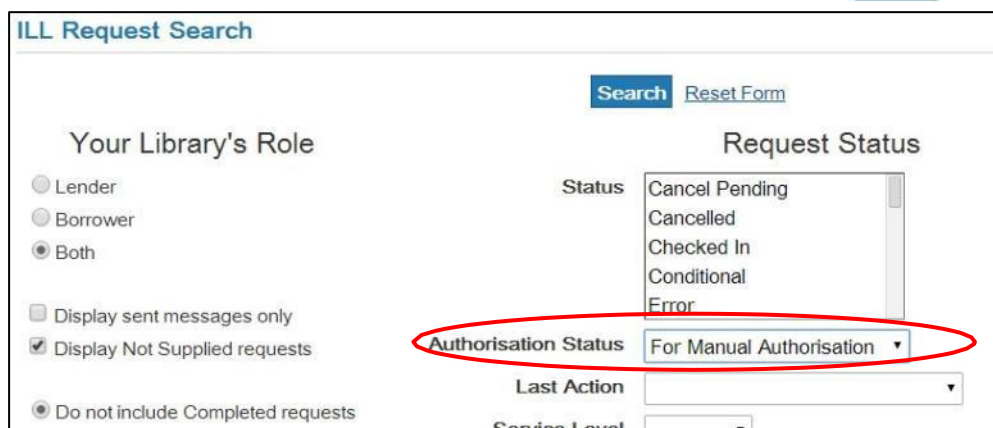
Authorisation Status For Manual Authorisation

- Click on **Request** .
- Note the ILL number assigned to the request.
- The request is saved to be actioned later.

### 7.4.1 Locating Requests with Authorisation Status 'For Manual Authorisation'

Select **Requests** from the left side menu. The easiest way to locate a request you have saved to be actioned later is by entering the ILL number on the ILL Request Search screen.

If you do not have the ILL number, or if you need to search for more than one saved request, search by Authorisation Status 'For Manual Authorisation' and **Search**



ILL Request Search

Search Reset Form

Your Library's Role

Lender  
 Borrower  
 Both

Display sent messages only  
 Display Not Supplied requests  
 Do not include Completed requests

Request Status

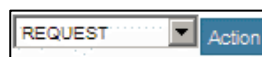
Status Cancel Pending  
Cancelled  
Checked In  
Conditional  
Error

Authorisation Status For Manual Authorisation

Last Action

Service Level

When you have located your request, submit the request action:



REQUEST Action

When you submit the request action, the ILL Request Action: REQUEST screen is displayed. The Authorisation status needs to be changed to 'Authorised' before the request is submitted:



Request Details

Authorisation Status Authorised

Item Format Monograph

Our Number 6208695

## 7.5 Duplicates

When a Borrower accidentally creates two requests with separate Our Numbers (ILL Number) and Their Numbers (Lender's Number), the Borrower should contact the Lender. The Borrower should nominate the request to proceed with; the duplicate request should be cancelled.

When a Lender notices duplicate requests, the Lender should contact the Borrower to determine which request will be actioned, and which request cancelled.

## Section 8: Finding Requests

### 8.1 Introduction

As a Borrower, it is essential to efficient resource-sharing that all libraries monitor the progress of requests in LADD and action them as soon as possible. Lenders can search for all their incoming requests at once or search separately for particular types of requests to suit the library's workflows.

See [Section 9 for locating requests via Work Queues](#).

### 8.2 ILL Request Search

Click **Requests** from the left side menu to go to the ILL Request Search screen.

From this screen you can display one or several requests, and also choose to print them. You can search for:

- Requests with a particular status
- Requests on the last action you applied to the request - e.g., Shipped
- Request with a specific ILL number (Our Number/ILL no and Their Number are searchable in the ILL Numbers option)
- All requests as Lender and Borrower
- Particular service levels
- Combinations of the above.

The screenshot shows the 'ILL Request Search' interface with the following elements and callouts:

- 1:** 'Your Library's Role' section with radio buttons for Lender, Borrower, and Both (Both is selected).
- 2:** 'Display sent messages only' checkbox.
- 3:** 'Display Not Supplied requests' checkbox (checked).
- 4:** 'Do not include Completed requests' (selected), 'Include Completed requests', and 'Completed requests only' radio buttons.
- 5:** 'Request Status' dropdown menu with options: Cancel Pending, Cancelled, Checked In, Conditional, Error.
- 6:** 'Authorisation Status' dropdown menu.
- 7:** 'Last Action' dropdown menu.
- 8:** 'Service Level' dropdown menu.
- 9:** 'Service Type 1' dropdown menu.
- 10:** 'Log Message Type' dropdown menu.
- 11:** 'Format' dropdown menu with options: Article Printed, Print Journal, Book, Part of Book, Ejournal.
- 12:** 'Other fields' section containing 'ILL Numbers', 'Title / Author Keyword', and 'Patron Name' dropdown menus.
- 13:** 'Sort by' dropdown menu (set to ILL Number) and radio buttons for descending (selected) and ascending.
- 14:** 'Format' radio buttons for Standard (selected) and Print.
- 15:** 'Records per page' dropdown menu (set to 10).
- 16:** 'Search' and 'Reset Form' buttons at the bottom right.

1. Your Library's Role  
Choose from:
    - Lender – Incoming Requests your library will respond to as a Lender
    - Borrower – Outgoing Requests your library have made as a Borrower
    - Both - This retrieves all requests for your library as a Borrowing and Lending location.
  2. Display sent messages only  
This box defaults to being unticked. Tick it if you are searching for very recent requests (which may not yet have been picked up by the Auto-Mediator and sent). Also Tick it if you are searching for Cancelled requests.
  3. Display Not Supplied requests  
The search results will includes requests that have not been supplied. Defaults to being ticked.
  4. Completed Requests  
Depending on which radio button is selected there are options for inclusion or exclusion of Completed requests.
  5. Status  
Select search options (status fields) from the drop-down menus. You can combine several status fields for more precise searching. Options include Pending, In Process, Shipped, Cancelled, and Conditional (*See [Section 3](#) for a full list and explanations*)
  6. Authorisation Status  
Options include Authorised, To be Authorised, Processed, Check Manual, For Manual Authorisation (*See [Section 3](#) for a full list and explanations*)
  7. Last action  
Options include Request, Shipped, Received, Returned (*See [Section 3](#) for a full list and explanations*)
  8. Service Level  
Leave blank to search all Service Levels (do not choose 'Wildcard'). See Section 1 for details of the ILRS Code and service levels.
  9. Service Type 1  
Options are
    - Loan
    - Copy non returnable
-

## 10. Log Message Type

Search for a particular error messages - e.g., End of rota reached

## 11. Format

Select a particular item format, e.g., Article Printed, Book, DVD Movie.

## 12. Other fields

Searching these fields is by exact match. They include Our Number (ILL No) Their Number and Title.

## 13. Sort by

Sort the results using the displayed options.

The default is Our Number (ILL No).  descending - that is, the most recent requests display first.

Sorting options can be applied before and after request searching. The list of options are: Current Responder Location; Current Responder Name; Expiry Date; ILL Number; Last Action Date; Local Due Date; Need Date; Requested Title; Requester Location; Requester Name; Status Change Date.

## 14. Format

Select the format the results will be displayed: standard or print

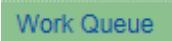
## 15. Records per page

You can choose to display 5, 10, 15, 20, 50 or 100 records at a time.

16. 

Use these to submit the form or to reset the screen.

### 8.2.1 Using Work Queues

1. From the Request Search screen: Click on the  button in the left hand pane.

Or

2. Click on *Work Queue* link at the top of the Requests Search screen  
(for further information see [Section 9](#))

---

## 8.3 Finding Requests: Lender

To find all requests waiting to be actioned:

- Click on  Lender
- Select In Process from the Status menu


To find requests for a particular service level - e.g., Rush:

- Click on  Lender
- Select Rush from the Service Level drop-down menu

To find Express requests to process:

- Click on  Lender
  - Select In Process from the Status drop-down menu
  - Select Express from the Service Level drop-down menu
-

To find loan or copy requests:

- Click on  Lender
- Select Loan (or Copy non returnable) from the Service Type 1 drop-down menu

Combinations of the above criteria can also be used to search for requests, for example you could search for copy rush requests which are waiting to be actioned by selecting the status 'In Process', Service Level 'Rush' and Service Type 1 'Copy'.

---

## 8.4 Finding Requests: Borrower

As a Borrower you will need to monitor your outgoing requests.

### Using Work Queues

From the Request Search screen:

1. Click on the Work Queues button in the left-hand pane.
2. Click on *Work Queue* link at the top of the Requests Search screen (for further information see Section 9)

To find all requests waiting to be actioned:

- Click on Borrower
- Select Pending from the Status menu

To find requests for a particular service level - e.g., Rush:

- Click on Borrower
- Select Rush from the Service Level drop-down menu

To find Express requests to process:

- Click on Borrower
- Select Pending from the Status drop-down menu
- Select Express from the Service Level drop-down menu

To find loan or copy requests:

- Click on Borrower
- Select Loan (or Copy non returnable) from Service Type 1 drop-down

Combinations of the above criteria can also be used to search for requests, for example you could search for copy rush requests which are waiting to be actioned by selecting the status 'In Process', Service Level 'Rush' and Service Type 1 'Copy'.

---

## 8.5 Results of Your Lender ILL Request Search

If you conduct a 'standard' request search using the Lender Code criteria, your Lender ILL Request Search results display as a summary on the Lender Results screen:

---

**Results for: Lender Code**

Sort by: ILL Number  descending  ascending [Sort](#)

Sort by:   descending  ascending

[Save Search](#)

Number of Results: 50+ Result pages: 1 2 3 4 5 >

Bulk Action: [Select all](#) [Deselect all](#) [Bulk Action](#)

Our Number / Their Number : Borrower Symbol / Lender Symbol

6208924 / 6208926 : NKML / AAWM

**Private wealth in Renaissance Florence** a study of four families

Goldthwaite, Richard A

Status: **Pending** Authorisation: **Processed** Last Action: **REQUEST:03 Feb 2014** Rota: 1 of 1

[Add Private Note](#) [Action](#) [Details](#) [Mark as Read](#) [Print](#)

Our Number /	Their Number	Borrower Symbol /	Lender Symbol
↓	↓	↓	↓
6208924	6208926	NKML	AAWM

If you conduct a 'standard' request search using the Requested Title criteria, the Lender ILL Request Search results display as a summary on the Lender Results screen:

**Results for: Requested Title**

Sort by: Requested Title  descending  ascending [Sort](#)

Sort by:   descending  ascending

[Save Search](#)

Number of Results: 4

Bulk Action: [Select all](#) [Deselect all](#) [Bulk Action](#)

Our Number / Their Number : Borrower Symbol / Lender Symbol

6207468 : NKML

**Oceans of wine** - Madeira and the emergence of American trade and taste

Hancock, David, 1957- | ISBN: 9780300136050 (alk. paper);0300136056 (alk. paper)

Status: **Idle** Authorisation: **Check Manual** Last Action: **REQUEST** Rota: 0 of 0

[Add Private Note](#) [Action](#) [Details](#) [Mark as Read](#) [Print](#)

6208942 / 6208943 : NKML / NHOM

**The science of wine.**

Austin, Cedric

Status: **Pending** Authorisation: **Processed** Last Action: **REQUEST:04 Feb 2014** Rota: 1 of 1





[Add Private Note](#) [Action](#) [Details](#) [Mark as Read](#) [Print](#)



For each request, there will be this identifying information:



- **Our Number:** This is the number generated by the system for you to identify the request.
- **Their Number:** This is the Borrower's ILL no. It remains throughout the transaction, and is the best identifier for this request.
- **Borrower Symbol:** This is the Borrower's NUC symbol.
- **Lender Symbol:** This is the Lender's NUC symbol.

There will also be the following options for each request:

-  **Action** Click here to perform an action on the request.
-  **Details** Click here to view details of the request.
-  **Mark as Read** Click here to Mark as Read that you have received the request.
-  **Print** Click here to display the request in print format.

---

## 8.6 Viewing the Full Details of a Request

The Results list (on the previous page) displays brief descriptions of the request(s). Click on  **Details** to view the main bibliographic details and requested service type which may help you to determine whether your library can supply the request. To return to the Results screen, click on  **Results** from the options at the top of the screen. The ILL Request screen displays the details of the request (Borrower view):

---

**Request Details**

Reports available: Requests Awaiting Authorisation **Run** Actions available: Add Private Note **Action** Previous Next

**Request Details**

Request ID

Our Number 6208948

Their Number 6208949

Item Format Book

Status Pending

Authorisation Status Processed

**Service Details**

Service 1

Service Type Loan

Media Type Printed

Service 2

Service Type Copy non returnable

Media Type None

**Item Details (Monograph)**

Title Airplanes and trucks and trains, fire engines, boats and ships, and building and wrecking machines

Subtitle

Author Zaffo, George J

Series Title & Numbering

Sponsoring Body

Publisher Grosset & Dunlap

Place of Publication New York

Date [1968, c1966]

Edition

Any Edition

Item Description [186] p. : illus. (part col.) ; 28 cm.

ISBN

Volume

UPC

Classmark

Call Number

Additional Nos LCN: 68021295

Ref. Source

**Patron Details**

Name

Patron Barcode

Patron ID

Patron Status

Email bdliehm@nla.gov.au

Amount willing to pay 0.00 AUD

**Additional Service Details**

Requested By HURSTVILLE CITY LIBRARY SERVICE

Service Level Core

Number of Items Shipped 1

Entry Date 04 Feb 2014 11:40:11

Expiry Date 11 Feb 2014

Need by Date 05 May 2014

Copyright Info

Copyright Type No Copyright

The diagram consists of ten numbered boxes (1-10) with arrows pointing to specific fields in the interface:

- 1: Request ID
- 2: Our Number, Their Number, Item Format
- 3: Status, Authorisation Status
- 4: Service 1 Service Type, Service 2 Service Type
- 5: Service 1 Media Type, Service 2 Media Type
- 6: Title
- 7: Author
- 8: Amount willing to pay
- 9: Service Level
- 10: Expiry Date

**Delivery Details**

Requested Delivery Method: Express Post

Send To:

EMAIL: nhur@hurstville.nsw.gov.au  
 Hurstville City Library Service  
 LOCKED BAG 1222, HURSTVILLE BC NSW 1481  
 CNR QUEENS RD AND DORA ST  
 HURSTVILLE NSW  
 2220  
 Australia

Docstore Email: dstest32@docdel-test.librariesaustralia.nla.gov.au

Pickup Location: [HURSTVILLE CITY LIBRARY SERVICE](#)

**Rota Details**

Seq	Location	Status
1	NLA: NKML	
2	NLA: NHOM	

**History**

Lender	Action	Status	Date Changed	Authorised By
NLA: NKML	REQUEST	Pending	04 Feb 2014 11:41:05	Auto-Mediator

Reports available: Requests Awaiting Authorisation  Actions available: Add Private Note  Previous Next

1. Our Number  
This number is generated by the system for you to identify the request.
2. Their Number  
Their Number is the Borrower's ILL no. This number identifies the set of ILL transactions. Use this number if you need to talk to the Borrower about this request.
3. Item Format  
This shows whether the request is for a book, part of book, article printed, etc.
4. Status  
This reflects the progress of the request - e.g., Idle, In Process, Shipped
5. Authorisation Status  
This is a status used by the system to indicate the status of the processing of the request - e.g., Processed, Check Manual, For Manual Authorisation
6. Service Type  
This matches Material Type: Loan for a monograph, Copy non-returnable for a serial.
7. Item details  
These are the full bibliographic details of the request.
8. Additional Service  
Requester details are displayed.

9. Service Level

This is the level of service required by the Borrower according to the *ILRS Code*: Core, Rush, or Express.

10. Expiry Date

This is the date on which the request expires at your location if you have not responded and goes on to the next location on the rota.

11. Requested Delivery Method

This is the delivery method the Borrower has asked for.

12. Rota Details

In the Borrower's view, the rota details show all the Lender's locations. The rota details do not display in the Lender's view.

13. History

The History shows every action that has been taken by the Borrower and Lender, with the NUC symbol (Loc) of the other party and the date and time. From and To show the changes in the ILL status of the request after an action has been taken. As a Lender, you will only see the History for the request as relating to your location. As a Borrower you will see the History for the request relating to all the responding locations.

Log Messages

This states any error messages associated with the request e.g., end of rota reached.

Notes

Remember always to check for a note.



### EXERCISE 8.1

1. Find one request you have processed by entering each of the following on the ILL Request Search screen:
  - (a) the ILL number
  - (b) the last action you performed
  - (c) ) the date you shipped it
  - (d) its status (e.g., 'Shipped')
  - (e) the title.

## 8.7 Publishing Saved Searches to the Work Queue.

You can save your request searches to your Work Queues

### 8.2.1 How to Publish your saved searches

1. Go to the ILL Request Search screen and as borrower or lender, run a search eg as Borrower/Core

2. Click on Save Search link at upper right-hand of page.

3. Name your search for future reference.

4. Once this has been completed you will then have the option to Publish, Run, Edit or Delete the Saved Search.

**Saved Request Searches**

My Searches **Published** Work Queue Items

**Search Name:** Borrower  
Created: 04 Feb 2014  
Last Used: 04 Feb 2014 13:39:07  
Options: Publish Run Edit Delete

**Search Name:** Borrower-Shipped2  
Created: 04 Feb 2014  
Last Used: 04 Feb 2014 13:24:49  
Options: Re-Publish Run Edit Delete

- Publish – Published Searches appear to others both as optional work-queue items and as Published Saved Searches.
- Run – Rerun the Saved Search
- Edit – Edit a Saved Search.
- Delete – Remove a Saved Search. Removing a Saved Search that has been published does not remove the published version.

If you have edited a search that was previously published, you may wish to publish the updated version as a new Published Search.

**Search Name:** Requests as borrower - Core  
Created: 30 Jan 2014  
Last Used: 30 Jan 2014 15:04:12  
Options: Re-Publish Run Edit Delete

Published Searches will now appear at the bottom of your Work Queue page. For an example of these Published Saved Searches and information about Work Queues in general, please see following: [Section 9 – Work Queues](#)

### 8.7.2 To remove a Saved Search from the Work Queue:

1. Click on the Saved Searches link at the top of the screen
2. Click on Published at upper right-hand side

**Saved Request Searches**

My Searches **Published** Work Queue Items

**Search Name:** Borrower-Shipped2  
Created: 04 Feb 2014  
Last Used: 04 Feb 2014 13:24:49  
Options: Re-Publish Run Edit Delete

3. Click on Disable link (this will remove the search from the Work Queue)



**Saved Request Searches**

My Searches Published **Work Queue Items**

**Search Name:** Borrower-Shipped2  
Created: 04 Feb 2014  
Last Used: 04 Feb 2014 13:29:30  
Options: Disable Resources Run Edit Save As Delete

4. Click on My Searches and use Delete link if you wish to remove the search completely.

## 8.8 Printing a Request

You can print the request from the  [Screen](#) (see previous pages), or from the Results screen, by clicking on  [Print](#). The request displays in Print format

Our Number	6208948
Their Number	6208949
Printed Date	04 Feb 2014
<hr/>	
Request From	HURSTVILLE CITY LIBRARY SERVICE
<hr/>	
Service 1	Service 2
Service Type Loan	Service Type Copy non returnable
Media Type Printed	Media Type None
<hr/>	
Bibliographic Details	
Author	Zaffo, George J
Title	Airplanes and trucks and trains, fire engines, boats and ships, and building and wrecking machines
ISBN/ISSN	
Control Number	
Publisher	Grosset & Dunlap
Date of publication	[1968, c1966]
Call Number	
<hr/>	
Article Details	
Service Level	Core
Item Format	Book
Request Created Date	04 Feb 2014 11:40:11
Expiry Date	11 Feb 2014
Name	Belinda Diehm - Libraries Australia
Email	bdiehm@nla.gov.au
Patron Max Cost	0.00 AUD
Requested Delivery Method	Express Post
<hr/>	
Rota	NLA: NKML NLA: NHOM
<hr/>	
Send To	
Delivery Address	EMAIL: <a href="mailto:nhur@hurstville.nsw.gov.au">nhur@hurstville.nsw.gov.au</a> Hurstville City Library Service CNR QUEENS RD AND DORA ST LOCKED BAG 1222, HURSTVILLE BC NSW 1481 HURSTVILLE NSW 2220 Australia
Local Request Number	
Pickup Location	HURSTVILLE CITY LIBRARY SERVICE
Return To	

A print dialog box also displays. Click on Print or press Enter on your keyboard to print the request.



## Section 9: Work Queues

---

### 9.1 Introduction

Work Queues allow you to see a summary of the current ILL workload both as a Borrower and Lender. The report lists the total number of requests grouped by the request status.

#### 9.1.1 Using Work Queues

Work Queues are a quick and easy method of finding requests that require actions and getting a summary screen from where you can then perform actions on them. Unlike reports, the results screen for a Work Queue displays the buttons applicable to changing the status of a request or performing actions on that request.

#### 9.1.2 How to access your Work Queue

1. Click on the [Work Queue](#) link in the left-hand pane.

Or

2. From the Request Search screen:
  - Click on the [Requests](#) link in the left hand pane.
  - Click on *Work Queue* link at the top of the Requests Search screen

#### 9.1.3 Viewing and Processing Requests

Clicking on the number in the Count column retrieves the requests to the screen. You can then view or perform an action on those requests. Note the Published Saved Searches at the bottom of the Borrower Work Queue.

---

An example of a Work Queue

Borrower		Status	Count
<a href="#">Idle/Check Error</a>	0		
<a href="#">Idle / Check Manual</a>	67		
<a href="#">Idle / Auth Manual</a>	33		
<a href="#">Pending &gt; 2 weeks</a>	7		
<a href="#">Pending</a>	7		
<a href="#">End of rota</a>	65		
<a href="#">Conditional</a>	0		
<a href="#">Cancel Pending</a>	0		
<a href="#">New Notes</a>	0		
<a href="#">Shipped</a>	8		
<a href="#">Shipped &gt; 2 weeks</a>	8		
<a href="#">Received</a>	7		
<a href="#">Renew Pending</a>	0		
<a href="#">Overdue</a>	1		
<a href="#">Received by Email or FTP</a>	6		
<a href="#">Recalled</a>	0		
<a href="#">Returned</a>	4		
<b>Reports</b>			
<a href="#">Received List</a>	11		
<a href="#">Returned List</a>	2		

Lender		Status	Count
<a href="#">New Requests</a>	3		
<a href="#">New Requests Expiring Today</a>	0		
<a href="#">Will Supply</a>	1		
<a href="#">Conditional</a>	1		
<a href="#">Cancel Requested</a>	0		
<a href="#">New Notes</a>	0		
<a href="#">Shipped</a>	17		
<a href="#">Renewal Requested</a>	0		
<a href="#">Overdue Today</a>	7		
<a href="#">Overdue</a>	0		
<a href="#">Recalled</a>	0		
<a href="#">Returned</a>	0		
<b>Reports</b>			
<a href="#">Pick List</a>	0		
<a href="#">Shipping List</a>	2		
<a href="#">Borrower - Unread</a>	3		
<a href="#">Lender - Unread</a>	1		
<a href="#">Lender - Shipped - Not Received</a>	12		
<a href="#">Lender - In Process, Status or Error report</a>	0		

## An example of the Borrower's Pending Work Queue

Our Number / Their Number : Borrower Symbol / Lender Symbol

6208924 / 6208926 : NKML / AAWM  
**Private wealth in Renaissance Florence** - a study of four families  
 Goldthwaite, Richard A  
*Status: Pending* *Authorisation: Processed* *Last Action: REQUEST:03 Feb 2014* *Rota: 1 of 1*  
 Add Private Note [Action](#) [Details](#) [Mark as Read](#) [Print](#)

6208922 / 6208925 : NKML / AAWM  
**Etched in sunlight** - fifty years in the graphic arts.  
 Chamberlain, Samuel 1895-1975.;Salen & Wicander Marin AB.  
*Status: Pending* *Authorisation: Processed* *Last Action: REQUEST:03 Feb 2014* *Rota: 1 of 1*  
 Add Private Note [Action](#) [Details](#) [Mark as Read](#) [Print](#)

6208921 / 6208923 : NKML / AAWM  
**What wine is that** - a guide to Australian wines  
 Murphy, Dan F | ISBN: 0725401273  
*Status: Pending* *Authorisation: Processed* *Last Action: REQUEST:03 Feb 2014* *Rota: 1 of 1*  
 Add Private Note [Action](#) [Details](#) [Mark as Read](#) [Print](#)

## 9.1.4 Editing the Work Queues Display

You can configure the Work Queues to select which statuses to display in the Work Queues list. This allows ILL staff to tailor the display of the Work Queues to suit their own workflows.

To edit the Work Queue display

- Click on the [Requests](#) button in the left hand pane OR
- Click on the [Work Queue](#) button in the left hand pane
- Select the [Edit Work Queue](#) link at the top of the screen
- Untick the statuses you do not want to display
- Save.

Borrower			Lender		
Name	Selected ?	Spacer rows	Name	Selected ?	Spacer rows
Idle / Check Error	<input checked="" type="checkbox"/>	default	New Requests	<input checked="" type="checkbox"/>	default
Idle / Check Manual	<input checked="" type="checkbox"/>	default	New Requests Expiring Today	<input checked="" type="checkbox"/>	default
Idle / Auth Manual	<input checked="" type="checkbox"/>	default	Will Supply	<input checked="" type="checkbox"/>	default
Pending	<input checked="" type="checkbox"/>	default	Conditional	<input checked="" type="checkbox"/>	default
Pending > 2 weeks	<input checked="" type="checkbox"/>	default	Cancel Requested	<input checked="" type="checkbox"/>	default
End of rota	<input checked="" type="checkbox"/>	default	Messages	<input checked="" type="checkbox"/>	default
Conditional	<input checked="" type="checkbox"/>	default	Shipped	<input checked="" type="checkbox"/>	default
Cancel Pending	<input checked="" type="checkbox"/>	default	Renewal Requested	<input checked="" type="checkbox"/>	default
Messages	<input checked="" type="checkbox"/>	default	Overdue Today	<input checked="" type="checkbox"/>	default
Shipped	<input checked="" type="checkbox"/>	default	Overdue > 4 weeks	<input checked="" type="checkbox"/>	default
Shipped > 2 weeks	<input checked="" type="checkbox"/>	default	Recalled	<input checked="" type="checkbox"/>	default
Received	<input checked="" type="checkbox"/>	default	Returned	<input checked="" type="checkbox"/>	default
Renew Pending	<input checked="" type="checkbox"/>	default	<b>Reports</b>		
Overdue	<input checked="" type="checkbox"/>	default			

## Section 10: Actioning requests


---


### 10.1 Responding to Incoming ILL Requests

The actions a Lender takes depend on the status of the request, and whether the request is a loan or copy non-returnable.

When a request is first received by a Lender, its status is In Process. All requests awaiting a response from the Lender have the authorisation status Unread.

#### 10.1.1 Actioning Requests

Requests can be actioned from the Results of your ILL Request Search screen by clicking on the  button. You can also select the action from the drop-down menu.

However, it is better practice to go first to the details screen, by clicking on the  button. From here you can see all the bibliographic and holdings details of the request, and any additional information such as a note or specific delivery requirements which will help you to decide which action to send when responding to the request.

You can also view the *History* at the bottom of the details screen. The History details show every action taken on the request, and each stage of the ILL cycle as the transaction reaches it. It is particularly useful if you are not sure what has happened to a request.

Depending on the details of the request, your library can respond in several ways:

Shipped: The item has been shipped to the Borrower.

Answer Conditional: You can supply if the requesting library agrees to a particular condition.

Answer Nonsupply: If your library cannot supply the request

Answer Will Supply: If your library intends to supply the request

Answer Hold: If your library is unable to supply an item immediately.

Answer Retry: The request cannot be filled immediately, but the Borrower can send the request back if it cannot be filled elsewhere.

Send Public Note: Send a note to the Borrower.

Add Private Note: Add a note for your own library staff

Complete: Completing a request will only remove it from your work queue. The request will remain active for anyone else.

Change Current Service Level: If you can't supply the request by the requested service type then you can change a loan request to a copy request or a copy request to a loan request.



Note: Libraries with multiple branch locations and accounts can also customise their LADD account so they can view, action, allocate and lock and unlock requests for other locations within their 'bureau'. For information about customising bureau functionality see: [Section 15.9 – Bureau](#)

---

## 10.2 Bulk Action

If you have several items to process, you can use Bulk Action to deal with them together, provided that they all need the same action or authorisation status. For example, if you search for 'In process' requests for your role as a Lender, you can use the bulk action to send the 'Answer Will Supply' message.


The screenshot shows the 'Results for: Advanced Search' interface. At the top, there are sorting options: 'Sort by ILL Number' with radio buttons for 'descending' (selected) and 'ascending', and a 'Sort' button. Below this is another 'Sort by' dropdown and radio buttons. A 'Save Search' button is on the right. A box indicates 'Number of Results: 6'. A 'Bulk Action' section contains 'Select all', 'Deselect all', and a 'Bulk Action' button. Below this is a header 'Our Number / Their Number : Borrower Symbol / Lender Symbol'. Three results are listed, each with a checkbox, ILL numbers, title, borrower name, status, and last action. Each result has a 'Shipped' dropdown, an 'Action' button, and 'Details', 'Mark as Read', and 'Print' icons.

If you select several items for Bulk Action (including from successive screens), and click on **Bulk Action** at the top of the screen, LADD places the ILL numbers together in a box.

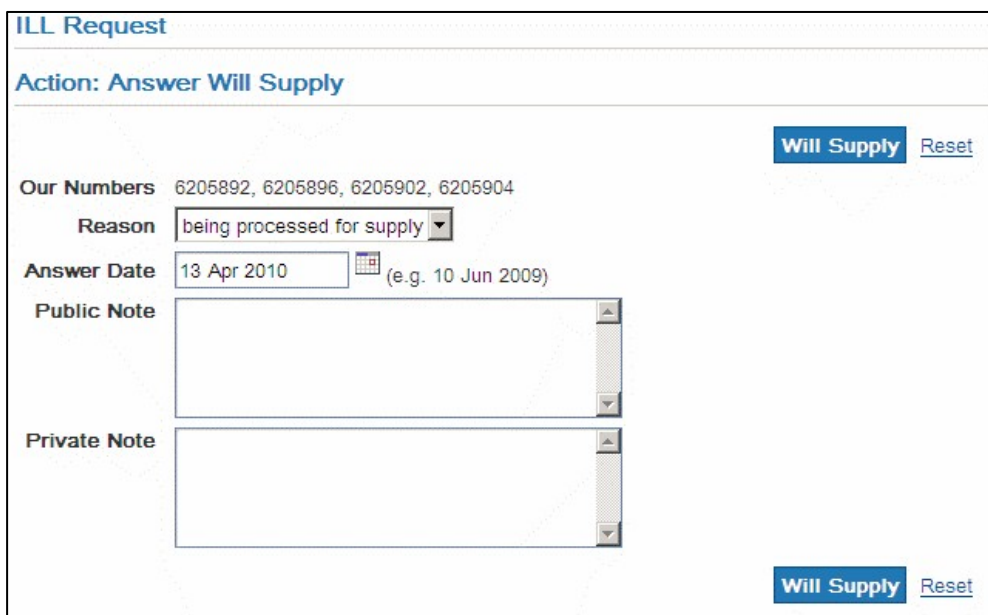
The screenshot shows the 'Bulk Action / Authorisation' dialog box. It has a title bar 'Bulk Action / Authorisation'. Below the title bar is a text input field with the placeholder 'Enter ILL numbers, separated by blanks or commas'. The field contains the text '6205892, 6205896, 6205902, 6205904'. Below the input field is a label 'ILL Numbers'. Below the input field is a text input field with the placeholder 'Select either an action, authorisation status or process status for all the requests'. Below this is a label 'Action' and a dropdown menu. Below the dropdown menu is a label 'Authorisation Status' and another dropdown menu. At the bottom are two buttons: 'Action' and 'Reset Form'.

You can choose the action and process them all together (e.g., Answer Will Supply, or Checked In).

It is not recommended to use the bulk action for the 'Shipped' action, as the shipped cost may vary from each request. If you do use the bulk action for Shipping, ensure that the requests are of the same service level, and should have the same shipped cost applied.

 Note: the requests from locations which have an 'Own Services' default cost configured, this default cost will not be applied. Once a request has been shipped, it is not possible to change the shipped cost in LADD.

Enter any relevant information (e.g., due date, base cost) on the next screen, and LADD will process all the requests in the same way.



**ILL Request**

**Action: Answer Will Supply**

**Will Supply** [Reset](#)

**Our Numbers** 6205892, 6205896, 6205902, 6205904

**Reason** being processed for supply

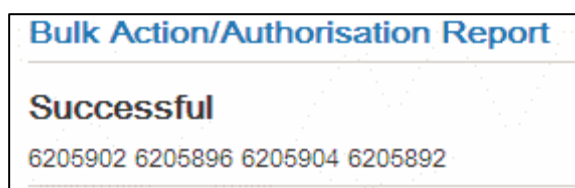
**Answer Date** 13 Apr 2010 (e.g. 10 Jun 2009)

**Public Note**

**Private Note**

**Will Supply** [Reset](#)

Be careful that you intend the same action for all the requests, and check that the action has been successful, by making sure all the ILL numbers appear in the Bulk Action/ Authorisation Report.



**Bulk Action/Authorisation Report**

**Successful**

6205902 6205896 6205904 6205892

Check that the action has been successful for all the ILL numbers you selected

### 10.1.1 ISO Locations

Avoid using bulk action when managing an ISO location request, as the bulk action facility is not fully compatible with ISO messaging, and the request(s) may go into error.

### 10.2.2 Not a Valid Action

Sometimes LADD gives you a message that it has not processed one or more of your requests:

**Bulk Action/Authorisation Report**

**Successful**

None

Bulk Action:  Select all  Deselect all **Bulk**

**Failed**

6207430

Selected Bulk Action Checked In is not applicable to this request.

**Action** **Details** **Mark as Read** **Bulk**

6207292

Selected Bulk Action Checked In is not applicable to this request.

**Action** **Details** **Mark as Read** **Bulk**

Check that your action is appropriate—e.g., you cannot return an item you have not yet received.

### 10.2.3 Only some are processed

At other times LADD does not give you a message. It simply processes some of your requests, and not others. You need to check the Bulk Action/Authorisation screen to see which requests have been successfully actioned.

Three items have been selected here for Bulk Action:

**Bulk Action/Authorisation Report**

**Successful**

6208958 6208955

Bulk Action:  Select all  Deselect all **Bulk**

**Failed**

6208956

Record not found

**Action** **Details** **Mark as Read** **Bulk**

However, only two of them are included in this Action screen. The third item is a request that could not be received.

So, only the two items from the screen above have been actioned:

**Bulk Action/Authorisation Report**

**Successful**

6208958 6208955

When you choose Bulk Action, all requests will have the same action, authorisation status and note

### 10.3 Changing a Copy non returnable request to a Loan request (as Lender)

Sometimes it is necessary to change a Copy request to a Loan request e.g.

- A Copy request is received for a book but no chapter details have been added, so the lending library needs to send out as a Loan. (Best practice for the borrowing library when creating the request would be to change the Service Level to Copy and enter chapter details) or
- The amount to be copied is large and the lending library would rather send as a Loan etc

You can only change from a Copy request to a Loan request, if the two service types exist within the request.

Service Details			
Service 1		Service 2	
Service Type	Copy non returnable	Service Type	Loan
Media Type	Photocopy	Media Type	Printed

1. Select Change Current Service Type action from the dropdown menus. The current Service Type changes to Loan.

**ILL Request**

---

**Action: Change Current Service Type**

Action [Reset](#)

<b>Our Number</b>	PAC-10011008
<b>Status</b>	In Process
<b>Title</b>	JOURNAL OF ETHICS & SOCIAL PHILOSOPHY
<b>Title of Chapter/Article/Paper/Part</b>	THE PHILOSOPHY OF SOCIAL ETHICS
<b>ISSN</b>	15593061
<b>Format</b>	Article Printed
<b>Delivery Method</b>	Electronic Mail
<b>Current Service Type</b>	Loan <span style="float: right;">▼</span>

Action [Reset](#)



- Once you have clicked Action, the Shipped Service Type is Loan and there is a due date attached.

Service Details	
<b>Requested Service Type</b>	Copy non returnable
<b>Shipped Service Type</b>	Loan
<b>Ship Date</b>	06 Apr 2018 <input type="text"/> (e.g. 10 Jun 2009)
<b>Due Date</b>	04 May 2018 <input type="text"/> (e.g. 10 Jun 2009)
<b>Media Type</b>	Photocopy
<b>Delivery Method</b>	Electronic Mail
<b>E Delivery Params</b>	<input type="text"/>
<b>Delivery Locator</b>	carm@caval.edu.au
<b>Conditions</b>	<input type="text"/>
<b>Shipped Item</b>	<input type="text"/>
<b>Number of Items</b>	1

- If the two service types don't show then the Lender should reply Non Supply and send a note advising that the requested item could be supplied in a different format if the request cannot be filled elsewhere. At the end of the rota the borrowing library could then change the service type and resend the request back to the original lending library.

## 10.4 Changing a Loan request to a Copy request (as Lender)

Sometimes it is necessary to change a Copy request to a Loan request e.g.

- A Loan request is received for a book but only the copy of a chapter or a few pages is required. (Best practice for the borrowing library when creating the request would be to change the Item Format to Part of Book and enter chapter details).

You can only change from a Loan request to a Copy request, if the two service types exist within the request.

Service Details			
Service 1		Service 2	
Service Type	Loan	Service Type	Copy non returnable
Media Type	Printed	Media Type	Photocopy

- Select Change Current Service Type action from the dropdown menus. Current Service Type changes to Copy.

**ILL Request**

---

**Action: Change Current Service Type**

---

**Action** [Reset](#)

**Our Number** PAC-10011007

**Status** In Process

**Title** NATIVE TREES OF THE NSW SOUTH COAST : BERRY, KANGAROO VALLEY, NOWRA, ULLADULLA, BATEMANS BAY

**Author** Kevin Mills, Jacqueline Jakeman

**ISBN** 9780858812307

**Format** Monograph

**Delivery Method** Postal Delivery

**Current Service Type**

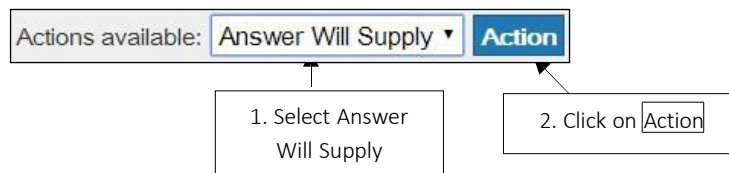
**Action** [Reset](#)

2. Once you have clicked Action, the Shipped Service Type is Copy non-returnable and there option to attach a document from the request details page.

## 10.5 Answer Will Supply

Answer Will Supply indicates an intention to supply but not immediately. To supply immediately, select Shipped.

From the [Details](#) screen or the [Action](#) screen:



From the next screen:

### ILL Request

---

#### Action: Answer Will Supply

---

**Our Number** 40050

**Status** In Process

**Conditional Reason** other

**Will Supply Reason** other

**Title** The picture palace and other buildings for the movies.

**Author** Sharp, Dennis

**Reason**

**Answer Date**  (e.g. 10 Jun 2009)

**Public Note**

**Private Note**

**Will Supply** [Reset](#)

1. You can enter the date you expect to be able to supply the item\*. The default Answer Date is seven days

2. Enter a Public or Private Note if you wish

3. Click on Will Supply

**Will Supply** [Reset](#)



Note: the action Answer Will Supply overrides any expiry dates set, so the date entered here is for the Borrower's information only, and will not cause the request to expire. This also means that the request is effectively held at your location, unless you follow with the action Answer Non Supply or Shipped.



Note: You can also customise the default Answer date. For information about customising the default Answer date please see: [Section 15.3 – Reply date](#)

## 10.1.1 History - Answer Will Supply

## Borrower's History

<input type="checkbox"/> <a href="#">History</a>			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Answer Will Supply-Indication - other	Pending	28 Nov 2017 14:41:43
<a href="#">NLA: AKIN</a>	REQUEST	Pending	28 Nov 2017 14:37:42

## Lender's Audit Details

<input type="checkbox"/> <a href="#">History</a>			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Answer Will Supply - other	In Process	28 Nov 2017 14:41:43
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	28 Nov 2017 14:37:42




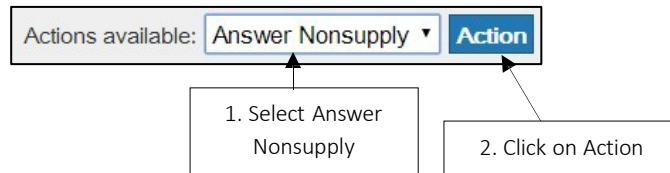
## EXERCISE 10.1

1. Log in to the LADD Training database.
  2. Check for requests as a Lender.
  3. On the Results screen, read the bottom line of each record to see what information is provided.
  4. Choose a request which has not been processed  
OR  
If all the requests have been processed, log out and log in again using a different barcode and password.
  5. Print out the request, or click on details to see the full request. Identify the bibliographic details, service level, maximum cost and notes, if any. Note the Our Number. This is your reference number as the Lender. Also note the Their Number, in case you need to talk to the Borrower about the request.
  6. Respond that you will supply the item, and give the date you will supply and a reason.
  7. Submit your response.
  8. Go back to the Results screen. Read the bottom line again, and note the changes to the Authorisation and Last Action.
  9. Select the same request again. Respond that you are shipping the item, and it will cost \$5. (HINT: Enter the base cost without a \$ sign, and click on recalc cost.)
  10. Complete all the other relevant details on the ILL Request screen, especially due date (for a loan), and delivery method. Submit your response.
-

## 10.6 Answer Nonsupply

Requests that cannot be supplied by the Lender are actioned as Answer Nonsupply. The system automatically sends the request to the next location on the rota.

From the  [Details](#) screen or the [Action](#) screen:



From the next screen:

### ILL Request

#### Action: Answer Nonsupply

[Not Supplied](#) [Reset](#)

<b>Our Number</b>	40056
<b>Status</b>	In Process
<b>Conditional Reason</b>	other
<b>Will Supply Reason</b>	other
<b>Title</b>	The picture palace and other buildings for the mov
<b>Author</b>	Sharp, Dennis
<b>Reason</b>	other
<b>Public Note</b>	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>
<b>Private Note</b>	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

[Not Supplied](#) [Reset](#)

1. Select a reason\* for nonsupply

2. Enter a Public or Private Note if you wish

3. Click on Not Supplied



Note: some reasons will prevent the request from being submitted at subsequent locations on the rota, for example: 'not found as cited' or 'lacks copyright compliance' will enter the request into the status of 'Check Manual', meaning the Borrower needs to review the request before resubmitting.

## 10.1.1 History - Answer Nonsupply

## Borrower's History

<input type="checkbox"/> <a href="#">History</a>			
Lender	Action	Status	Date Changed
	REQUEST	Not Supplied	28 Nov 2017 14:48:45
<a href="#">NLA: AKIN</a>	Answer Nonsupply-Indication - other	Not Supplied	28 Nov 2017 14:48:44
<a href="#">NLA: AKIN</a>	REQUEST	Pending	28 Nov 2017 14:44:44

## Lender's History

<input type="checkbox"/> <a href="#">History</a>			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Answer Nonsupply - other	Not Supplied	28 Nov 2017 14:48:45
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	28 Nov 2017 14:44:44



## EXERCISE 10.2


1. Return to your results list by clicking on [results](#) (or search for in process requests as a Lender)
  2. From your results, choose a request that has not been processed.
  3. Respond that you cannot supply the item and choose a reason.
  4. Add a Public Note.
  5. Submit your response.
-

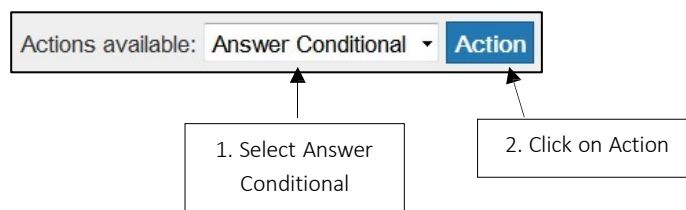


## 10.7 Answer Conditional

This action is used:

- when the Lender holds the item, but they have a problem about lending it - e.g., it must be back in the library in 3 weeks
- when there are certain conditions attached to the use of an item - e.g., it must be used under supervision
- when the Borrower has not supplied enough information.

From the  **Details** screen or the  **Action** screen:





From the next screen:

**ILL Request**

---

**Action: Answer Conditional**

**Our Number** 40058

**Status** In Process


**Conditional Reason** other

**Will Supply Reason** other

**Title** The picture palace and other buildings for the movies.

**Author** Sharp, Dennis



**Reason**

**Answer Date**   (e.g. 10 Jun 2009)


**Proposed Delivery Method**

**Public Note**

**Private Note**





1. Select a reason\*
2. Enter the date by which you want an answer\*
3. Enter a Public or Private Note if you wish
4. Click on Reply

 Note: Answer Date defaults to seven days from request date. If the borrower does not reply within this time the request expires and moves on to the next location. You can also customise the default Answer date. For information about customising the default Answer date please see: [Section 15.3 – Reply date](#)

## 10.1.1 History - Answer Conditional

## Borrower's History

 <a href="#">History</a>			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Answer Conditional-Indication - other	Conditional	28 Nov 2017 14:59:47
<a href="#">NLA: AKIN</a>	REQUEST	Pending	28 Nov 2017 14:48:44

## Lender's History

 <a href="#">History</a>			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Answer Conditional - other	Conditional	28 Nov 2017 14:59:48
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	28 Nov 2017 14:48:44



### EXERCISE 10.3

1. Return to your results list by clicking on [results](#) (or search for in process requests as a Lender)
  2. From your results, choose a request that has not been processed.
  3. Respond that you will supply the item on a condition.
  4. Choose the condition from the drop-down list.
  5. Change the Answer date.
  6. Add a Public note to explain your condition.  
OR  
Make a Private note for your own library staff, which will not be sent to the requesting library.
  7. Submit your response.
-

## 10.8 Answer Conditional - Replying

When a Lender sends an Answer Conditional-Indication, the status of the request changes to Conditional.

Action the request using:

- Conditional Reply-Yes - This means that you accept the conditions set by the Lender, and you want to proceed with the request

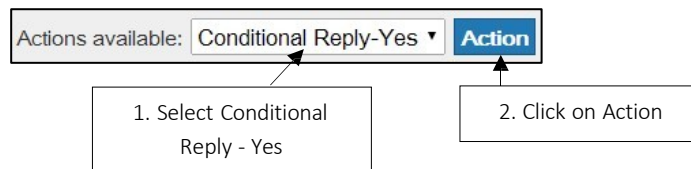
or

- Conditional Reply-No - This means that you do not accept the Lender's conditions, and the request is automatically sent to the next location on the rota.

### 10.1.1 Conditional Reply-Yes

To accept the conditions set by the Lender.

From the  [Details](#) screen or the [Action](#) screen:



From the next screen:

**ILL Request**

---

**Action: Conditional Reply-Yes**

[Reply](#) [Reset](#)

<b>Our Number</b>	40057
<b>Status</b>	Conditional
<b>Conditional Reason</b>	other
<b>Will Supply Reason</b>	other
<b>Date in Answer</b>	05 Dec 2017
<b>Title</b>	The picture palace and other buildings for the movies.
<b>Author</b>	Sharp, Dennis
<b>Public Note</b>	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>
<b>Private Note</b>	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

[Reply](#) [Reset](#)

1. Enter a Public or Private Note if you wish

2. Click on Reply

### 10.8.1.1 History- Conditional Reply-Yes

#### Borrower's History

▼ History			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Conditional Reply-Yes	Pending	28 Nov 2017 15:31:51
<a href="#">NLA: AKIN</a>	Answer Conditional-Indication - other	Conditional	28 Nov 2017 14:59:47
<a href="#">NLA: AKIN</a>	REQUEST	Pending	28 Nov 2017 14:48:44

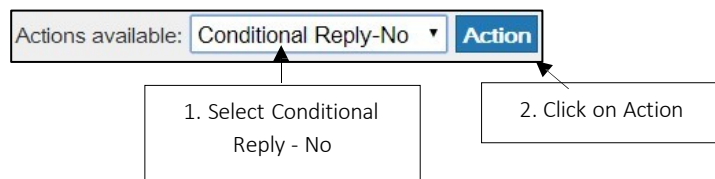
#### Lender's History

▼ History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Conditional Reply-Yes-Indication	In Process	28 Nov 2017 15:31:51
<a href="#">NLA: NKML</a>	Answer Conditional - other	Conditional	28 Nov 2017 14:59:48
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	28 Nov 2017 14:48:44

### 10.2.2 Conditional Reply-No

To decline the conditions set by the Lender.

From the [Details](#) screen or the [Action](#) screen:



From the next screen:

### ILL Request

---

#### Action: Conditional Reply-No

Reply
[Reset](#)

<b>Our Number</b>	40059
<b>Status</b>	Conditional
<b>Conditional Reason</b>	special collections supervision required
<b>Will Supply Reason</b>	other
<b>Date in Answer</b>	05 Dec 2017
<b>Title</b>	The picture palace and other buildings for the movi
<b>Author</b>	Sharp, Dennis

1. Enter a Public or Private Note if you wish

⋮

⋮

Reply
[Reset](#)

### 10.8.2.1 History - Conditional Reply-No

#### Borrower's History

<span style="font-size: 12px;">▼</span> <a href="#">History</a>			
Lender	Action	Status	Date Changed
	REQUEST	Not Supplied	28 Nov 2017 15:32:52
<a href="#">NLA: AKIN</a>	Conditional Reply-No	Not Supplied	28 Nov 2017 15:32:52
<a href="#">NLA: AKIN</a>	Answer Conditional-Indication - special collections supervision required	Conditional	28 Nov 2017 15:02:48
<a href="#">NLA: AKIN</a>	REQUEST	Pending	28 Nov 2017 14:49:45

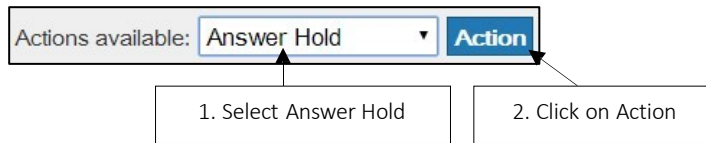
#### Lender's History

<span style="font-size: 12px;">▼</span> <a href="#">History</a>			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Conditional Reply-No-Indication	Not Supplied	28 Nov 2017 15:32:51
<a href="#">NLA: NKML</a>	Answer Conditional - special collections supervision required	Conditional	28 Nov 2017 15:02:48
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	28 Nov 2017 14:49:45

## 10.9 Answer Hold

If the Lender is unable to supply an item immediately, they can choose Answer Hold. When a Lender answers Answer Hold, the request is not sent on to another library. As the Borrower cannot action this request, it may be better to send a Message or an Answer Conditional asking them if they are content to wait.

From the [Details](#) screen or the [Action](#) screen:



**ILL Request**

**Action: Answer Hold**

[Hold](#) [Reset](#)

**Our Number** 40043

**Status** In Process

**Conditional Reason** other

**Will Supply Reason** other

**Title** Angels

**Subtitle** God's secret agents

**Author** Graham, Billy 1918-

**Estimated Date Available**  (e.g. 10 Jun 2009)

**Held Item**

**Media Type 1**

**Public Note**

**Private Note**

[Hold](#) [Reset](#)

1. Enter the date you expect the item to be available

2. Enter a Public or Private Note if you wish

3. Click on Hold

From the next screen:

### 10.1.1 History - Answer Hold

Borrower's History

<a href="#">History</a>			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Answer Hold-Indication	Pending	28 Nov 2017 11:06:39
<a href="#">NLA: AKIN</a>	REQUEST	Pending	28 Nov 2017 10:55:38

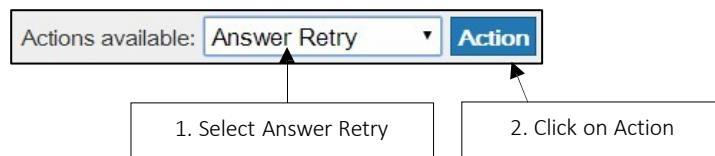
Lender's History

History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Answer Hold	In Process	28 Nov 2017 11:06:39
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	28 Nov 2017 10:55:38

## 10.10 Answer Retry

Answer Retry indicates to a borrowing library that the request cannot be supplied immediately, but they can send the request back if it cannot be filled elsewhere. If the request reaches the end of the rota and has not been supplied, it will go to authorisation status Check Manual. The Borrower can send the request again to the library that responded with Answer Retry.


From the  [Details](#) screen or the  [Action](#) screen:





From the next screen:

**ILL Request**

**Action: Answer Retry**

 [Reset](#)

**Our Number** 40062  
**Status** In Process  
**Conditional Reason** other  
**Will Supply Reason** other  
**Title** Raphael  
**Subtitle** the life and work of the artist illustrated with 80 colour plates translated from the  
**Author** Monti, Raffaele  
**Reason**   
**Retry Date**   (e.g. 10 Jun 2009)  
**Public Note**  
  
**Private Note**

 [Reset](#)

1. You can enter the date you expect to be able to supply them item\*. The default Retry Date is seven days.

2. Enter a Public or Private Note if you

3. Click on Action



Note: You can also customise the default Retry date. For information about customising the default Retry date please see: [Section 15.3 – Reply date](#)



## 10.10.1 History- Answer Retry

## Borrower's History

<input type="checkbox"/> History			
Lender	Action	Status	Date Changed
	REQUEST	Not Supplied	28 Nov 2017 15:03:48
<a href="#">NLA: AKIN</a>	Answer Retry-Indication (Retry after 05 Dec 2017)	Not Supplied	28 Nov 2017 15:03:48
<a href="#">NLA: AKIN</a>	REQUEST	Pending	28 Nov 2017 14:51:46

## Lender's History

<input type="checkbox"/> History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Answer Retry after 05 Dec 2017	Not Supplied	28 Nov 2017 15:03:48
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	28 Nov 2017 14:51:46



## EXERCISE 10.4

1. Return to your results list by clicking on [results](#) (or search for in process requests as a Lender)
  2. From your results, choose a request that has not been processed.
  3. Suppose you hold the item, but it is on loan, and in high demand for the next month. Consider the options outlined above and choose one.
  4. Enter any extra information needed.
  5. If necessary, add a Public Note.
  6. Submit your response.
-

## 10.11 Cancelling a Request

A Borrower can ask to cancel a request only if it is in Pending status. If the request does not have a Pending status, it is too late to cancel it, and an error message will be displayed.

Find the request and click on [action](#). Choose the action Cancel from the drop-down menu.

40063 / 40064 : NLA:NKML / NLA:AKIN

**The picture palace and other buildings for the movies.**

Sharp, Dennis

Status: **Pending** Authorisation: **Processed** Last Action: **REQUEST:28 Nov 2017** Rota: 1 of 1

If the lending library has already located and processed the item, they will probably not want it cancelled. If they have sent the item, they will not be able to cancel it. They will reply [Cancel Reply-No](#) and the loan will proceed as shipped and be charged.

If the borrowing library is willing to cancel the loan, they will reply [Cancel Reply-Yes](#). This will complete the ILL cycle for the request.



Note: If the lending library does not respond with a Cancel 'Yes' or 'No'; and the request expires at this location, then the request will be submitted to the next location on the rota. You should monitor the status of requests for which you have sent the Cancel action, as you will need to send the Cancel Action for each location the request is submitted to until a 'Cancel Reply-Yes' is received for the request.

### 10.10.1 History- Cancel

Borrower's History Details

▼ <a href="#">History</a>			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Cancel	Cancel Pending	28 Nov 2017 15:06:49
<a href="#">NLA: AKIN</a>	REQUEST	Pending	28 Nov 2017 14:52:46

Lender's History Details

▼ <a href="#">History</a>			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Cancel-Indication	Cancel Pending	28 Nov 2017 15:06:49
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	28 Nov 2017 14:52:46



Note: To practice cancelling requests, refer to the second Requesting exercise in any of the Borrowing and Lending Exercises in [Appendix 1: Training Sets](#)


## 10.12 Cancel - Replying

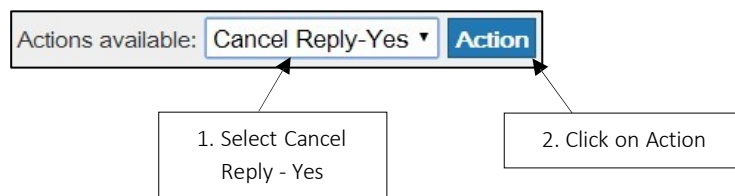
When a Borrower wants to Cancel, the status of the request changes to Cancel Pending.

Action the request using:

- Cancel Reply-Yes - This means that you are willing to cancel the request, and not proceed
- or
- Cancel Reply-No - This means that you are not willing to cancel the request, and wish to proceed. This is usually because you have already located the item and made a copy of the article or prepared a loan for shipping.

### 10.10.1 Cancel Reply-Yes

From the  **Details** screen or the **Action** screen:



From the next screen:

**ILL Request**

---

**Action: Cancel Reply-Yes**

<b>Our Number</b>	40064
<b>Status</b>	Cancel Pending
<b>Conditional Reason</b>	other
<b>Will Supply Reason</b>	other
<b>Title</b>	The picture palace and other buildings for the movies.
<b>Author</b>	Sharp, Dennis
<b>Public Note</b>	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>
<b>Private Note</b>	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

**Reply** [Reset](#)

1. Enter a Public or Private Note if you wish

2. Click on Reply

**Reply** [Reset](#)

10.12.1.1 History - Cancel Reply-Yes


Borrower's History

History			
Lender	Action	Status	Date Changed
	REQUEST	Cancelled	28 Nov 2017 15:15:50
<a href="#">NLA: AKIN</a>	Cancel Reply-Yes-Indication	Cancelled	28 Nov 2017 15:15:50
<a href="#">NLA: AKIN</a>	Cancel	Cancel Pending	28 Nov 2017 15:06:49
<a href="#">NLA: AKIN</a>	REQUEST	Pending	28 Nov 2017 14:52:46

Lender's History

History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Cancel Reply-Yes	Cancelled	28 Nov 2017 15:15:50
<a href="#">NLA: NKML</a>	Cancel-Indication	Cancel Pending	28 Nov 2017 15:06:49
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	28 Nov 2017 14:52:46

10.12.2 Cancel Reply-No

From the  [Details](#) screen or the [Action](#) screen:



From the next screen:

**ILL Request**

---

**Action: Cancel Reply-No**

Reply [Reset](#)

**Our Number** 40066

**Status** Cancel Pending

**Conditional Reason** other

**Will Supply Reason** other

**Title** The science of wine

**Author** Austin, Cedric

**Public Note**

**Private Note**

Reply [Reset](#)

1. Enter a Public or Private Note if you wish

2. Click on Reply

**10.12.2.1** History - Cancel Reply-No

## Borrower's History

<input type="checkbox"/> <a href="#">History</a>			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Cancel Reply-No-Indication	Pending	28 Nov 2017 15:16:51
<a href="#">NLA: AKIN</a>	Cancel	Cancel Pending	28 Nov 2017 15:07:49
<a href="#">NLA: AKIN</a>	REQUEST	Pending	28 Nov 2017 14:54:47

## Lender's History

<input type="checkbox"/> <a href="#">History</a>			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Cancel Reply-No	In Process	28 Nov 2017 15:16:51
<a href="#">NLA: NKML</a>	Cancel-Indication	Cancel Pending	28 Nov 2017 15:07:49
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	28 Nov 2017 14:54:47



## EXERCISE 10.5

1. Return to your results list by clicking on `results` (or search for in process requests as a Lender)
2. From your results, choose a request with the status 'Cancel Pending'. If there are no items with 'Cancel Pending' in your results list, click on the `requests` button, and search for incoming requests with the status 'Cancel Pending'.
3. Accept the cancellation (Answer `Cancel Reply-Yes`)  
OR  
Let the Borrower know it is too late to cancel (Answer `Cancel Reply-No`).
4. Add a note for your staff only explaining that your supervisor has approved your action. (HINT: Choose `Private Note`).
5. Submit your response.

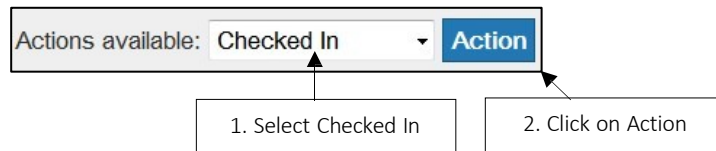
You can also practice responding to a cancel request in the second exercise of any of the Borrowing and Lending Exercises in [Appendix 1: Training Sets](#)

---

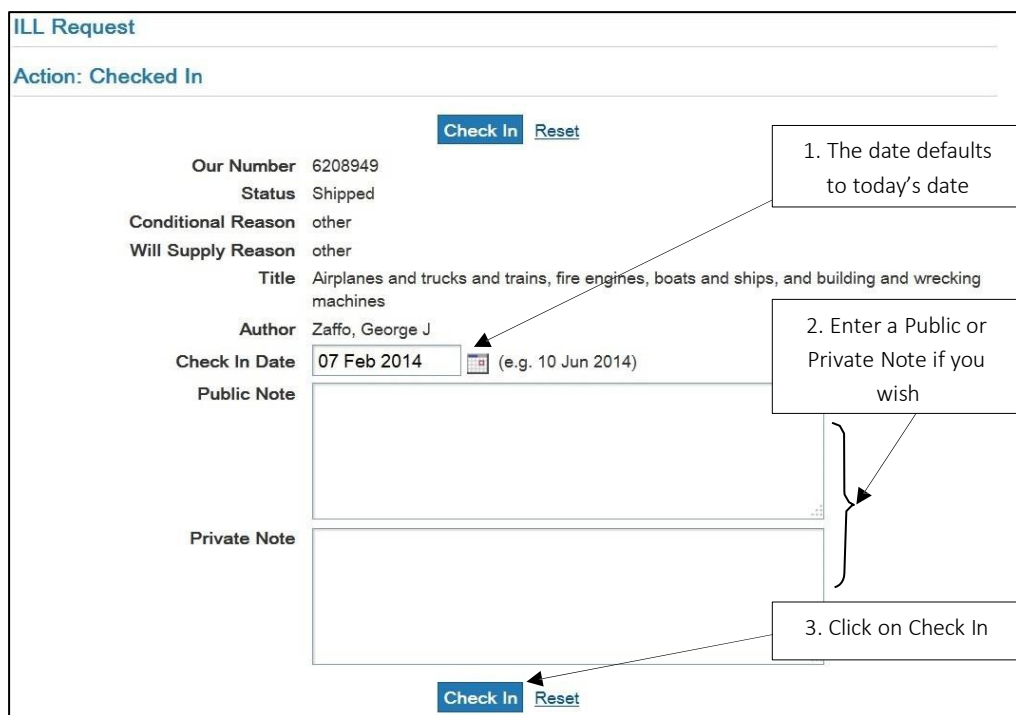
### 10.13 Checked In

The Lenders must check in returned loans. This allows the ILL process to be completed on LADD and then archived and shows the borrowing library that the book has arrived back at the lending library.

From the [Details](#) screen or the [Action](#) screen:



From the next screen:



#### 10.10.1 History- Checked

In Borrower's

History

History			
Lender	Action	Status	Date Changed
<a href="#">NLA: NHUR</a>	Checked In-Indication	Returned	03 Feb 2014 12:19:08
<a href="#">NLA: NHUR</a>	Returned	Returned	03 Feb 2014 12:17:07
<a href="#">NLA: NHUR</a>	Received	Received	03 Feb 2014 12:15:05
<a href="#">NLA: NHUR</a>	Shipped-Indication	Shipped	03 Feb 2014 12:14:04
<a href="#">NLA: NHUR</a>	REQUEST	Pending	03 Feb 2014 12:11:03



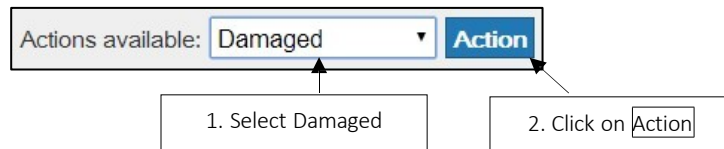
## Lender's History

History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Checked In	Checked In	03 Feb 2014 12:19:08
<a href="#">NLA: NKML</a>	Returned-Indication	Shipped	03 Feb 2014 12:17:06
<a href="#">NLA: NKML</a>	Received-Indication	Shipped	03 Feb 2014 12:15:05
<a href="#">NLA: NKML</a>	Shipped	Shipped	03 Feb 2014 12:14:04
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	03 Feb 2014 12:11:02

## 10.14 Damaged

The Damaged action can be used to indicate that an item has been damaged at any time after it has been shipped.

From the [Details](#) screen or the [Action](#) screen:



From the next screen:

**ILL Request**

**Action: Damaged**

[Action](#) [Reset](#)

**Our Number** 6209163

**Status** Received

**Conditional Reason** special collections supervision required

**Will Supply Reason** other

**Date in Answer** 13 Mar 2014

**Title** Raphael

**Subtitle** the life and work of the artist illustrated with 80 colour plates translated from the Italian by Caroline Beamish.

**Author** Monti, Raffaele

**Public Note**

**Private Note**

[Action](#) [Reset](#)

1. Enter a Public Note to explain the damage

2. Click on Action

### 10.10.1 History - Damaged

#### Borrower's History



▼ History			
Lender	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	<a href="#">Damaged</a>	Received	07 Feb 2014 14:30:13
<a href="#">NLA: NKML</a>	Received	Received	07 Feb 2014 14:28:12
<a href="#">NLA: NKML</a>	Shipped-Indication	Shipped	04 Feb 2014 14:25:17
<a href="#">NLA: NKML</a>	REQUEST	Pending	04 Feb 2014 14:23:15

#### Lender's History

▼ History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	<a href="#">Damaged-Indication</a>	Shipped	07 Feb 2014 14:30:12
<a href="#">NLA: AKIN</a>	Received-Indication	Shipped	07 Feb 2014 14:28:11
<a href="#">NLA: AKIN</a>	Shipped	Shipped	04 Feb 2014 14:25:18
<a href="#">NLA: AKIN</a>	REQUEST-Indication	In Process	04 Feb 2014 14:23:15

### 10.15 Lost

The Lost action can be used to indicate that an item has been lost at any time after it has been Shipped.

From the  [Details](#) screen or the  [Action](#) screen:



From the next screen:

**ILL Request**

**Action: Lost**

**Our Number** 40070

**Status** Shipped

**Conditional Reason** other

**Will Supply Reason** other

**Title** Airplanes and trucks and trains, fire engines, boats and ships, and building and wrecking machines

**Author** Zaffo, George J

[Report Lost](#) [Reset](#)

**Public Note**

**Private Note**

[Report Lost](#) [Reset](#)

1. Enter a Public Note to explain what happened

2. Click on Report Lost

10.10.1 History – Lost

Borrower’s History

History			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Lost-Indication	Lost	28 Nov 2017 16:21:54
<a href="#">NLA: AKIN</a>	Returned	Returned	28 Nov 2017 16:20:54
<a href="#">NLA: AKIN</a>	Received	Received	28 Nov 2017 16:19:53
<a href="#">NLA: AKIN</a>	Shipped-Indication	Shipped	28 Nov 2017 16:14:52
<a href="#">NLA: AKIN</a>	REQUEST	Pending	28 Nov 2017 16:04:52

Lender’s History

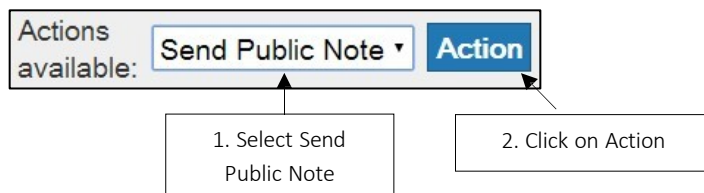
History				
Borrower	Action	Status	Date Changed	
<a href="#">NLA: NKML</a>	Lost	Lost	28 Nov 2017 16:21:54	
<a href="#">NLA: NKML</a>	Returned-Indication	Shipped	28 Nov 2017 16:20:54	
<a href="#">NLA: NKML</a>	Received-Indication	Shipped	28 Nov 2017 16:19:53	
<a href="#">NLA: NKML</a>	Shipped	Shipped	28 Nov 2017 16:14:53	
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	28 Nov 2017 16:04:52	

10.16 Notes – Public and Private

10.10.1 Send Public Note

The Send Public Note action sends a message to the Borrower.

From the  [Details](#) screen or the  [Action](#) screen:



From the next screen:

**ILL Request**

**Action: Send Public Note**

[Send](#) [Reset](#)

**Our Number** 6209009

**Status** In Process

**Conditional Reason** other

**Will Supply Reason** other

**Title** Handbook of trees and shrubs for the Southern Hemisp

**Author** Harrison, Richmond E (Richmond Escolme), 1902-

**Public Note**

**Private Note**

[Send](#) [Reset](#)

1. Enter your Public Note

2. Click on Send

You are also able to send a Public Note to the borrower when submitting any other action, e.g. Answer Will Supply.

### 10.16.1.1 History – Public Note

Borrower's History

▼ History			
Lender	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	<a href="#">Send Public Note</a>	Pending	07 Feb 2014 14:44:14
<a href="#">NLA: NKML</a>	Answer Will Supply-Indication - other	Pending	06 Feb 2014 16:12:15
<a href="#">NLA: NKML</a>	REQUEST	Pending	06 Feb 2014 16:09:13

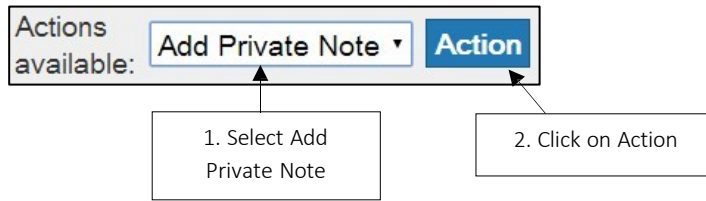
Lender's History

▼ History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	<a href="#">Send Note-indication</a>	In Process	07 Feb 2014 14:44:14
<a href="#">NLA: AKIN</a>	Answer Will Supply - other	In Process	06 Feb 2014 16:12:16
<a href="#">NLA: AKIN</a>	REQUEST-Indication	In Process	06 Feb 2014 16:09:12

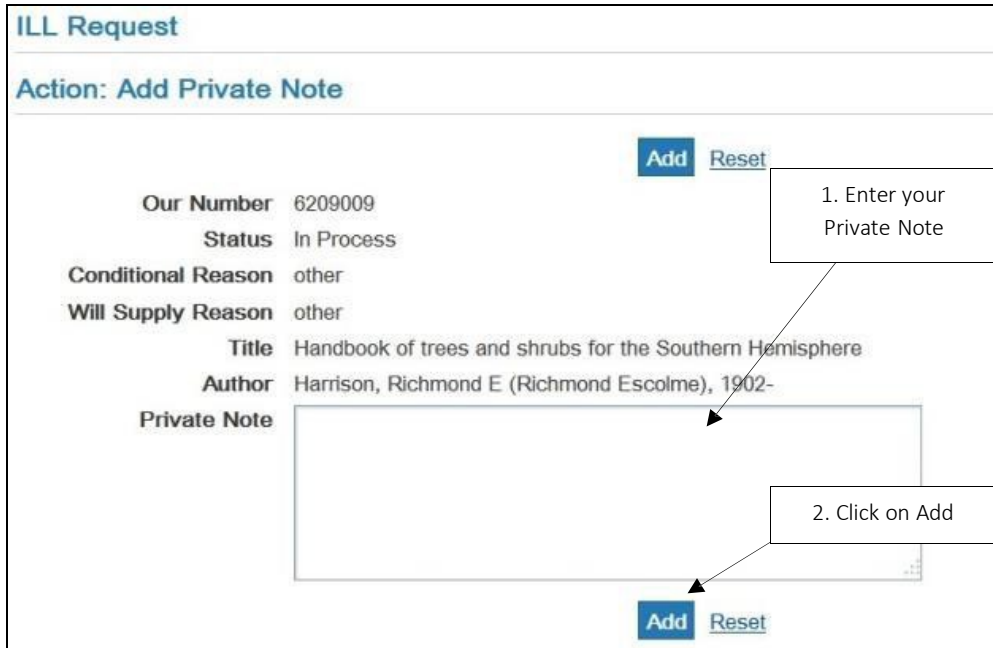
### 10.12.2 Add Private Note

The Add Private Note action attaches a message to the request which is seen by that location only. For example, if the Lender actions Add Private Note, this note will be viewed by the Lending location only and not transmitted to the Borrower.

From the [Details](#) screen or the [Action](#) screen:



From the next screen:



You are also able to add Private Note when submitting any other action, e.g. Answer Will Supply.

**10.16.2.1** History – Private Note

Borrower’s History

History			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Add Private Note	Pending	07 Feb 2014 14:46:52
<a href="#">NLA: AKIN</a>	Answer Hold-Indication	Pending	07 Feb 2014 11:09:44
<a href="#">NLA: AKIN</a>	REQUEST	Pending	07 Feb 2014 11:06:44

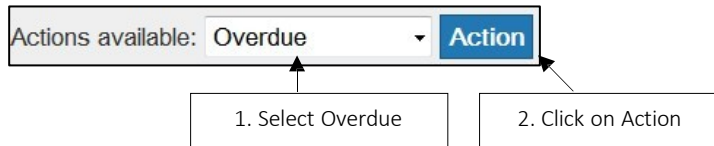
Lender’s History

History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Answer Hold	In Process	07 Feb 2014 11:09:45
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	07 Feb 2014 11:06:43

**10.17** Overdue

If a loan is overdue, the Lender may send an overdue reminder.

From the [Details](#) screen or the [Action](#) screen:



From the next screen:

### ILL Request

#### Action: Overdue

Overdue
[Reset](#)

**Our Number** 40068

**Status** Shipped

**Conditional Reason** other

**Will Supply Reason** other

**Title** The science of wine

**Author** Austin, Cedric

**Due Date**  (e.g. 10 Jun 2009)

**Public Note**

**Private Note**

Overdue
[Reset](#)

1. Enter a Public Note if you wish

2. Click on Overdue

10.10.1 History – Overdue  
Borrower’s History


History			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Overdue-Indication	Overdue	29 Nov 2017 09:18:37
<a href="#">NLA: AKIN</a>	Received	Received	29 Nov 2017 09:16:37
<a href="#">NLA: AKIN</a>	Shipped-Indication	Shipped	29 Nov 2017 09:15:37
<a href="#">NLA: AKIN</a>	REQUEST	Pending	28 Nov 2017 14:57:47

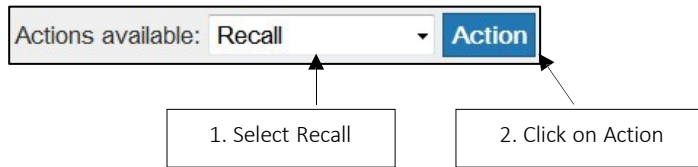
Lender's History

History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Overdue	Overdue	29 Nov 2017 09:18:38
<a href="#">NLA: NKML</a>	Received-Indication	Shipped	29 Nov 2017 09:16:37
<a href="#">NLA: NKML</a>	Shipped	Shipped	29 Nov 2017 09:15:37
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	28 Nov 2017 14:57:47

10.18 Recall

Occasionally it is necessary for a Lender to recall a loan before the due date.

From the  [Details](#) screen or the [Action](#) screen:



From the next screen:

**ILL Request**

**Action: Recall**

[Recall](#) [Reset](#)

**Our Number** 40073

**Status** Shipped

**Conditional Reason** other

**Will Supply Reason** other

**Title** Airplanes and trucks and trains, fire engines, boats and ships, and building and wrecking machines

**Author** Zaffo, George J

**Public Note**

**Private Note**

[Recall](#) [Reset](#)

- 1. Enter a Public Note to explain why you are recalling the item
- 2. Click on Recall

## 10.10.1 History – Recall

## Borrower's History

▼ History			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Recall-Indication	Recall	30 Nov 2017 11:57:40
<a href="#">NLA: AKIN</a>	Received	Received	29 Nov 2017 09:32:39
<a href="#">NLA: AKIN</a>	Shipped-Indication	Shipped	29 Nov 2017 09:31:38
<a href="#">NLA: AKIN</a>	REQUEST	Pending	29 Nov 2017 09:30:38

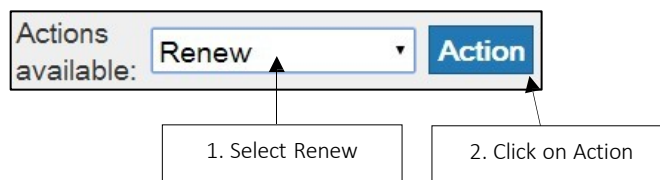
## Lender's History

▼ History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Recall	Recall	30 Nov 2017 11:57:40
<a href="#">NLA: NKML</a>	Received-Indication	Shipped	29 Nov 2017 09:32:39
<a href="#">NLA: NKML</a>	Shipped	Shipped	29 Nov 2017 09:31:38
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	29 Nov 2017 09:30:38

## 10.19 Renew

If a patron wants to renew a loan, you will need to find the request for the item and send a Renew request to the Responding library.

From the [Details](#) screen or the [Action](#) screen:





From the next screen:

**ILL Request**

**Action: Renew**

[Renew](#) [Reset](#)

**Our Number** 40076

**Status** Received

**Conditional Reason** other

**Will Supply Reason** other

**Title** Raphael

**Subtitle** the life and work of the artist illustrated with 80 colour plates translated from the Italian

**Author** Monti, Raffaele

**Due Date** 28 Dec 2017

**Desired Due Date**  (e.g. 10 Jun 2009)

**Public Note**

**Private Note**

[Renew](#) [Reset](#)

### 10.19.1 History – Renew

#### Borrower's History

History			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Renew	Renew / Pending	30 Nov 2017 12:21:44
<a href="#">NLA: AKIN</a>	Received	Received	30 Nov 2017 12:18:43
<a href="#">NLA: AKIN</a>	Shipped-Indication	Shipped	30 Nov 2017 12:16:43
<a href="#">NLA: AKIN</a>	REQUEST	Pending	30 Nov 2017 12:15:42

#### Lender's History

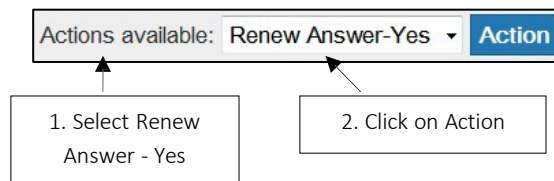
History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Renew-Indication	Renew / Pending	30 Nov 2017 12:21:44
<a href="#">NLA: NKML</a>	Received-Indication	Shipped	30 Nov 2017 12:18:43
<a href="#">NLA: NKML</a>	Shipped	Shipped	30 Nov 2017 12:16:43
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	30 Nov 2017 12:15:42

### 10.20 Renew Answer

Once a Borrower has actioned a loan request with 'Received', they can ask for a renewal, and the Lender has the choice of either granting or denying this request to renew.

### 10.10.1 Renew Answer-Yes

From the [Details](#) screen or the [Action](#) screen:



From the next screen:

#### ILL Request

##### Action: Renew Answer-Yes

[Reply](#) [Reset](#)

**Our Number** 40077

**Status** Renew / Pending

**Conditional Reason** other

**Will Supply Reason** other

**Title** Raphael

**Subtitle** the life and work of the artist illustrated with 80 colour plates translated from the l

**Author** Monti, Raffaele

**Desired Due Date** 26 Jan 2018

**Due Date**  (e.g. 10 Jun 2009)

**Public Note**

**Private Note**

[Reply](#) [Reset](#)

1. Enter the new due date – accept the requested date if possible

2. Enter a Public Note if you wish

3. Click on Reply

### 10.20.1.1 History – Renew Answer - Yes

Borrower's History


<a href="#">History</a>			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Renew Answer-Yes-Indication	Received	30 Nov 2017 12:26:44
<a href="#">NLA: AKIN</a>	Renew	Renew / Pending	30 Nov 2017 12:21:44
<a href="#">NLA: AKIN</a>	Received	Received	30 Nov 2017 12:18:43
<a href="#">NLA: AKIN</a>	Shipped-Indication	Shipped	30 Nov 2017 12:16:43
<a href="#">NLA: AKIN</a>	REQUEST	Pending	30 Nov 2017 12:15:42

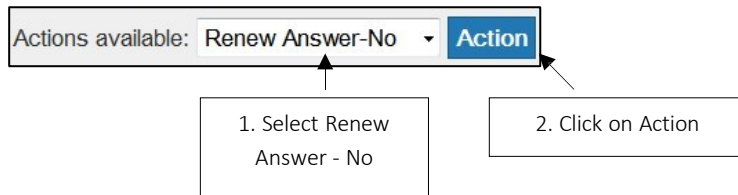
Lender's History

Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Renew Answer-Yes	Shipped	30 Nov 2017 12:26:44
<a href="#">NLA: NKML</a>	Renew-Indication	Renew / Pending	30 Nov 2017 12:21:44
<a href="#">NLA: NKML</a>	Received-Indication	Shipped	30 Nov 2017 12:18:43
<a href="#">NLA: NKML</a>	Shipped	Shipped	30 Nov 2017 12:16:43
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	30 Nov 2017 12:15:42

10.12.2 Renew Answer-No

You may have to refuse to renew a loan if, for example, you have a client in urgent need of the item.

From the  [Details](#) screen or the [Action](#) screen:



From the next screen:

**ILL Request**

---

**Action: Renew Answer-No**

[Reply](#) [Reset](#)

**Our Number** 40075

**Status** Renew / Pending

**Conditional Reason** other

**Will Supply Reason** other

**Title** Botticelli: the life and work of the artist illustrated with 80 colour plates

**Author** Busignani, Alberto

**Public Note**

**Private Note**

[Reply](#) [Reset](#)

1. Enter a Public Note if you wish

2. Click on Reply

### 10.20.2.1 History – Renew Answer - No

#### Borrower's History

History			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Renew Answer-No-Indication	Received	30 Nov 2017 13:24:48
<a href="#">NLA: AKIN</a>	Renew	Renew / Pending	30 Nov 2017 12:13:42
<a href="#">NLA: AKIN</a>	Received	Received	30 Nov 2017 12:11:41
<a href="#">NLA: AKIN</a>	Shipped-Indication	Shipped	30 Nov 2017 12:10:41
<a href="#">NLA: AKIN</a>	REQUEST	Pending	30 Nov 2017 12:09:40

#### Lender's History

History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Renew Answer-No	Shipped	30 Nov 2017 13:24:48
<a href="#">NLA: NKML</a>	Renew-Indication	Renew / Pending	30 Nov 2017 12:13:42
<a href="#">NLA: NKML</a>	Received-Indication	Shipped	30 Nov 2017 12:11:41
<a href="#">NLA: NKML</a>	Shipped	Shipped	30 Nov 2017 12:10:41
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	30 Nov 2017 12:09:40

## 10.21 Receiving requests supplied via DocStore

From your 'Borrower Results' view, if your Request has been supplied via the DocStore, you should be able to see from your Borrower Results screen: a 'File – Delivered', and the Last Action: 'Received Electronically'.

40078 / 40079 : NLA:NKML / NLA:AKIN

**246 little clouds**

Roth, Dieter 1930-;Something Else Press publisher.

**1 PDF file-Delivered** [Details](#)

Status: **Shipped** Authorisation: **Authorised** Last Action: **Received Electronically**:30 Nov 2017 Rota: 1 of 1

[Add](#) [Details](#) [Mark as Read](#) [Print](#)

To view the document, click on the [Details](#) button and then scroll down to the Document Details:

**Attached Documents**

[1 PDF file - Delivered](#) [Details](#) [Delete Document](#)

Click on the 'File – Delivered' link under 'Attached Documents'.

This will make another browser window popup, displaying the Document. (HINT: ensure that you have popups enabled in your browser settings)

From this screen, it is strongly recommended that you take whatever further action is needed to deliver the document to the end patron. Please be aware that copyright conditions do not allow electronic documents to be saved, so we would recommend that the document be printed immediately.


If you now select the [Details](#) button next to 'File – Delivered', you will be taken to the 'ILL Attachments Details view', where you should see the View Count increased by 1:

ILL Attachment Details	
Object No	32656
Our Number	6208969
Object Seq	1
Document Type	PDF file
Doc Disposal Conditions	<input type="text"/>
Document Status	Delivered
Delivery Package Format	GED   <input type="text"/>
Viewed Date	05 Feb 2014
<b>View Count</b>	<b>1</b>
DocFetch User ID	segW6K2M
DocFetch Password	siFcZVEb
DocFetch Access URL	?VDXaction=DocFetch&docfetch_key=09f700009cdbc500
<input type="button" value="Save"/> <input type="button" value="Back"/>	

Select the  or  button to return to the ILL Request view.

Submit the 'Received' Action to complete the ILL cycle.

When you no longer need to view the document, select the  button to delete the file.

 Note: You can also use DocStore in conjunction with DocFetch to provide documents that are supplied via DocStore directly to your clients. For information about DocFetch please see: [Section 15.10 – DocFetch](#)

## 10.22 Receiving an Item That Has Been Shipped

When a Lender performs a Shipped action, the Borrower receives a Shipped-Indication message, and the status changes to Shipped. The Borrower performs a Received action when they receive the item.

From the  screen or the  screen:

Actions available:	<input type="text" value="Received"/>	<input type="button" value="Action"/>
--------------------	---------------------------------------	---------------------------------------

1. Select Received

2. Click on Action

From the next screen:

**ILL Request**

---

**Action: Received**

Receive [Reset](#)

**Receiving from** LADD Customer Service  
**Our Number** 40082  
**Status** Shipped  
**Conditional Reason** other  
**Will Supply Reason** other  
**Title** Raphael  
**Subtitle** the life and work of the artist illustrated with 80 colour plates ; [translated from the Italian by Caroline Beamish].  
**Author** Monti, Raffaele  
**Service Type 1** Loan  
**Shipped Service Type**

**Number of Items**   
**Shipped Cost** 16.50  
**Received Date**  (e.g. 10 Jun 2009)  
**Due Date** 28 Dec 2017  
**Local Due Date**  (e.g. 10 Jun 2009)  
**Local Item Barcode**

**Patron Name** NKML  
**Cost to Requester** 16.50 AUD  
**Patron Max Cost** 0.00

**Public Note**   
**Private Note**

Receive [Reset](#)

1. Enter a Public Note if you wish

2. Click on Receive

Make sure the item has been Shipped before you action it Received

### 10.10.1 History- Received

Borrower's History

History			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Received	Received	30 Nov 2017 14:29:52
<a href="#">NLA: AKIN</a>	Shipped-Indication	Shipped	30 Nov 2017 14:25:51
<a href="#">NLA: AKIN</a>	REQUEST	Pending	30 Nov 2017 14:18:51

Lender's History

History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Received-Indication	Shipped	30 Nov 2017 14:29:52
<a href="#">NLA: NKML</a>	Shipped	Shipped	30 Nov 2017 14:25:51
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	30 Nov 2017 14:18:51

## 10.23 Receiving an Item That Has Not Been Shipped

As a Lender, it is very important that you action 'Shipped' when you physically send the item because:

- If you don't action 'Shipped' and the Borrower doesn't action 'Received' within the expiry time the request will move along the rota and you won't get paid and you could lose your item because there will be no record of your item being sent.
- Actioning 'Shipped' is correct ILL etiquette.

As a Borrower, if you physically receive an item without the 'Shipped' action being sent in LADD, you should contact the Lending library to ask them to action the request as 'Shipped' before you submit the 'Received' action.



Note: Charges are generated on LADD for requests that are 'Received' and/or 'Shipped'.

## 10.24 Resubmitting Requests

A request can be re-requested if it is:

- at the End of the Rota, or
- if the initial request experienced an error such as *Patron Maximum Cost exceeds Library Maximum Cost*. These requests are in an Authorisation Status of Check Manual and an ILL Status of Idle

You can locate such requests by either:

1. Accessing Work Queues, and in the Requester Column go to

- b. Idle/Check Manual

OR

- c. End of Rota

Borrower	
Status	Count
<a href="#">Idle / Check Error</a>	1
<a href="#">Idle / Check Manual</a>	192
<a href="#">Idle / Auth Manual</a>	7
<a href="#">Pending</a>	13
<a href="#">Pending &gt; 2 weeks</a>	12
<a href="#">End of rota</a>	200

Borrower	
Status	Count
<a href="#">Idle / Check Error</a>	1
<a href="#">Idle / Check Manual</a>	192
<a href="#">Idle / Auth Manual</a>	7
<a href="#">Pending</a>	13
<a href="#">Pending &gt; 2 weeks</a>	12
<a href="#">End of rota</a>	200

2. Go to the ILL Advanced Request Search Screen and bring up Authorisation Status of 'Check Manual' with a Status of either:
  - a. 'Not Supplied' (for End of Rota requests)



For these requests you must have 'Include completed requests' ticked.

OR

- b. 'Idle'

3. You also have the option of entering the appropriate ILL number in the ILL Advanced Request Search Screen:



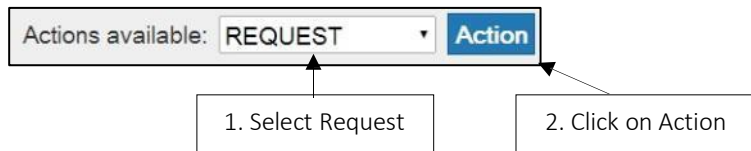
Note: for requests at the End of the Rota you must have 'Include completed requests' ticked.



### 10.10.1 Re-requesting

Request indicates that you wish to re-request the item that is at the End of Rota or is in a status of Idle/Check Manual.

From the [Details](#) screen or the [Action](#) screen:



You will now be taken to the ILL Request screen where you can re-request based on the initial request being at the End of Rota or Idle/Check Manual. This is explained in more detail below.

### 10.12.2 End of Rota

Requests that are at the End of Rota are in the status of 'Not Supplied/Check Manual'. When you re-request you will not be able to remove or re-request to the non-supplying location/s from the initial request. However, you may add new locations to the Rota that you wish to request from and the resubmitted request will only go to those newly selected locations.

The locations that did not previously supply is now 'greyed out' and the request will not go to that location.



Note: If you do have a request that is at the end of the rota (Not Supplied/Check Manual) and you do want to send it to the previously non-supplying location, then you will have to 'Complete' the request and create a new request with that location on the Rota.

### 10.24.3 Idle/Check Manual

For requests that are 'Idle/Check Manual' and contain an 'error' such as *End of rota reached*, the requester can submit the request with the original location/s on the rota or add other locations to the Rota providing the error has been corrected.



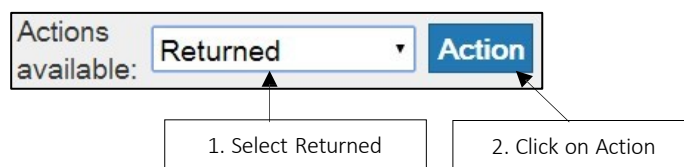
Note: the error message/s are contained beneath the History (Audit Trail) under the heading Log Messages:

Log Messages		
Date	Description	Message
27 Nov 2013 01:01	User Alerts	Alert for Q: Request at End of Rota / NKML
27 Nov 2013 01:01	End of rota reached	

### 10.25 Returned

When you have finished with the loan, (or occasionally when it is recalled), you must Return it to the Lender.

From the  **Details** screen or the  **Action** screen :



From the next screen:

**ILL Request**

**Action: Returned**

[Return](#) [Reset](#)

**Our Number** 40082  
**Status** Received  
**Conditional Reason** other  
**Will Supply Reason** other  
**Title** Raphael  
**Subtitle** the life and work of the artist illustrated with 80 colour plates ; [translated from the Italian by Caroline Beamish].  
**Author** Monti, Raffaele  
**Return Date** 30 Nov 2017  (e.g. 10 Jun 2009)  
**Returned Via**   
**Insured Amount**   
**Insured Currency**   
**Public Note**   
**Private Note**

1. Select how the item is returned

2. Enter a Public Note if you wish

3. Click on Return

[Return](#) [Reset](#)

10.10.1 History –

Returned

Borrower's History

History			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Returned	Returned	30 Nov 2017 15:04:52
<a href="#">NLA: AKIN</a>	Received	Received	30 Nov 2017 14:29:52
<a href="#">NLA: AKIN</a>	Shipped-Indication	Shipped	30 Nov 2017 14:25:51
<a href="#">NLA: AKIN</a>	REQUEST	Pending	30 Nov 2017 14:18:51

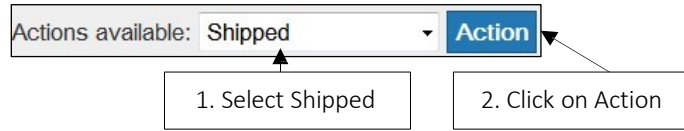
Lender's History

History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Returned-Indication	Shipped	30 Nov 2017 15:04:52
<a href="#">NLA: NKML</a>	Received-Indication	Shipped	30 Nov 2017 14:29:52
<a href="#">NLA: NKML</a>	Shipped	Shipped	30 Nov 2017 14:25:51
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	30 Nov 2017 14:18:51

10.26 Shipped

Shipped indicates that the item will be supplied immediately. Shipped is the default action.

From the [Details](#) screen or the [Action](#) screen:





From the next screen:

### ILL Request

**Action: Shipped**

[Ship](#) [Reset](#)

---

**Request Details**

**Our Number** 40054  
**Their Number** 40053  
**Status** In Process  
**Title** The picture palace and other buildings for the movies.  
**Author** Sharp, Dennis

**Public Note**

**Private Note**

**Our Local Number**

---

**Service Details**

**Requested Service Type** Loan  
**Shipped Service Type**

**Ship Date**   (e.g. 10 Jun 2009)  
**Due Date**   (e.g. 10 Jun 2009)

**Media Type**   
**Delivery Method**   
**E Delivery Params**

**Delivery Locator**

**Conditions**

**Shipped Item**

**Number of Items**

1. Default loan period for loan requests is 28 days\*

Do NOT make any changes to this field



Note: The 28 days default can be permanently reset to a different date for a location upon application to the Libraries Australia Member Services.

If default due date is removed and no new due date entered, then the system will pop up an error message when a user tries to submit a Shipped action.

Copyright Info		2. If you need to adjust the cost, this is where you need to enter the Base Cost and click on 'Calculate New Cost'
Charge Details		
Borrower Ku-Ring-Gai Library		
Our Charges		
Base Cost	16.50	Shipped Cost 16.50
Tax Code Type	▼	
Calculate New Cost		Reset Default Cost
Ship Cost	16.50	3. Click on Ship
Currency	Australian Dollars ▼	

### 10.10.1 More About

#### Costs Shipped

##### Cost

LADD is configured to default to the standard shipped cost that is equivalent to the service level of the request as outlined in the ILRS Code. The default cost is visible in the Ship and Base Cost fields on the shipping screen. If you do not wish to change the default cost, you do not need to click on the [Calculate New Cost](#) button before submitting the shipped action. If you do wish to change the default cost, simply edit the amount in the Base Cost field, click on the [Calculate New Cost](#) button, check that the cost is changed in the Ship Cost field and then submit the shipped action.

##### Reciprocal Agreement

LADD can be configured to default a shipped cost in accordance with your reciprocal ILL agreements. This will save your library time as you will not need to manually 'Recalculate' the reciprocal cost. Non reciprocal requests that your library supplies will continue to default a shipped cost according to standard costs outlined in the ILRS Code. This service is only offered as a supplying library.

To do this, you need to configure your locations 'Own Services'. [See Section 5](#) for more information on how to do this.

Once your reciprocal agreements have been configured, you will notice that the reciprocal cost is visible in the Ship and Base Cost fields when shipping to your reciprocal partners. You will not need to click on the [Calculate New Cost](#) button. Simply submit the shipped action.

##### Add Delivery Cost

If you want to charge for delivery, the cost must be added to the ILL cost in the Base Cost field. LADD defaults to the cost for the service level specified (core, rush, or express), but does not add a delivery cost. You will need to click on the [Calculate New Cost](#) button if you make a change.

##### Greater than the Max Cost?

LADD does not prevent Lenders from charging more than the maximum cost (Max. Cost) the Borrower has specified. However, it is expected that if the proposed charge exceeds the Max. Cost, the Lender will contact the Borrower before shipping the item (e.g., by replying Answer Conditional).

### Received before Shipped

You should always action a request as Shipped just before you are ready to Ariel, fax, or post the item. Otherwise the Borrower may action the request Received, before you have Shipped the item in LADD. This means that you as a Lender are unable to check the final cost and change the cost if necessary.

If this happens, the transaction will still appear in LADD payments service reports and shipped cost will be inserted in accordance with either

1. The default cost you have configured in 'Own Services', or
2. The service level of the request as outlined in the ILRS Code. Therefore, there is no need for you to create a 'dummy' request to compensate for the absence of the shipped action.

However if neither of these costs are what you intended to ship the request for, you will need to contact the Libraries Australia Member Services with a request to amend the cost.

#### 10.12.2 History – Shipped

##### Borrower's History

▼ History			
Lender	Action	Status	Date Changed
<a href="#">NLA: AKIN</a>	Shipped-Indication	Shipped	30 Nov 2017 14:16:50
<a href="#">NLA: AKIN</a>	REQUEST	Pending	30 Nov 2017 14:15:50

##### Lender's History

▼ History			
Borrower	Action	Status	Date Changed
<a href="#">NLA: NKML</a>	Shipped	Shipped	30 Nov 2017 14:16:50
<a href="#">NLA: NKML</a>	REQUEST-Indication	In Process	30 Nov 2017 14:15:50

#### 10.27 Supplying via the DocStore

As a Lender, if you wish to supply the requested document via DocStore, there are a number of steps you need to take:

1. Ensure Incoming Request fulfils DocStore delivery Pre-Requirements

The pre-requirements for DocStore requests are:

- Service Type 'Copy Non Returnable'
- Requested Delivery Method is 'Electronic Mail'
- Docstore delivery address field is populated with a valid DocStore email address. (This will be 'docdellibrariesaustralia@vdxhost.com' unless the request is from an ISO ILL location)

See [Section 5 for known DocStore Addresses](#).

From your [Results for: Lender](#), click on the [Details](#) view of a request. You will then be able to see:



Service 1		Service 2	
Service Type	Copy non returnable	Service Type	Loan
Media Type	Photocopy Book	Media Type	None

**Item Details (Part of Monograph)**

**Title** 500 recipes for egg and cheese dishes.  
**Subtitle**  
**Author** Kirkpatrick, Catherine  
**Series Title & Numbering**  
**Sponsoring Body**  
**Publisher** Hamlyn  
**Place of Publication** London;New York  
**Date** 1972.  
**Edition** Revised ed.  
**Any Edition**  
**Item Description** 96 p. ; 25 cm.  
**ISBN** 0600330494  
**Volume**  
**UPC**  
**Classmark**  
**Call Number**

**Chapter Details**

**Title** Chapter 1  
**Article Author** Smith, Ben  
**Pages** 3-11

**Additional Nos** LCN: 72191758  
**Ref. Source** Libraries Australia/Bibliographic

**Additional Service Details**

**Requested By** Libraries Australia Customer ServiceA  
**Service 1** Copy non returnable  
**Service Level** Core  
**Number of Items Shipped** 1  
**Entry Date** 05 Dec 2017 11:53:43  
**Expiry Date** 12 Dec 2017

**Copyright Info**

**Copyright Type** Aust. Copyright Act S50(1)  
**Copyright Text** AUS:S50(1); This request complies with Section 50 of the Copyright Act 1968

**Delivery Details**

**Requested Delivery Method** Electronic Mail

**Send To**

EMAIL: library@nla.gov.au; ARIEL: 123.123.123  
house name  
PO Box  
street  
Parkes  
postal town  
ACT  
2600  
country  
**Telephone No** +61 1800 026155  
**Fax No** +61 02 62731180  
**DocStore Email** docdelibrariesaustralia@vdxhost.com

**Pickup Location** [Libraries Australia Customer ServiceA](#)



Note: If the request does NOT have Service Type 1 'Copy non returnable' or Requested Delivery Method 'Electronic Mail' and a valid DocStore email address in the DocStore field then the request cannot be fulfilled via DocStore.

## 2. Have the Document Available as an Electronic File

Have the Document available as an Electronic File format on a local or networked drive. Only files with the extensions, jpeg, jpg, pdf, pps, ppsx, ppt, pptx, tiff, tif, xls, xlsx or xlw are accepted.



Note: when a tiff or tif file is attached, the system will automatically convert it to a pdf file.

### 3. Attach Electronic Document

To attach an electronic document to a request:

From the **Results for: Lender** screen click on the **Add** button. This will take you directly to the Document Details section of the request.

Or in the **Details** view of a request, scroll down until you come to the Document Details section.

Click on the **Browse...** button and navigate your way to the saved electronic file.

Click on the **Attach** button.

You will be taken to the ILL Attachment Details Screen:

Specify your Doc Disposal Conditions but do not make any changes to any other fields.

Click the **Save** button. This will take you back to the ILL Request view, where you will be able to see the document listed under 'Attached Documents' with the Transmission Status of 'To Be Transmitted'. You can repeat the above steps to attach more than one document.



### 4. Ship and ensure successful transmission

- From the ILL Request details Documents view, select the Shipped action from the 'Actions available' and 'Action'.
- You will be taken to the **Action: Shipped** view of the ILL request, where you should check that the details of shipping are correct and then action.

Document Details

---

**Attached Documents**

[1 PDF file - To Be Transmitted](#)  Details  Delete Document

- If your action has been successful you will get the [Action Successful](#) message.

Action Successful

---

Your action has been successful.

Use the [Requests](#) option to search for more requests, or the [Results](#) option to return to the results of the last search.



[Go to next request in the result set](#)

- Should you go back to the ILL Details of the request after a brief time, you will be able to see the Transmission Status of the Document as 'Transmission OK', and the Status of the Request in the audit trail will be 'Shipped'.

Document Details

---

**Attached Documents**

[1 Microsoft Word document - Transmission OK](#)  Details  Delete Document

## Section 11: Finalising Requests

---

### 11.1 Completion of Requests

Requests can be either automatically or manually completed. Completed requests are removed from the database at the time of archiving. (See below for further information on archiving).

#### 11.1.1 Automatic Completion

The request automatically applies the action of Complete when the ILL request cycle is finished:

For requests of Service type 'Copy non-returnable':

- Received
- Received-Indication

For requests of Service type 'Loan'

- Checked In
- Checked In-Indication

For requests of Service type 'Loan' and 'Copy non-returnable'

- Answer non supply
- Cancel Reply Yes
- Cancel Reply Yes-Indication

#### 11.1.2 Manual Completion

Selecting the action Complete within the available actions of a request allows the manual completion of a request. However, it is recommended to action complete only at the finalisation of a request, e.g., receiving copies and checking in loans.



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' (no further actions are possible).

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 search for completed requests from the ILL Request Search screen, select the last action of 'Complete'.

---

[Search](#) [Reset Form](#)

### Request Status

**Status**

**Authorisation Status**

**Last Action**

**Service Level**

**Service Type 1**

**Log Message Type**

**Format**

---

#### Other fields

## 11.2 Archiving Requests

Requests are archived every 12 months. Archived requests are those in a 'terminal' state—i.e., Received (for copies), Checked In (for loans), and those that have not been actioned in the previous 12 months.

Once they are archived, requests cannot be retrieved.

It is therefore important to run reports in time, so that you do not lose valuable statistical information. If you keep a biannual record of all your ILL activity, make sure you run the report(s) you need before the requests for those 12 months are archived.

Avoid peak times for running reports, as they are run in real time and can affect the performance of the system.

Notice of an upcoming archival process is sent via librariesaustraliadocdel-l email list.

## Section 12: Reports

### 12.1 LADD Reports

A range of reports is available to assist in managing interlibrary lending. These reports may be used for checking incoming requests, keeping appropriate records, organising workloads, as a means of alerting staff, or for statistical purposes.

Your library will use particular reports based on the number and type of requests you receive and how your workflow is organised.

For most reports, you will need to enter the Start date and End date in the format shown. If you run reports more than once a day, you can also specify the times you want the reports to begin and end. If you do not enter dates for a report that requires dates, it will compile all requests stored on the server (usually back to the last archive date).

### 12.2 To Run Reports

Click on the **Reports** button on the left side of the screen to display the ILL Reports screen.

The screenshot shows the 'ILL Reports' interface. On the left, there is a list of report options, each preceded by a radio button. The first option, 'A Standard Pick/Ship list', is selected. Below the list are two date input fields: 'Start Date' and 'End Date', each with a calendar icon and an example date. At the bottom right, there are two buttons: 'Generate Report' and 'Reset'. Annotations with arrows point to these elements:

- 'Choose Report:' points to the 'A Standard Pick/Ship list' radio button.
- 'Start Date Enter\*' points to the 'Start Date' input field.
- 'Enter End Date' points to the 'End Date' input field.
- 'Click Generate Report' points to the 'Generate Report' button.



Note: To find requests for a single day enter the date in the start date field - there is no need to enter an end date.

To find requests for a range of dates enter both the start and end dates.

If no dates are nominated, all relevant requests will be included back to the last archive date.

### 12.2.1 Reports

Reports list requests in descending order of date and time, with the highest ILL number (i.e., the most recent requests) listed first.

Reports can be run from the Reports Page but there are also reports that are run from the Work queue pages and a few that can be run from the top of the Borrower Request Details Page (Requests Awaiting Authorisation, Received and Returned List) and the Lender Request Details Page (A Standard Pick/Ship list).

### 12.2.2 Book Slip Reports

A book slip report for a specific request can be generated from the Request Details Screen. The options available in the drop down list for any specific request are dependent on the characteristics of that particular request.

The user selects the required report from the Reports available drop down list located at the top and bottom of the Requests Details screen. Typical reports that might appear here could include:

- Received List - this is run from the Work Queue page – Borrower Reports and can also be run from the top of the Borrower Request Details screen
- Returned List - this is run from the Work Queue page – Borrower Reports and can also be run from the top of the Borrower Request Details screen
- Pick List - this is run from the Work Queue page –Lender Reports
- Shipping List - this is run from the Work Queue page –Lender Reports
- A Standard/Pick/Ship list – this is run from the ILL Reports page and can also be run from the top of the Lender Request Details screen

### 12.2.3 To Print Reports

Print reports using your browser's print facility.

---

## 12.3 Reports and Archiving

It is very important that reports are generated prior to the archive run, because once requests are archived their details are no longer available. See [Section 11.2](#) for details on archiving of requests. Users are advised to run their reports at least once a year and to keep them for later use when compiling longer-term annual reports locally. Reports may be kept as printed copies, or in electronic form where they may be further manipulated, or both.

The Standard Pick/Ship list can be used to include with a shipped item as reference for the requesting library. Each listed item also contains an address strip at the bottom – which can be cut off and use as an address label.

---

## 12.4 Reports available from the Reports Page

### 12.2.1 A Standard Pick/Ship List

This combined report gives brief bibliographic and shipping information enough to be able to identify the item and retrieve it from the shelf and ship the item. The output is in PDF format. Once a request has been printed on a Standard Pick/Ship List, it will not be included in future Standard Pick/Ship Lists. However, it can be found in the in the Batch Reruns reports.

---

### 12.2.2 Batch Reruns

This is a menu of previously generated standard lists (Pick List, Shipping List, Received List, Returned List, A Standard Pick/Ship List) that may be reprinted. Dates are not required for this report.

Batch Reruns						
Rerun	Batch Date	Batch Number	Description	User Barcode	Items in batch	
<input checked="" type="radio"/>	FEB 05, 18:33	4	Requests Awaiting Authorisation	PHILIPH	2	<a href="#">Generate Report</a>
<input type="radio"/>	FEB 04, 16:34	2	Requests Awaiting Authorisation	PHILIPH	1	

For the Picklist, the current Request status is updated to show materials that have already been processed and do not require retrieving for request fulfilment.

Batch numbers are unique for each type of report per location.

### 12.2.3 Bulk printing of Core Copy Requests

This retrieves all Copy requests with a service level of Core.

### 12.4.4 Bulk printing of Core Loan Requests

This retrieves all loan requests with a service level of Core.

### 12.4.5 Bulk printing of Core Loan and Copy Requests

This report can be used by libraries that receive large numbers of requests per day. It allows incoming requests to be printed together rather than searching for and printing requests one at a time.

This report includes:

- Core requests that have had no action since coming into the Lender's file
- Core requests with the status of In Process and the authorisation status of Unread. Once the request is actioned with Answer Conditional, Shipped, Answer Will Supply or Read, the request will no longer appear in this report.

### 12.4.6 Bulk printing of all Loan and Copy Requests except Core

This retrieves all requests for service levels of Rush and Express.

### 12.4.7 Collection Management - Copy requested per title

This report provides statistics on the most frequent requests for copies from you as Borrower. These reports include all copy requests created within the specified dates. They show the current status, to enable the identification of the number of filled, unfilled and incomplete requests. These reports can be run monthly or quarterly. They must be run at least once a year, or some requests will be archived.

The report

- Counts each copy requested; the number is listed in a separate column
- selects requests by the date the request was created
- lists the requests alphabetically by title.

### 12.4.8 Collection Management - Copy supplied per title

This report provides statistics on the most frequent requests for copies to you as Lender. It includes all copy requests that were actioned as Shipped within the specified dates. If 'null' appears in the Date Shipped column, it means the request



was Received by the Borrower without first being actioned as Shipped by the Lender (and so the transaction will not be included in the LADD Payments Service). These reports can be run monthly or quarterly. They must be run at least twice a year, or some of the requests will be archived.

This report

- Counts each copy requested; the number is listed in a separate column
- Displays the total number of requests at the end of the report
- selects requests by the date the request was Shipped
- lists the requests alphabetically by title.

#### 12.4.9 Collection Management - Loan requested per title

This report provides statistics on the most frequent requests for loans from you as Borrower. These reports include all loan requests created within the specified dates. They show the current status, to enable the identification of the number of filled, unfilled and incomplete requests. These reports can be run monthly or quarterly.

The report

- counts each loan requested; the number is listed in a separate column
- selects requests by the date the request was created
- lists the requests alphabetically by title.

#### 12.4.10 Collection Management - Loan supplied per title

This report provides statistics on the most frequent requests for loans to you as Lender. It includes all loan requests that were actioned as Shipped within the specified dates. If 'null' appears in the Date Shipped column, it means the request was Received by the Borrower without first being actioned as Shipped by the Lender. These reports can be run monthly or quarterly.

This report

- counts each loan requested; the number is listed in a separate column
- displays the total number of requests at the end of the report
- selects requests by the date the request was Shipped
- lists the requests alphabetically by title.

#### 12.4.11 Management Reports - Incoming requests by Requester

This report shows incoming requests received that were created within the dates specified. The report can be run monthly or quarterly; however, it needs to be run at least twice a year before requests are archived.

The report

- determines the number of incoming requests - that is, requests received from other libraries in your role as Lender
  - includes requests supplied, not supplied, cancelled, and requests that have gone to error once in the Lender's file
  - excludes Idle requests
  - sorts by Borrower's institution name
-

- selects on original service date - that is, the date the request was created. Therefore it may be difficult to determine the number of incoming requests per month accurately, because a request may have been created in a different month from that in which it is supplied.

If the end date you specify is the same as the date the request was created, the request must be actioned further in order to be included in this report

#### 12.4.12 Management Reports - Outgoing requests by supplier

This report shows the number of requests that have been created within the dates you specify. Each request is listed under the location that supplied the item or under the current location if it has not been supplied. It is not as useful as the Copy Requested per Title and Loan Requested per Title reports because it does not differentiate between copies and loans, nor between filled and unfilled requests.

#### 12.4.13 Management Reports - Requests by days of the week

This report shows the number of requests sent and received on each day of the week. It can be used to identify the busiest days of the week. Sent shows the number of outgoing requests created on each day of the week. Received shows the number of incoming requests received from Borrowers by the day of the week on which they were created.

The report

- includes requests supplied, not supplied, cancelled and which have gone to error
- includes loans and copies
- excludes Idle requests
- sorts by day of the week, divided by requests sent (in your role as Borrower and those received (in your role as Lender ))
- counts requests once only, corresponding with the last location on the rota to receive the request (for those sent) or corresponding with the Borrower (for those received)
- selects on the original service date - that is, the date the request was created; therefore it may be difficult to accurately determine number of requests sent or received per month.

If the end date you specify is the same as the date the request was created, the request must be actioned further in order to be included in this report.

#### 12.4.14 NLA Interloan Activity Report

This report covers both Borrower and Lender activity. It shows the total count for requests for both borrower and lender for both service types (i.e. copy and loan) and of these, how many requests were filled or not filled.

#### 12.4.15 NLA Response and Shipped Time Statistics

This is a Statistical Lender report that shows the total number of requests for each Service Type (Copy and Loan) and the time length that they were responded to (One Day, Two Days, More Than Two Days) and the time length in which they were shipped (One Day, Two Days, More Than Two Days)

---

---

#### 12.4.16 Statistics - Daily ILL Statistics

This report displays your statistics as of just after midnight from the previous day.

As Borrower:

- Requests  
This counts Requests created by this location. Unauthorized Requests are included in this count.
- Shipped Ind.  
This counts Requests where the Lender has notified the Borrower that the item has been shipped (Shipped Indicator).
- Received  
This counts Requests that this location processed as Received.

As Lender

- Requests  
This counts Requests sent to this location as a Lender
- Shipped  
This counts Requests this location processed as Shipped regardless of the Service Type, such as loan and copy non-returnable.
- Not Supplied  
This counts Requests this location directly processed as Not Supplied. It does not include the Requests set to this status automatically because they have reached the expiry date.
- Expired  
This counts Requests this Lender location allowed to expire by not processing them within the number of days allowed or for requests that have exceeded the overall expiry period in a need by date limit.



Note: A request that has gone to multiple locations only counts as 1 request on the Borrower side, so 1 request on the Borrower side could map onto 4 Lender request records, if the request was now on the fourth location in the rota.

---

#### 12.4.17 Statistics - Monthly ILL Statistics

This report shows the collated monthly statistics for your library. It is updated from the daily statistics at the end of the day. Therefore, the current day's requests are not included.

The statistical format is the same as the Daily ILL Statistics (See above).

---

### 12.5 Reports available from the Work Queue Page - Borrower Reports

#### 12.5.1 Received List

This report lists items which the requesting location has actioned as RECEIVED. The output is in PDF format. Once a request has been printed on a Received List, it will not be included in future Received Lists. However, it can be found again by checking the appropriate Received List in Batch Reruns

---

### 12.5.2 Returned list

This report lists items the requesting location has actioned as RETURNED. These can be used as return mailing labels. The output is in PDF format. Once an item has been printed on a Returned List, it will not be included in future Returned Lists. The item can be found in the appropriate Standard Returned List in Batch Rerun reports.

---

## 12.6 Reports available from the Work Queue Page – Lender Reports

### 12.5.1 Pick List

This report gives brief bibliographic information, enough to be able to identify the item and retrieve it from the shelf.

### 12.5.2 Shipping list

This list can be used for shipping slips for routing materials. The output is in PDF format. Once a request has been printed on a Shipping List, it will not be included in future Shipping Lists. However, it can be found in the appropriate Standard Shipping List in Batch Rerun reports.

### 12.2.3 Borrower – Unread

This report enables the tracking of outgoing requests requiring attention by the Borrower. It saves searching across multiple ILL statuses and should be run daily.

The report includes:

- Answer Conditional-Indication
- Answer Hold-Indication
- Cancel Reply-Yes-Indication
- Cancel Reply-No-Indication
- Recall-Indication
- Overdue-Indication
- Renew Answer-Yes-Indication
- Renew Answer-No-Indication
- Lost-Indication
- Message-Indication (Public Note)

Requests are selected by the date of the last action. You do not need to enter start and end dates.

Requests are grouped by action and within each action are sorted by NUC and sub-sorted by ILL Number.

### 12.6.4 Lender – Unread

This report enables the tracking of incoming requests requiring attention by the Lender. It saves doing multiple searches for different statuses and should be run daily.

This report includes:

- Conditional Reply-Yes-Indication
  - Conditional Reply-No-Indication
-

- Cancel-Indication
- Renew-Indication
- Lost-Indication
- Damaged-Indication
- Message-Indication (Public Note)

It is better not to enter a start or end date for this report, but if entered they apply to the date the request was last actioned.

#### 12.4.5 Lender - Shipped – Not Received

This report is available from the Lender Reports section of the Work Queue page and indicates the number of requests that have been shipped by the Lender, but not yet received by the Borrower.

#### 12.4.6 Lender - In Process. Status or Error Report

This report displays the details of requests that are currently being processed by you as a Lender or have had their status changed to error.

## Section 13: Enhanced Requesting

### 13.1 Finding requests submitting through Enhanced Requesting

If your library has asked for the Enhanced Requesting option in the Libraries Australia Search Service to be turned on, new outgoing ILL requests submitted via the Libraries Australia search interface will appear in your library's LADD account as Idle, AutoMediated:AuthManual (for requests with holdings) OR as Idle, Check Manual (for requests without holdings). These requests require you to Action them before they are sent out to other library locations on the rota.

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

To find and Authorise these requests in LADD 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).



Borrower		Lender	
Status	Count	Status	Count
<a href="#">Idle/Check Error</a>	0	<a href="#">New Requests</a>	18
<a href="#">Idle / Check Manual</a>	306	<a href="#">New Requests Expiring Today</a>	0
<a href="#">Idle / Auth Manual</a>	23	<a href="#">Will Supply</a>	45
<a href="#">Pending</a>	11	<a href="#">Conditional</a>	0
<a href="#">Pending &gt; 2 weeks</a>	3	<a href="#">Cancel Requested</a>	0
<a href="#">End of rota</a>	306	<a href="#">New Messages</a>	0

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.

**ILL Request Search**

[Search](#) [Reset Form](#)

**Your Library's Role**

Lender  
 Borrower  
 Both

Display sent messages only  
 Display Not Supplied requests  
 Do not include Completed requests  
 Include Completed requests  
 Completed requests only

**Request Status**

Status: Conditional, Error, **Idle**, In Process, Lost

Authorisation Status: AutoMediated:AuthManual

Last Action: [Dropdown]  
 Service Level: [Dropdown]  
 Service Type 1: [Dropdown]  
 Log Message Type: [Dropdown]  
 Format: Article Printed, Print Journal, Book, Part of Book, Ejournal

The Results list will display.

**Results for: Advanced Search**

Sort by: ILL Number | descending | ascending | [Sort](#)

Sort by: [Dropdown] | descending | ascending

[Save Search](#)

Number of Results: 50+ | Result pages: 1 2 3 4 5 >

Bulk Action: [Select all](#) [Deselect all](#) [Bulk Action](#)

Our Number / Their Number : Borrower Symbol / Lender Symbol

6208715 : AKIN  
**World history in the twentieth century / [by] R. D. Cornwell.**  
 Cornwell, R. D. | ISBN: 0582313570  
 Notes: Work Source:Australian Library Collections Record Id:000000091096 \*\*\*IMPORTANT - patron only wishes to borrow this item if it is FREE.\*\* Patron accepted loan conditions. Special Requirements:not a ladd member.  
 Status: Idle Authorisation: For Manual Authorisation Last Action: REQUEST Rota: 0 of 0  
[Add Private Note](#) [Action](#) [Details](#) [Mark as Read](#) [Print](#)

6208695 : AKIN  
**The cat who turned on and off.**  
 Braun, Lillian Jackson.  
 Notes: Work Source:Australian Library Collections Record Id:0000000002315 \*\*\*IMPORTANT - patron only wishes to borrow this item if it is

Select [Details](#) for the desired request/s.

Submit the 'Request' Action.

Actions available: 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.

Use Item Note to send the lender important additional item information like 'Large Print Version' or 'First Edition Only' or to indicate that the Visual Impaired declaration form is completed, signed and on your files.

**Item Note** Work Source:Australian Library Collections  
Record Id:00000000315 \*\*IMPORTANT - patron only wishes to borrow this item if it is FREE.\*\* Patron accepted loan conditions.

- '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).

**Patron Details**

Patron Name

Patron Email

**Additional Service Details**

Service Level

Can Hold

Max. Cost

Need By Date

Expiry Type

Expiry Days

**Delivery Details**

Delivery Method

[Request](#) [Reset](#)



Note: These differences affect the display of information only and do not require any change in the processes for handling requests.



## Section 14: Email Alerts

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### 14.1 Managing your Libraries Australia requests in LADD

Email alerts involve the sending of an automated email to a nominated contact email address when a particular action is sent for a request. This will improve workflows, e.g. for libraries who have a small volume of requests by reducing the need to login and check for new requests, or for larger libraries who may choose to utilise particular alerts such as the Cancel-Indication or Renew-Indication.

The email alerts that you may wish to subscribe to include:

#### 14.1.1 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.
-

#### 14.1.2 Alerts As Lender

- Request-Indication: A new request is submitted to your location. The Service Level (ie Core, Rush or Express) for requests sent to your location is included in the subject line (eg New Rush Request from NLA:AKIN).
- Cancel-Indication: A Cancel request is sent by the Borrower for their Request.
- Renewal-Indication: A Borrower wants to renew a loan
- Conditional Reply No-Indication: a requester sends a conditional reply no to the conditional action you had placed on the request

#### 14.1.3 As Borrower and Lender

- Message-Indication: A Note has been sent for a Request.
- Lost-Indication: A Request has been placed in the status of lost (Lost-Indication can be actioned anytime, by either the Borrower or Lender , after an item has been actioned shipped

---

### 14.2 How To Set Up Alerts

In order to set up your Libraries Australia Document Delivery account with the alerts you wish to use, a form has been created here:

[nla.gov.au/librariesaustralia/request-ladd-email-alerts](http://nla.gov.au/librariesaustralia/request-ladd-email-alerts)

Please fill in the form with the details of your organisation and which alerts you would like to receive.

You will then receive a confirmation email with details of the alerts you have requested. When your account has been activated to receive the alerts you will receive a further email advising you of this.

When using these Alerts in conjunction with Work Queues (see [Section 9](#)), finding and actioning requests both as a Lender and Borrower is now a streamlined and easy process with minimal delays in processing requests within required timeframes.

---

### Example Alert

Dear ZZZLibraries Australia Customer ServiceA,

This is an ILL Request Alert.

A new Request from NLA:TESIX (ZZZLADD Test Location 1) has been submitted to your location:

ILL no: 11969151

TGQ: 11969139

SERVICE LEVEL: Core

TITLE: Testing email alerts

ITEM FORMAT: Book

Please login to your Libraries Australia Document Delivery account at <http://docdel.librariesaustralia.nla.gov.au> to action the request.

This is an automated email alert. Do NOT reply to this message

If you have any queries contact Libraries Australia:

Ask online: <https://www.nla.gov.au/librariesaustralia/contact-us>

By telephone: 1800 026 155

## Section 15: Customisable functionality

VDX has a number of customisable features and functions which users may wish to request to have implemented on their LADD account.

Please contact Member Services at [nla.gov.au/librariesaustralia/contact-us](http://nla.gov.au/librariesaustralia/contact-us) to request any of the following customisable functions for your LADD account.

### 15.1 Landing page

Users have the option of customising the 'Landing' page. i.e the first screen that appears after login. The default page after login is the 'Advanced Bib Search' but users can also nominate either:

- Standard Bib Search

- Standard ILL Request Search

- Work Queue

Borrower		Lender	
Status	Count	Status	Count
Idle/Check Error	0	New Requests	0
Idle / Check Manual	45	New Requests Expiring Today	0
Idle / Auth Manual	0		
Pending	3		
Pending > 2 weeks	3		
End of rota	45		
Conditional	2		
Cancel Pending	0	Will Supply	0
		Conditional	0
New Messages	0	Cancel Requested	0
Shipped	15	New Messages	0
Shipped > 2 weeks	15		
Received	5	Shipped	0
Renew Pending	1		
Overdue	0		

### 15.2 Due date

Users have the option of customising a different Due Date from the system default of 28 days for loan requests to suit their individual workflows.

### 15.3 Reply date

Users have the option of customising a different Reply Date from the system default of 7 days to suit their individual workflows.

The screenshot shows a 'Service Details' form with the following fields and values:

- Requested Service Type: Loan
- Shipped Service Type: Loan (dropdown)
- Ship Date: 01 Oct 2015 (calendar icon, circled in red)
- Due Date: 29 Oct 2015 (calendar icon, circled in red)
- Media Type: Printed (dropdown)
- Delivery Method: Postal Delivery (dropdown)
- E Delivery Params: (dropdown)
- Delivery Locator: (text input)
- Conditions: (dropdown)
- Shipped Item: (text input)
- Number of Items: 1

Copyright Info

The default reply date applies to request actions such as:

- Answer Conditional
- Answer Will Supply
- Answer Retry

### 15.4 WorldCat Collection Search Profile

Users have the option to include the WorldCat Collection Search profile as it allows them to search the WorldCat Collection.

The screenshot shows a 'Profile' search interface with the following elements:

- Current Profile: WorldCat [shared] (dropdown)
- Collections: (link)
- Searchable Collections:
  - WorldCat
- Select all Deselect all
- Search Reset Form

Please note it is searching only that is available and it is not possible to arrange requesting or payment via the LADD Payments Service.

### 15.5 Requesting from commercial provider RightFind

Users have the option to place requests for materials held in the collections of the commercial provider RightFind.

If you wish to be able to request items from RightFind via Libraries Australia Document Delivery, you need to be registered with the same details on both Libraries Australia Document Delivery and RightFind's system.

The RightFind collection can be searched at [copyright.com/search.do?operation=show&page=simple](http://copyright.com/search.do?operation=show&page=simple).

To place a request with RightFind complete a blank request form and add 'idoc' to the rota (see Section [7.3 - Creating a Request using the ILL Request Form](#))

Further information regarding requesting from RightFind via LADD is available on our website at: [nla.gov.au/librariesaustralia/requesting-items-rightfind-formerly-infotrieve](http://nla.gov.au/librariesaustralia/requesting-items-rightfind-formerly-infotrieve)

## 15.6 Rota

The LADD system defaults to a manual Rota with libraries from your particular state at the top of the rota and the ability to manually choose from this list.

You can also request a customised rota for your account including either a semi-automated or fully-automated rota:

- Semi-automated rota: whereby the user selects from the list of holdings and then submits the request for VDX to sort those selected locations into a pre-configured order.

The pre-configured order is determined by the user and given to Libraries Australia Member Services when they choose this option.

- Fully-automated rota: whereby the borrowing library does not need to add anything in the rota area. VDX will select which of the listed lending libraries with holdings are in the pre-configured rota and add them. The rota is 'shuffled' about so that the same lending library is not always at the top of the list.

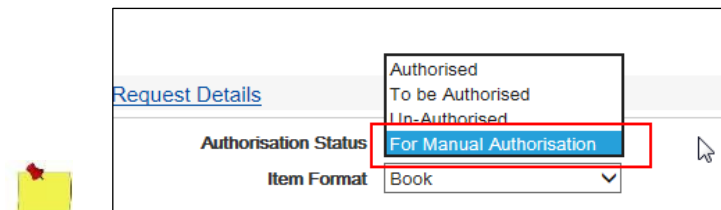
The pre-configured rota is determined by the user and given to Libraries Australia member services when they choose this option.

Any libraries with holdings not in the pre-configured rota will be added at the end of the rota. Libraries such as reciprocals can be put first.

---

Note: If a library has chosen a semi-automated or fully-automated rota and does not wish to use any of their selected libraries then there is an option to facilitate this:

The user changes the Authorisation Status of the request from 'To be Authorised' to 'For Manual Authorisation' then adds locations to the rota.



The user can find the request in the Idle/ Auth Manual work queue and submit the request as usual.

---

Work Queue

Borrower	
Status	Count
<a href="#">Idle/Check Error</a>	0
<a href="#">Idle / Check Manual</a>	45
<a href="#">Idle / Auth Manual</a>	1

## 15.7 Amazon Price Check

This allows users to set a default amazon price for an item. If the requested item is available on amazon for less than the default amount of eg \$18.50 for a Core Loan Request then a message will be generated to alert the user in the 'log messages' area of the request which is then placed into 'check manual' status enabling the library to consider whether or not to go ahead and submit the request or purchase the item.

Log Messages		
Date	Description	Message
19 Aug 2015 16:21	Item can be purchased for less than the specified price limit	Amazon.com - USD 5.14
19 Aug 2015 16:21	Item can be purchased for less than the specified price limit	Amazon.com - USD 8.69

## 15.8 Amazon Published Date Check

This allows users to set a default date published for an item. If the requested item is available on amazon with a published date which meets the set default, a message will be generated to alert the user in the 'log messages' area of the request and the request will be placed into 'check manual' status. Again enabling the library to consider whether or not to go ahead and submit the request or purchase the item.

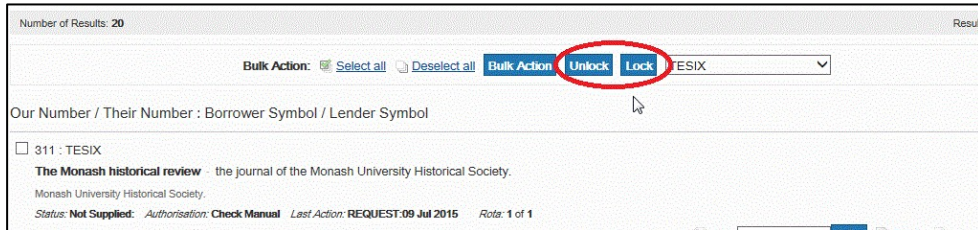
Log Messages		
Date	Description	Message
19 Aug 2015 16:27	Item is a recent publication	Amazon.com - 2015-01-27
19 Aug 2015 16:27	Item can be purchased for less than the specified price limit	Amazon.com - USD 2.94

## 15.9 Bureau, Lock & Unlock

Libraries with multiple branch locations are able to view, allocate and lock requests for other locations within their 'bureau' (group of branch libraries). You can have this function configured on an optional basis. Once configured, it will be available at the end of the request screen (both the new request and existing request screens).

Deakin University  
User4 VDU Dummy Bureau location

Another useful functionality for libraries with multiple branch locations is allowing users to 'lock' a request to indicate it has been claimed or being worked on. Requests can also be 'unlocked' so other users can action the request if needed.



Once a request has been locked the title displays in red.



To Lock/Unlock a request, simply tick the box next to the request and click on the Lock/Unlock button. Alternatively to unlock a request you can simply action the request. This will unlock the requests and submit the selected action at the same time.

## 15.10 DocFetch

This is a secure, cloud-based drop box service that enables users to enter a patron name and patron email into a request and if the request is supplied via DocStore, the patron will receive an automatic DocFetch email notification when the item has been delivered electronically and is available for them to access directly. The email contains login and password details to access the electronic document online from the DocFetch server and a copyright notice is displayed when they log into DocFetch to access the document, requiring the patron to accept the copyright conditions.

The document will be deleted either after 5 views or 14 days after the first view.



Note: DocFetch can only be used in conjunction with DocStore. For information about DocStore please see: [Section 10.27 – Supplying via the DocStore](#)



## Section 16: Troubleshooting

The following guide outlines some of the problems that may occur when using LADD.

Some problems may be dealt with by logging out, exiting the browser completely (closing down Internet Explorer) and starting again.

If the following section does not solve your problem, please contact:

Libraries Australia Member Services at [nla.gov.au/librariesaustralia/contact-us](http://nla.gov.au/librariesaustralia/contact-us)

### 16.1 Troubleshooting

#### Login

I can't log in to LADD.	You may have made a mistake entering your username and password. Re-enter your username and password, making sure they are both in upper case. Otherwise, contact the Libraries Australia Member Services
-------------------------	---

#### Display

Parts of the screen is missing or does not display properly.	Refresh your screen. Log out and log in again. Check the table in <a href="#">Section 1</a> for browser compatibility.
My LADD session has timed out.	If you do not use LADD for 60 minutes your session will timeout. Log out and log in again.
The delivery address in LADD is not correct for all our ILL requests.	If you need to use more than one delivery address, please contact Libraries Australia Member Services.

I can't see the History (audit details) on my screen.	The History (audit details) are at the bottom of the ILL Request screen. You need to scroll to the bottom of the screen.
---	--

### Searching

I search for items and I get 0 hits, but I know there should be some.	<p>This could mean that your search was entered incorrectly. Check the search and try again.</p> <p>It can mean you have timed out of LADD. Log out and log in again.</p> <p>It may mean that LADD is down. Contact the Libraries Australia Member Services.</p>
---	--

### Requests

Can I check that a particular request has been created?	Search the ILL Request Search screen by: ILL; bibliographic details (title, ISBN, ISSN); type of request 'Outgoing only'; date created; last action 'REQUEST', status 'Pending'; or a combination of these. You may need to wait a few minutes after you send the request, as the system needs time to process the request.
I forgot to write down the ILL number (Our Number) of the request I sent this morning. How do I find it again?	You can check outgoing requests by clicking that button on the ILL Request Search screen. You can add the date created, and the last action REQUEST to narrow the search.
How do I find out what has happened to a request I sent about a week ago?	Enter the ILL number (Our Number), the title, or any other information you have about the request, in the ILL Request Search screen. From the Results screen, select <a href="#">details</a> of the item, and scroll to the bottom of the screen to see the history.
What is the best way to see all the incoming requests at once?	Go to Workqueues from the left-hand side of the screen (see <a href="#">Section 9</a> for more details)
What is the best way to see just the new incoming requests at once?	On the ILL Request Search screen, select Incoming only and Status=In Process and Authorisation=Unread.

<p>I just sent an article by Ariel, and before I got around to actioning Shipped, the requesting library actioned it as Received. What can I do to be paid for the copy?</p>	<p>You will be paid according to the requested service level i.e. core: \$18.50, rush: \$37.00 or express: \$55.50. If you intended to supply at a different cost, please complete the <a href="#">‘Reverse a document delivery charge’</a> form.</p>
<p>I just received an article by Ariel, and before I actioned it as Received, I noticed that it had not been Shipped. What should I do?</p>	<p>If you have not submitted the Received action, you can wait until the responding library Ships it. (You may want to ring them to ask if they have submitted the Shipped action.)</p>
<p>I received error message ‘Please add a location to the Rota’ when I attempt to submit a request.</p>	<p>This means there is no valid location in the rota. Click OK to proceed and add a location to the rota.</p>
<p>The ILL Action Request screen is blank</p>	<p>This indicates a failure of the request driver that processes the requests. The system automatically recovers from these infrequent failures, but you must log out, close your browser and start again.</p>
<p>Why do I keep getting error messages whenever I put a price in a Cost box?</p>	<p>You may be putting a \$ sign before the cost. Just enter the numbers; whole numbers can be entered with or without a decimal point. Then click on the <a href="#">Calculate New Cost</a> button.</p>
<p>What does ‘Check Manual’ mean?</p>	<p>This occurs when a request has reached the end of the rota, and there are no more locations to request from.</p> <p>A request will also go to <i>Check Manual</i> status if the last location on the rota was suspended at the time the request was forwarded to it. You can see this if the action Suspended is in the history details at the bottom of the screen.</p> <p>In this case, click on REQUEST to add another location to the rota.</p>

What does 'Validation: Pagination format cannot be used to calculate quantity cost' mean?	This error occurs when a Borrower submits a request for a 'copy non-returnable' item and enters an incorrect page number in the article details/chapter details area in an incorrect format, i.e. 65-unknown. This error does not affect the further processing i.e. shipping, of the request.
What does 'General Error Patron Maximum Cost exceeds Library Maximum Cost' mean?	For a request to submit successfully, the 'Patron Maximum Cost' field, if populated, must contain a lesser amount than the 'Amount Willing to Pay' field. If the 'Patron Maximum Cost' field contains a value greater than the 'Amount Willing to Pay' then the request will not process and the error ' <i>Patron Maximum Cost exceeds Library Maximum Cost</i> ' will appear.
What does 'PDU Element truncated The element 'ILL-Request.item-id.ISBN' has been truncated, Value after truncation: '9780866123488 (pbk.);0866123482 (pbk.)' mean.	This message relates to the information in the ISBN field. Some systems that LADD interoperates with have a maximum size of 13 characters for the ISBN field. The message is telling you that there was too much information in the ISBN field and this information has been truncated. This error message could also affect the ISSN field.  This message will not stop the request progressing through the normal workflow.

#### Archiving

How often are requests archived?	Requests are archived every 12 months. For details, see <a href="#">Section 11</a> .
Which requests are archived?	Archived requests are those in a 'terminal' state—i.e., Received (for copies), Checked In (for loans), and those that have not been actioned in the previous twelve (12) months. For more detail see <a href="#">Section 11</a> .
How do I retrieve an archived request?	Requests cannot be retrieved once they are archived.

#### More Information

I remember a discussion on <a href="#">librariesaustraliadocdel-l</a> some time ago on how to reduce ILL paperwork. How can I find it?	You can access the <a href="#">librariesaustraliadocdel-l</a> archive through a link on the Libraries Australia Document Delivery page: <a href="http://nla.gov.au/librariesaustralia/connect/subscribe-our-email-lists">nla.gov.au/librariesaustralia/connect/subscribe-our-email-lists</a>
--	--

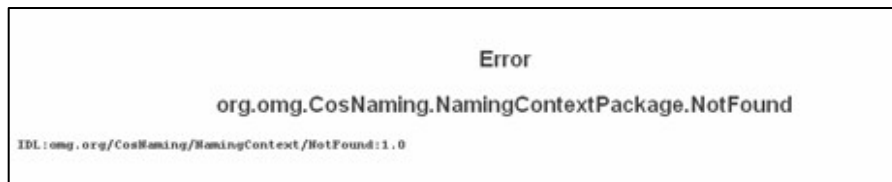
<p>How do I check whether a library lends its AV material?</p>	<p>Check the library's lending policy in the <i>Interlibrary Loan Resource Sharing (ILRS) Directory</i> at <a href="http://nla.gov.au/ilrs/">nla.gov.au/ilrs/</a></p>
--	---

## 16.2 Error Messages and Work Arounds

The following error messages which you may encounter on the LADD system are explained with information on how to resolve the error and also on when to report occurrences of error messages to the Libraries Australia Help Desk. These error messages are:

1. Error – org.omg.CosNaming.NamingContextPackage.NotFound –
  - IDL: org.omg/CosNaming/NamingContext/NotFound: 1.0
2. Error – com.fdgroun.corba.CorbaException – Unable to get GSA
3. Error – Timeout – The previous session has timed out or been disconnected by the server
4. Your LADD account is no longer active. Please contact the LADD helpdesk for assistance. 1800 026 155
5. Authentication declined: invalid username and/or password
6. HTTP Status 500 – Internal Server Error
7. Error – javax.servlet.ServletException – Update authorization status failed: ILL is already authorized
8. ORA-00933: SQL command not properly ended

- 
1. Error – org.omg.CosNaming.NamingContextPackage.NotFound –  
IDL: org.omg/CosNaming/NamingContext/NotFound: 1.0



Description: While actioning requests within LADD the user encounters an error indicating unable to connect to 'IDL' or 'ILDRMS'.

Explanation: One of the processors responsible for the Requests functionality in LADD has encountered a problem and needs restart. This error will occur if you attempt to action an item, navigate, or perform a search at the exact time the process is restarting. It should have no adverse effect on requests but, if the user was actioning a request at the time they will need to check that the action processed correctly. This can be checked by looking at the History details within the request

Reportable: Only if this error is being experienced for an extended period, or if when a user attempts to go back into a request this error appears again

Solution: Use the left-hand side menu and the top links to navigate away from the page that is displaying the error and attempt to action the request again

2. Error – com.fdgroun.corba.CorbaException – Unable to get GSA
-



Description: While performing a BibSearch within LADD the user encounters an error indicating unable to get 'GSA' or 'CGSA'

Explanation: One of the processors responsible for the BibSearch functionality in LADD has encountered an error and needs to restart. This error will occur if you attempt to run a BibSearch at the exact time the process is restarting.

Reportable: Only if this error is being experienced for an extended period of time, or if when a user attempts another BibSearch this error appears again.

Solution: Use the left-hand side menu and the top links to navigate away from the page that is displaying the error and attempt to run the BibSearch again.

3. Error – Timeout – The previous session has timed out or been disconnected by the server



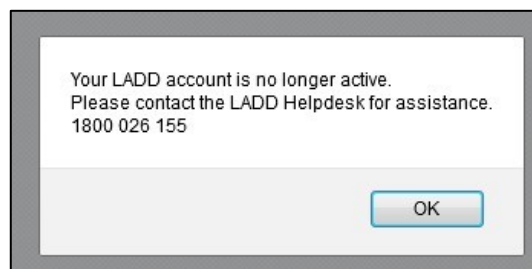
Description: You were logged into the system and when the user tried to work on a request the system displays a 'Timeout' error.

Explanation: The system has timed out since the time the users started using the system. This occurs when there is a delay between the time logged in and the time the user completes the process they started. The default logout time is 1 hour of inactivity. However, this 'Timeout' error can also occur if the user was performing an action in any of the WebAdmin interface screens at the exact point that one of the six web processes went down.

Reportable: Only if this error is being experienced for an extended period.

Solution: Use the left-hand side menu and select the 'Logout' icon, or select the hyperlink 'here' within the text line 'please click here for a new session'

4. Your LADD account is no longer active. Please contact the LADD helpdesk for assistance. 1800 026 155



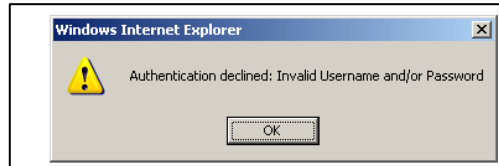
Description: After entering a barcode/password a Windows error box appears stating the account is no longer active.

Explanation: This message indicates that the user no longer has access to LADD.

Reportable: Only if the user believes this information to be incorrect.

Solution: If this information is incorrect select the 'ok' button and contact Libraries Australia member services to arrange for the account to be re-activated. If the user does not have an active LADD account, they are to stop their attempts to login to the system

5. Authentication declined: invalid username and/or password



Description: After entering in a barcode/password a Windows error box appears stating 'authentication declined'

Explanation: The processor which matches the barcode/password the user enters into the Login screen of the LADD system is unable to authorise the barcode/password entered by the user. If the incorrect barcode/password is entered this error will appear. Note: barcode/password must be entered in upper case

Reportable: Only if the user has an active LADD account and this can be replicated

Solution: Select the 'ok' icon and enter the correct barcode/password into the Login screen



## 6. HTTP Status 500 – Internal Server Error



```

HTTP Status 500 - Internal Server Error

type Exception report
message Internal Server Error
description The server encountered an internal error (Internal Server Error) that prevented it from fulfilling this request.
exception
javax.servlet.ServletException: No sessionManager for session: 74B98B6F01AA21129D4EE2513B2385CA
    at com.fdggroup.vdx.session.SessionManagerFactory.getSessionManager(SessionManagerFactory.java:76)
    at com.fdggroup.vdx.VDXServlet.doGetPost(VDXServlet.java:206)
    at com.fdggroup.xsservlet.XSServlet.doGetPost(XSServlet.java:572)
    at com.fdggroup.xsservlet.XSServlet.doGet(XSServlet.java:512)
    at com.fdggroup.xsservlet.XSServlet.doGet(XSServlet.java:462)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:740)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
    at org.apache.catalina.core.ApplicationFilterChain.internalDoFilter(ApplicationFilterChain.java:247)
    at org.apache.catalina.core.ApplicationFilterChain.doFilter(ApplicationFilterChain.java:193)
    at org.apache.catalina.core.StandardWrapperValve.invoke(StandardWrapperValve.java:256)
    at org.apache.catalina.core.StandardPipeline$StandardPipelineValveContext.invokeNext(StandardPipeline.java:643)
    at org.apache.catalina.core.StandardPipeline.invoke(StandardPipeline.java:480)
    at org.apache.catalina.core.ContainerBase.invoke(ContainerBase.java:995)
    at org.apache.catalina.core.StandardContextValve.invoke(StandardContextValve.java:191)
    at org.apache.catalina.core.StandardPipeline$StandardPipelineValveContext.invokeNext(StandardPipeline.java:643)
    at org.apache.catalina.valves.AccessLogValve.invoke(AccessLogValve.java:577)
    at org.apache.catalina.core.StandardPipeline$StandardPipelineValveContext.invokeNext(StandardPipeline.java:641)
    at org.apache.catalina.core.StandardPipeline.invoke(StandardPipeline.java:480)
    at org.apache.catalina.core.ContainerBase.invoke(ContainerBase.java:995)
    at org.apache.catalina.core.StandardContext.invoke(StandardContext.java:2417)
    at org.apache.catalina.core.StandardHostValve.invoke(StandardHostValve.java:180)
    at org.apache.catalina.core.StandardPipeline$StandardPipelineValveContext.invokeNext(StandardPipeline.java:643)
    at org.apache.catalina.valves.ErrorDispatcherValve.invoke(ErrorDispatcherValve.java:171)
    at org.apache.catalina.core.StandardPipeline$StandardPipelineValveContext.invokeNext(StandardPipeline.java:641)
    at org.apache.catalina.valves.ErrorReportValve.invoke(ErrorReportValve.java:125)

```

Description: While logged into the system the user encounters an ‘Internal Server Error’

Explanation: This is a system error that can occur when the system ‘crashes.’ Several factors can contribute to this type of error.

Reportable: Yes immediately. Please cite: “Internal Server Error”

Solution: There is nothing that can be done locally. The system must be rebooted at the server.

## 7. Error – javax.servlet.ServletException – Update authorization status failed: ILL is already authorized



```

Error
javax.servlet.ServletException
Update authorisation status failed: ILL is already authorised

```

Description: The user may encounter this error after they have just actioned a request.

Explanation: The user has tried to do two actions too closely together before the first action had finished processing.

Reportable: No

Solution: Allow the system time to process an action before performing another action. If you see this error return to the request you were working on to determine its current status and action it again as necessary.

8. ORA-00933: SQL command not properly ended

**Error**  
**java.sql.SQLException**  
ORA-00933: SQL command not properly ended

Description: The user may encounter this error when they attempt to open the Details view of a request.

Explanation: This error is due to the borrowing location sending a request with a requested delivery method of 'Borrower provides additional description: 'Web PDF''. This is not an IPIG standard and as such corrupts the request. The request is unable to be actioned any further.

Reportable: Only if the same Borrower sends many requests with this incorrect requested delivery method

Solution: Contact the requesting location and ask that they send through a new request with a valid requested delivery

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### 16.3 FAQ regarding DocStore

1. As a Lender, what is the maximum file size that I can send through the DocStore?

While there is no limit imposed on the size of electronic files transmitted through the DocStore, we recommend a maximum file size of 4MB. This is so that the limitation of your internet bandwidth and your Borrower's internet bandwidth does not adversely affect the response time of the system.

2. As a Borrower, how many times can I view a document delivered via the DocStore?

The viewing limit for DocStore files has been set to 5 views, or 5 days after first viewing. The document is deleted on the viewing limit being reached.

3. As a Borrower, can I 'save' the file to my local or networked drive?

Under copyright, you are not permitted to save electronic documents. This is why you should print out the document on the first viewing, and then follow up by deleting the document from the request.

4. As a Lender, I intended to ship the request using the DocStore but forgot to attach the document to the request before submitting the Shipped action. What should I do?

As the Shipped action has already been submitted, there is no way to reverse the transaction. The option you could now take is to deliver the document via alternative means, e.g. email, postal or fax. It is advisable to send the requesting library a message advising them of this situation.

5. As a Lender, when I checked the transmission status of the request, it is still at 'To be transmitted', although the shipped action has been submitted. What should I do?

This may have been caused by one or more of the DocStore request pre-requirements not being set. To work around this, you need to delete the attached Document(s), so that the shipped message can go through. As the

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document has not been delivered via the DocStore, you will need to deliver the document via alternative means, e.g. email, postal or fax. It is advisable to send the requesting library a message advising them of this situation.

6. As a Borrower, when viewing the status of documents where I requested DocStore delivery, I cannot see any File – Delivered, although the status of the request is ‘Shipped’. What should I do?

Confirm with the lending library that they did deliver via the DocStore. They could have encountered an error and supplied via alternative means.

7. As a Lender, is there any way for me to supply via my ARIEL workstation for a DocStore request?

Yes. The Document ID field must contain only VDX\_[TGQ]. Please note that this method of supply is not supported by LADD.

8. As a Borrower, I do not want to be supplied via the DocStore, instead I want to be supplied via ARIEL. How do I indicate this on my request?

Please see these flowcharts for Steps to ensure that DocStore is not used as a means of supply for your requests. They can be accessed from our LADD fact sheets and user guides - [nla.gov.au/librariesaustralia/learn/about-document-delivery-and-interlibrary-loan](http://nla.gov.au/librariesaustralia/learn/about-document-delivery-and-interlibrary-loan)

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## 16.4 Still Having Trouble?

Before contacting Libraries Australia Member Services, check the:

- Release notes
  - Manual
  - Known issues
-

## Resources

Australian Libraries Gateway  
[www.nla.gov.au/libraries/](http://www.nla.gov.au/libraries/)

Interlibrary Loan Application Standards Maintenance Agency. ISO ILL Protocol Standards. (1997) *An introduction to the ISO Interlibrary Loan Application Standards*  
[www.nlc-bnc.ca/iso/ill/standard.htm](http://www.nlc-bnc.ca/iso/ill/standard.htm)

Libraries Australia Document Delivery and Payments Service Members:  
[nla.gov.au/librariesaustralia/ladd-payments-service](http://nla.gov.au/librariesaustralia/ladd-payments-service)

National Resource Sharing Working Group. (2002) *Australian Interlibrary Resource Sharing (ILRS) Code*. Canberra: National Library of Australia  
[www.nla.gov.au/initiatives/ilrscod/ilrscod.html](http://www.nla.gov.au/initiatives/ilrscod/ilrscod.html)

National Resource Sharing Working Group. (2001) *Guide to best practice for Interlibrary resource sharing in Australia – January 2001*. Canberra: National Resource Sharing Working Group

National Resource Sharing Working Group. *Australian Interlibrary Resource Sharing Directory*. Canberra: National Library of Australia  
[www.nla.gov.au/ilrs/](http://www.nla.gov.au/ilrs/)

National Resource Sharing Working Group. (2001) *Interlibrary Loan and Document Delivery Benchmarking Study*. Canberra: National Library of Australia

Wells, Andrew. (1999) *Kinetica: moving Australian library network services forward*. Paper presented at the Ninth Information online & on disc 99 Conference and Exhibition. Sydney

# Appendix 1- Training

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## Training Sets

The following training sets provide practice in requesting and responding.

1. There are 15 sets of exercises in the following pages.

Each set of exercises details how each participant should request items and which titles they should expect to respond to requests.

Sets 1-14: have been setup for TWO people to work together. In this way each person carries out the operations of one library

Set 15: has been set up for ONE person working alone. This set describes in detail how the person can send, receive and process requests as if they were staff at two libraries.

In SOME cases participants will need to 'Add to Rota' the NUC Code of the library that the request is to be sent to and to bring that location to the top of each rota.

- i. Write the Our Number (ILL number) for each request in the space provided; as these will help you keep track of your requests.
- ii. Try to work out Their Number for each request when searching for your processed outgoing requests.
- iii. Later confirm these either with your partner or when you login as the responding library.

Follow the instructions for each question. Enough requests are provided for you to practice different ways of handling requests.

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## Training Logins

These logins are for use in the Libraries Australia training database:

<http://docdel-train.librariesaustralia.nla.gov.au/>

The training database DocStore address is: docdellibrariesaustralia\_train@vdxhost.com

They cannot be used to access the real ('production') database. If you have difficulty accessing a training account, or find that the logins do not provide an appropriate set of practice exercises, please contact the Libraries Australia Member Services on [nla.gov.au/librariesaustralia/contact/](http://nla.gov.au/librariesaustralia/contact/) and describe the problem.

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NUC (LOCATION SYMBOL)	BARCODE	PASSWORD	CUSTOMISATION ACCESS
APLS*	USER1	AAAA1	Amazon Price Alert**
ADFA	USER2	BBBB2	Rota Option 2 - (manual/auto sorted)***
ANU	USER3	CCCC3	Rota Option 3 - (fully auto rota)***
VDU	USER4	DDDD4	Bureau
SFU	USER5	EEEE5	Bureau
VLU	USER6	FFFF6	Enhanced Requesting (long form/end user)
NMQU	USER7	GGGG7	
VMOU	USER8	HHHH8	
XNTU	USER9	JJJJ9	
QUT	USER10	KKKK10	DocFetch
ANL	USER11	LLLL11	
VSL*	USER12	MMMM12	Lock, Enhanced Requesting (short form/staff user)
SUA	USER13	NNNN13	Lock
SUSA	USER14	PPPP14	
TU	USER15	QQQQ15	Lock
AAAR	USER16	RRRR16	Lock

\*These locations have been configured to a reciprocal shipped cost of \$0 when supplying to each other

\*\* Amazon Price Alert has been configured as the item being available on Amazon.com for under \$20 AU (excluding postage)

\*\*\* Rota Option 2 (manual/auto sorted) and Rota Option 3 (fully auto rota) has been configured as follows: Reciprocals (ACT Health Library Group; Australian Catholic University Group; Federal Court of Australia: ACT Library & Information Services Group; Libraries ACT Group; University of Melbourne Group; University of Adelaide Group; University of Canberra Group; University of New England Group; University of New South Wales Group; University of Sydney Group); NSW; SA; VIC; QLD

## SET 1: Borrowing and Lending Exercises

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

## A: Creating Outgoing Requests

APLS requesting from VLU

Login as: USER1 - Training Library:ACT Public Library Service

Password: AAAA1 - NUC Code: APLS

- i. Search LADD & Request the all the following titles from La Trobe – NUC Code VLU.
- ii. Ensure that you rearrange or add NUC Code: VLU to put them at the top of each rota.
- iii. Just place the requests for now. You will do the associated exercise for each request later.

## B: Processing Outgoing Requests

- i. BEFORE starting these exercises, please begin work on Part 2. When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.
- ii. Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.
- iii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.

Request this title from VLU: Politics and power: who should rule. / edited and selected with introductions by Terry Hoy.

Exercise with VLU: Finish the ILL cycle with as few actions as possible

Our Number:

\_\_\_\_\_

Their Number:

\_\_\_\_\_

Request this title from VLU: Love's labour's lost (videorecording)

Exercise: Cancel the request. (Work out whose action this is!)

Our Number:

\_\_\_\_\_

Their Number:

\_\_\_\_\_

Request this title from VLU: Australia dams and storages [cartographic material]

Exercise: Supply and Receive this item (then finish cycle)

Our Number:

\_\_\_\_\_

Their Number:

\_\_\_\_\_

<p>Request this title from VLU: Australian society : a magazine of social issues (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from VLU: International journal of plant research (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Conditional – Yes, then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from VLU: Postman Pat and the Greendale ghost (Create this request by using a blank form)</p> <p>Exercise: Use as many actions as you can to finish the cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>



## SET 1: Borrowing and Lending Exercises (...continued):

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

A: Responding to requests sent by other libraries

APLS responding to requests sent by VLU

- i. Each of the titles listed below have been sent to your training library login as Incoming Requests.
- ii. As a Lender, process each of the requests below with the next ACTION appropriate to the exercise. *Refer to LADD Manual Section 3 - Lender Actions.*
- iii. When you have responded to each incoming request as specified in the exercises begin work on Part 1B

B: Further processing of Incoming Requests

- i. Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.
- ii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises

<p>Requested Title: Jane Austen's Emma</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Keating : a biography</p> <p>Exercise: Cancel the request</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: The Atlas of the New Age</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Requested Title: Journal of library administration</p> <p>Exercise: Finish the whole ILL cycle for this request</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Design ink : the Australian journal of design news</p> <p>Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Thomas the tank engine &amp; friends. The troublesome trucks</p> <p>Exercise: Use as many actions as you can to finish the cycle, include the use of notes in this exercise as well</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

## Set 2: Borrowing and Lending Exercises:

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

## A: Creating Outgoing Request

VLU requesting from APLS

Login as: USER6 - Training Library:La Trobe University

Password: FFFF6 - NUC Code: VLU

- i. Search LADD & Request the all the following titles from ACT Public Library – NUC Code APLS.
- ii. Ensure that you rearrange or add NUC Code: APLS to put them at the top of each rota.
- iii. Just place the requests for now. You will do the associated exercise for each request later.

## B: Processing Outgoing Requests

- i. BEFORE starting these exercises, please begin work on Part 2. When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.
- ii. Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.
- iii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.

Request this title from APLS: Jane Austen's Emma

Exercise: Finish the ILL cycle with as few actions as possible

Our Number:

Their Number:

Request this title from APLS: Keating : a biography

Exercise: Cancel the request. (Work out whose action this is!)

Our Number:

Their Number:

<p>Request this title from APLS: The Atlas of the New Age Exercise: Supply and Receive this item (then finish cycle.</p>	<p>Our Number: _____ Their Number: _____</p>
<p>Request this title from APLS: Journal of library administration (Make up the article, issue, date &amp; page details) Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____ Their Number: _____</p>
<p>Request this title from APLS: Design ink : the Australian journal of design news (Make up the article, issue, date &amp; page details) Exercise: Respond Conditional – Yes, then finish cycle</p>	<p>Our Number: _____ Their Number: _____</p>
<p>Request this title from APLS: Thomas the tank engine &amp; friends. Troublesome trucks (Create this request by using a blank form) Exercise: Use as many actions as you can to finish the cycle</p>	<p>Our Number: _____ Their Number: _____</p>

## Set 2: Borrowing and Lending Exercises (...continued):

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

A: Responding to requests sent by other libraries

VLU responding to requests sent by APLS

- i. Each of the titles listed below have been sent to your training library login as Incoming Requests.
- ii. As a Lender, process each of the requests below with the next ACTION appropriate to the exercise. *Refer to LADD Manual Section 3 - Lender Actions.*
- iii. When you have responded to each incoming request as specified in the exercises begin work on Part 1B

B: Further Processing of Incoming Requests

- i. Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.
- ii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.

<p>Requested Title: Politics and power: who should rule. Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Love's labour's lost (videorecording) Exercise: Cancel the request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Australia dams and storages [cartographic material] Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

<p>Requested Title: Australian society : a magazine of social issues</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: International journal of plant research</p> <p>Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Postman Pat and the Greendale ghost</p> <p>Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

## Set 3: Borrowing and Lending Exercises:

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

<p>A: Creating Outgoing Requests</p> <p>ADFA requesting from QUT</p> <p>Login as:      USER2      -      Training Library:Australian Defence Force Academy</p> <p>Password:      BBBB2      -      NUC Code:      ADFA</p> <ol style="list-style-type: none"> <li>i.    Search LADD &amp; Request the following titles from Queensland Inst Technology – NUC Code QUT</li> <li>ii.   Ensure that you rearrange or add NUC Code: QUT to put them at the top of each rota.</li> <li>iii.   Just place the requests for now. You will do the associated exercise for each request later.</li> </ol> <p>B: Processing Outgoing Requests</p> <ol style="list-style-type: none"> <li>i.    BEFORE starting these exercises, please begin work on Part 2. When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.</li> <li>ii.   Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>iii.   Alternate between the role of Borrower and Lender to complete BOTH sets of exercises</li> </ol>	
<p>Request this title from QUT: Banksia Lady : Celia Rosser, Botanical Artist</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from QUT: The Cars that ate Paris (videorecording)</p> <p>Exercise: Cancel the request. (Work out whose action this is!)</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from QUT: Problems of an industrial society</p> <p>Exercise: Supply and Receive this item (then finish cycle).</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

	_____
Request this title from QUT: ARTnews (Make up the article, issue, date & page details) Exercise: Finish the whole ILL cycle for this request.	Our Number: _____ Their Number: _____
Request this title from QUT: Journal of intercultural studies (Make up the article, issue, date & page details) Exercise: Respond Conditional – Yes, then finish cycle	Our Number: _____ Their Number: _____
Request this title from QUT: Hamish Macbeth (videorecording) (Create this request by using a blank form) Exercise: Use as many actions as you can to finish the cycle	Our Number: _____ Their Number: _____ _____



## Set 3: Borrowing and Lending Exercises (...continued):

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

<p>A: Responding to requests sent by other libraries</p> <p>ADFA responding to requests sent by QUT</p> <ol style="list-style-type: none"> <li>i. Each of the titles listed below have been sent to your training library login as Incoming Requests.</li> <li>ii. As a Lender, process each of the requests below with the next ACTION appropriate to the exercise <i>Refer to LADD Manual Section 3 - Lender Actions</i>.</li> <li>iii. When you have responded to each incoming request as specified in the exercises begin work on PART 1B</li> </ol> <p>B: Further Processing of Incoming Requests</p> <ol style="list-style-type: none"> <li>i. Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>ii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Requested Title: Totalitarian rule, its nature and characteristics</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Seaport gateways of Australia</p> <p>Exercise: Cancel the request</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Reflections and reminiscences</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Journal of the Polynesian Society</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

<p>Requested Title: The American journal of sociology Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____ Their Number: _____</p>
<p>Requested Title: The office [videorecording] : the complete second series Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number: _____ Their Number:</p>

## Set 4: Borrowing and Lending Exercises:

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

<p>A: Creating Outgoing Requests</p> <p>QUT requesting from ADFA</p> <p>Login as:      USER10      -      Training Library:      Queensland University of Technology</p> <p>Password:      KKKK10      -      NUC Code:      QUT</p> <ol style="list-style-type: none"> <li>i.    Search LADD &amp; Request the following titles from Aust. Defence Force Academy – NUC Code ADFA.</li> <li>ii.   Ensure that you rearrange or add NUC Code: ADFA to put them at the top of each rota.</li> <li>iii.   Just place the requests for now. You will do the associated exercise for each request later.</li> </ol> <p>B: Processing Outgoing Requests</p> <ol style="list-style-type: none"> <li>i.    BEFORE starting these exercises, please begin work on Part 2. When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.</li> <li>ii.   Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>iii.   Alternate between the role of Borrower and Lender to complete BOTH sets of exercises</li> </ol>	
<p>Request this title from ADFA: Totalitarian rule, its nature and characteristics</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from ADFA: Seaport gateways of Australia</p> <p>Exercise: Cancel the request. (Work out whose action this is!)</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from ADFA: Reflections and reminiscences</p> <p>Exercise: Supply and Receive this item (then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

<p>Request this title from ADFA: Journal of the Polynesian Society (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from ADFA: The American journal of sociology (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Respond Conditional – Yes, then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from ADFA: The office [videorecording] : the complete second series (Create this request by using a blank form)</p> <p>Exercise: Use as many actions as you can to finish the cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

## Set 4: Borrowing and Lending Exercises (...continued):

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

<p>A: Responding to requests sent by other libraries</p> <p>QUT Responding to requests sent by ADFA</p> <ol style="list-style-type: none"> <li>i. Each of the titles listed below have been sent to your training library login as Incoming Requests.</li> <li>ii. As a Lender, process each of the requests below with the next ACTION appropriate to the exercise. <i>Refer to LADD Manual Section 3 - Lender Actions.</i></li> <li>iii. When you have responded to each incoming request as specified in the exercises begin work on Part 1B</li> </ol> <p>B: Further Processing of Incoming Requests</p> <ol style="list-style-type: none"> <li>i. Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>ii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Requested Title: : Banksia Lady : Celia Rosser, Botanical Artist</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: The Cars that ate Paris (videorecording)</p> <p>Exercise: Cancel the request</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Problems of an industrial society</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: ARTnews</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

<p>Requested Title: Journal of intercultural studies</p> <p>Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Hamish Macbeth (videorecording)</p> <p>Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number: _____</p> <p>Their Number:</p>

## Set 5: Borrowing and Lending Exercises:

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

<p>A: Creating Outgoing Requests</p> <p>ANU requesting from NMQU</p> <p>Login as: USER3 - Training Library: Australian National University</p> <p>Password: CCCC3 - NUC Code: ANU</p> <ol style="list-style-type: none"> <li>i. Search LADD &amp; Request the all the following titles from Macquarie University – NUC Code NMQU.</li> <li>ii. Ensure that you rearrange or add NUC Code: NMQU to put them at the top of each rota.</li> <li>iii. Just place the requests for now. You will do the associated exercise for each request later.</li> </ol> <p>B: Processing Outgoing Requests</p> <ol style="list-style-type: none"> <li>i. BEFORE starting these exercises, please begin work on Part 2, When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.</li> <li>ii. Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>iii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Request this title from NMQU: Principles of scientific botany</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from NMQU: Australian cicadas</p> <p>Exercise: Cancel the request. (Work out whose action this is!)</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from NMQU: Autobiography of an unknown Indian</p> <p>Exercise: Supply and Receive this item (then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

<p>Request this title from NMQU: Journal of the American Oriental Society (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from NMQU: Sarawak Museum journal (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Respond Conditional – Yes, then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from NMQU: The Goodies [videorecording] a tasty second helping. (Create this request by using a blank form)</p> <p>Exercise: Use as many actions as you can to finish the cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>



Set 5: Borrowing and Lending Exercises: (...continued):

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

<p>A: Responding to requests sent by other libraries</p> <p>ANU responding to requests sent by NMQU</p> <ol style="list-style-type: none"> <li>i. Each of the titles listed below have been sent to your training library login as Incoming Requests.</li> <li>ii. As a Lender process each of the requests below with the next ACTION appropriate to the exercise. <i>Refer to LADD Manual Section 3 - Lender Actions.</i></li> <li>iii. When you have responded to each incoming request as specified in the exercises begin work on PART 1B</li> </ol> <p>B: Further Processing of Incoming Requests</p> <ol style="list-style-type: none"> <li>i. Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>ii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Requested Title: Eternal quest</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Evatt the enigma</p> <p>Exercise: Cancel the request</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: The Filipino reaction to American rule</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Social science information studies</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Requested Title: Pilipinas</p> <p>Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: The vicar of Dibley. The complete second series [videorecording].</p> <p>Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

## Set 6: Borrowing and Lending Exercises:

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

<p>A: Creating Outgoing Requests</p> <p>NMQU requesting from ANU</p> <p>Login as:      USER7      -      Training Library:      Macquarie University</p> <p>Password:      GGGG7      -      NUC Code:                      NMQU</p> <p>    i.    Search LADD &amp; Request the following titles from Australian National University – NUC Code ANU.</p> <p>    ii.   Ensure that you rearrange or add NUC code: ANU to put them at the top of each rota.</p> <p>    iii.   Just place the requests for now. You will do the associated exercise for each request later.</p> <p>B: Processing Outgoing Requests</p> <p>    i.    BEFORE starting these exercises, please begin work on Part 2, When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.</p> <p>    ii.   Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</p> <p>    iii.   Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</p>	
<p>Request this title from ANU: Eternal quest</p> <p>Exercise:      Finish the ILL cycle with as few actions as possible</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from ANU: Evatt the enigma</p> <p>Exercise: Cancel the request. (Work out whose action this is!)</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from ANU: The Filipino reaction to American rule</p> <p>Exercise: Supply and Receive this item (then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

<p>Request this title from ANU: Social science information studies (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from ANU: Pilipinas (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Respond Conditional – Yes, then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from ANU: The vicar of Dibley. The complete second series [video]. (Create this request by using a blank form)</p> <p>Exercise: Use as many actions as you can to finish the cycle</p>	<p>Our Number: _____</p> <p>Their Number:</p>

## Set 6: Borrowing and Lending Exercises: (...Continued):

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

<p>A: responding to requests sent by other libraries</p> <p>NMQU responding to requests sent by ANU</p> <ol style="list-style-type: none"> <li>i. Each of the titles listed below have been sent to your training library login as Incoming Requests.</li> <li>ii. As a Lender, process each of the requests below with the next ACTION appropriate to the exercise. <i>Refer to LADD Manual Section 3 - Responder Actions.</i></li> <li>iii. When you have responded to each incoming request as specified in the exercises begin work on PART 1B</li> </ol> <p>B: Further Processing of Incoming Requests</p> <ol style="list-style-type: none"> <li>i. Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>ii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Requested Title: Principles of scientific botany</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Australian cicadas</p> <p>Exercise: Cancel the request</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Autobiography of an unknown Indian</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Journal of the American Oriental Society</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Requested Title: Sarawak Museum journal</p> <p>Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: The Goodies [videorecording] a tasty second helping.</p> <p>Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number: _____</p> <p>Their Number:</p>

## Set 7: Borrowing and Lending Exercises:

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

<p>A: Creating Outgoing Requests</p> <p>VDU requesting from SFU</p> <p>Login as: USER4 - Training Library: Deakin University</p> <p>Password: DDDD4 - NUC Code: VDU</p> <ol style="list-style-type: none"> <li>i. Search LADD &amp; Request the following titles from Flinders University – NUC Code SFU.</li> <li>ii. Ensure that you rearrange or add NUC Code: SFU to put them at the top of each rota.</li> <li>iii. Just place the requests for now. You will do the associated exercise for each request later.</li> </ol> <p>B: Processing Outgoing Requests</p> <ol style="list-style-type: none"> <li>i. BEFORE starting these exercises, please begin work on Part 2, When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.</li> <li>ii. Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>iii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Request this title from SFU: Topics in philosophical logic</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Request this title from SFU: Venomous Australian animals dangerous to man</p> <p>Exercise: Cancel the request. (Work out whose action this is!)</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Request this title from SFU: Classroom management and discipline (videorecording)</p> <p>Exercise: Supply and Receive this item (then finish cycle)</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Request this title from SFU: Journal of clinical investigation (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from SFU: Journal of the American Veterinary Medical Association (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Respond Conditional – Yes, then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from SFU: The life of mammals [videorecording] (Create this request by using a blank form)</p> <p>Exercise: Use as many actions as you can to finish the cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>



## Set 7: Borrowing and Lending Exercises: (...Continued):

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

<p>A: responding to requests sent by other libraries</p> <p>VDU responding to requests sent by SFU</p> <ol style="list-style-type: none"> <li>i. Each of the titles listed below have been sent to your training library login as Incoming Requests.</li> <li>ii. As a Lender, process each of the requests below with the next ACTION appropriate to the exercise. <i>Refer to LADD Manual Section 3 - Lender Actions.</i></li> <li>iii. When you have responded to each incoming request as specified in the exercises begin work on Part 1B</li> </ol> <p>B: Further Processing of Incoming Requests</p> <ol style="list-style-type: none"> <li>i. Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>ii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Requested Title: Ships in Tasmanian waters, riverboats, ferries and the floating bridge</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: How babies are made</p> <p>Exercise: Cancel the request</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Animal social psychology</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Journal of the Polynesian Society</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

<p>Requested Title: Journal of linguistic research</p> <p>Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Genius of junk [videorecording].</p> <p>Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number: _____</p> <p>Their Number:</p>

## Set 8: Borrowing and Lending Exercises:

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

<p>A: Creating Outgoing Requests</p> <p>SFU requesting from VDU</p> <p>Login as:      USER5      -      Training Library:      Flinders University</p> <p>Password:      EEEE5      -      NUC Code:              SFU</p> <p>    i.    Search LADD &amp; Request the following titles from Deakin University – NUC Code VDU.</p> <p>    ii.   Ensure that you rearrange or add NUC Code: VDU to put them at the top of each rota.</p> <p>    iii.   Just place the requests for now. You will do the associated exercise for each request later.</p> <p>B: Processing Outgoing Requests</p> <p>    i.    BEFORE starting these exercises, please begin work on Part 2, When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.</p> <p>    ii.   Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</p> <p>    iii.   Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</p>	
<p>Request this title from VDU: Ships in Tasmanian waters, riverboats, ferries and the floating bridge</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from VDU: How babies are made</p> <p>Exercise: Cancel the request. (Work out whose action this is!)</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from VDU: Animal social psychology</p> <p>Exercise: Supply and Receive this item (then finish cycle)</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

<p>Request this title from VDU: Journal of the Polynesian Society (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from VDU: Journal of linguistic research (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Respond Conditional – Yes, then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from VDU: Genius of junk [videorecording].(Create this request by using a blank form)</p> <p>Exercise: Use as many actions as you can to finish the cycle</p>	<p>Our Number: _____</p> <p>Their Number:</p>

## Set 8: Borrowing and Lending Exercises: (...Continued):

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

<p>A: responding to requests sent by other libraries</p> <p>SFU responding to requests sent by VDU</p> <ol style="list-style-type: none"> <li>i. Each of the titles listed below have been sent to your training library login as Incoming Requests.</li> <li>ii. As a Lender, process each of the requests below with the next ACTION appropriate to the exercise. <i>Refer to LADD Manual Section 3 - Lender Actions.</i></li> <li>iii. When you have responded to each incoming request as specified in the exercises begin work on Part 1B.</li> </ol> <p>B: Further Processing of Incoming Requests</p> <ol style="list-style-type: none"> <li>i. Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>ii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Requested Title: Topics in philosophical logic</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: For authors only, and other gloomy essays</p> <p>Exercise: Cancel the request</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Classroom management and discipline (videorecording)</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Journal of clinical investigation</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Requested Title: Journal of the American Veterinary Medical Association</p> <p>Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: The life of mammals [videorecording]</p> <p>Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number: _____</p> <p>Their Number:</p>

## Set 9: Borrowing and Lending Exercises:

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

<p>A: Creating Outgoing Requests</p> <p>XNTU requesting from SUSU</p> <p>Login as:      USER9      -      Training Library:      Northern Territory University</p> <p>Password:      JJJ9      -      NUC Code:              XNTU</p> <p>    i.      Search LADD &amp; Request the following titles from University of South Australia – NUC Code SUSU.</p> <p>    ii.     Ensure that you rearrange or add NUC Code: SUSU to put them at the top of each rota.</p> <p>    iii.    Just place the requests for now. You will do the associated exercise for each request later.</p> <p>B: Processing Outgoing Requests</p> <p>    i.      BEFORE starting these exercises, please begin work on Part 2. When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.</p> <p>    ii.     Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</p> <p>    iii.    Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</p>	
<p>Request this title from SUSU: Sociology of Australian education</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Request this title from SUSU: The time is not yet ripe</p> <p>Exercise: Cancel the request. (Work out whose action this is!)</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Request this title from SUSU: Ape in a cape</p> <p>Exercise: Supply and Receive this item (then finish cycle)</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Request this title from SUSA: Journal of Biblical Literature (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from SUSA: AGSO journal of Australian geology &amp; geophysics (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Respond Conditional – Yes, then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from SUSA: Kylie Kwong [videorecording] : heart and soul. (Create this request by using a blank form)</p> <p>Exercise: Use as many actions as you can to finish the cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>



## Set 9: Borrowing and Lending Exercises: (...Continued):

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

<p>A: responding to requests sent by other libraries</p> <p>XNTU responding to requests sent by SUSA</p> <ol style="list-style-type: none"> <li>i. Each of the titles listed below have been sent to your training library login as Incoming Requests.</li> <li>ii. As a Lender, process each of the requests below with the next ACTION appropriate to the exercise. <i>Refer to LADD Manual Section 3 - Lender Actions.</i></li> <li>iii. When you have responded to each incoming request as specified in the exercises begin work on Part 1B</li> </ol> <p>B: Further Processing of Incoming Requests</p> <ol style="list-style-type: none"> <li>i. Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>ii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Requested Title: The metropolitan enigma</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Poe's cat</p> <p>Exercise: Cancel the request</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Every second child</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Journal of electrical and electronics engineering</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Requested Title: Journal of solar energy engineering Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____ Their Number: _____</p>
<p>Requested Title: Kath &amp; Kim. Series 2 [videorecording]. Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number: _____ Their Number:</p>

## Set 10: Borrowing and Lending Exercises:

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

<p>A: Creating Outgoing Requests</p> <p>SUSA requesting from XNTU</p> <p>Login as:      USER14      -      Training Library:      University of South Australia</p> <p>Password:      PPPP14      -      NUC Code:                SUSA</p> <p>    i.      Search LADD &amp; Request the following titles from Northern Territory University – NUC Code XNTU.</p> <p>    ii.     Ensure that you rearrange or add NUC Code: XNTU to put them at the top of each rota.</p> <p>    iii.    Just place the requests for now. You will do the associated exercise for each request later.</p> <p>B: Processing Outgoing Requests</p> <p>    i.      BEFORE starting these exercises, please begin work on Part 2. When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.</p> <p>    ii.     Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</p> <p>    iii.    Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</p>	
<p>Request this title from XNTU: The metropolitan enigma</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Request this title from XNTU: Poe's cat</p> <p>Exercise: Cancel the request. (Work out whose action this is!)</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Request this title from XNTU: Every second child</p> <p>Exercise: Supply and Receive this item (then finish cycle)</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Request this title from XNTU: Journal of electrical and electronics engineering. (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from XNTU: Journal of solar energy engineering (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Respond Conditional – Yes, then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from XNTU: Kath &amp; Kim. Series 2 [videorecording]. (Create this request by using a blank form)</p> <p>Exercise: Use as many actions as you can to finish the cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

## Set 10: Borrowing and Lending Exercises: (...Continued):

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

<p>A: responding to requests sent by other libraries</p> <p>SUSA responding to requests sent by XNTU</p> <ol style="list-style-type: none"> <li>i. Each of the titles listed below have been sent to your training library login as Incoming Requests.</li> <li>ii. As a Lender, process each of the requests below with the next ACTION appropriate to the exercise. <i>Refer to LADD Manual Section 3 - Lender Actions.</i></li> <li>iii. When you have responded to each incoming request as specified in the exercises begin work on Part 1B</li> </ol> <p>B: Further Processing of Incoming Requests</p> <ol style="list-style-type: none"> <li>i. Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>ii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Requested Title: Sociology of Australian education</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: The time is not yet ripe</p> <p>Exercise: Cancel the request</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Ape in a cape</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Journal of Biblical Literature</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

<p>Requested Title: AGSO journal of Australian geology &amp; geophysics</p> <p>Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Kylie Kwong [videorecording] : heart and soul.</p> <p>Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number: _____</p> <p>Their Number:</p>

## Set 11: Borrowing and Lending Exercises:

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

<p>A: Creating Outgoing Requests</p> <p>VSL requesting from SUA</p> <p>Login as:      USER12      -      Training Library:      State Library of Victoria</p> <p>Password:      MMMM12 -      NUC Code:                    VSL</p> <p>    i.      Search LADD &amp; Request the following titles from University of Adelaide – NUC Code SUA.</p> <p>    ii.     Ensure that you rearrange or add NUC Code: SUA to put them at the top of each rota.</p> <p>    iii.    Just place the requests for now. You will do the associated exercise for each request later.</p> <p>B: Processing Outgoing Requests</p> <p>    i.      BEFORE starting these exercises, please begin work on Part 2. When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.</p> <p>    ii.     Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</p> <p>    iii.    Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</p>	
<p>Request this title from SUA: The perception of people and events</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Request this title from SUA: The proof of the pudding : what children read</p> <p>Exercise: Cancel the request. (Work out whose action this is!)</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Request this title from SUA: The moral judgement of the child</p> <p>Exercise: Supply and Receive this item (then finish cycle )</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Request this title from SUA: Journal of the Royal Technical College (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from SUA: Yorkshire archaeological journal (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Respond Conditional – Yes, then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from SUA: Bodyline [videorecording] : it's just not cricket. (Create this request by using a blank form)</p> <p>Exercise: Use as many actions as you can to finish the cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>



## Set 11: Borrowing and Lending Exercises: (...Continued)

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

<p>A: responding to requests sent by other libraries</p> <p>VSL responding to requests sent by SUA</p> <ol style="list-style-type: none"> <li>i. Each of the titles listed below have been sent to your training library login as Incoming Requests.</li> <li>ii. As a Lender, process each of the requests below with the next ACTION appropriate to the exercise. <i>Refer to LADD Manual Section 3 - Lender Actions.</i></li> <li>iii. When you have responded to each incoming request as specified in the exercises begin work on Part 1B</li> </ol> <p>B: Further Processing of Incoming Requests</p> <ol style="list-style-type: none"> <li>i. Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>ii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Requested Title: Combat aircraft of the world</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Herd book</p> <p>Exercise: Cancel the request</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Child development : selected readings from Australasian research</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Journal of international relations</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Requested Title: Journal of library administration                  Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number:                  _____                  Their Number:                  _____</p>
<p>Requested Title: Kath &amp; Kim [videorecording] : the series, eps 1-8.                  Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number:                  _____                  Their Number:                  _____</p>

## Set 12: Borrowing and Lending Exercises:

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

<p>A: Creating Outgoing Requests</p> <p>SUA requesting from VSL</p> <p>Login as: USER13 - Training Library: University of Adelaide          Password: NNNN13 - NUC Code: SUA</p> <ol style="list-style-type: none"> <li>i. Search LADD &amp; Request the following titles from State Library of Victoria – NUC Code VSL.</li> <li>ii. Ensure that you rearrange or add NUC Code: VSL to put them at the top of each rota.</li> <li>iii. Just place the requests for now. You will do the associated exercise for each request later.</li> </ol> <p>B: Processing Outgoing Requests</p> <ol style="list-style-type: none"> <li>i. BEFORE starting these exercises, please begin work on Part 2. When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.</li> <li>ii. Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>iii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Request this title from VSL: Combat aircraft of the world</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from VSL: Herd book</p> <p>Exercise: Cancel the request. (Work out whose action this is!)</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from VSL: Child development : selected readings from Australasian ...</p> <p>Exercise: Supply and Receive this item (then finish cycle)</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

<p>Request this title from VSL: Journal of international relations (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from VSL: Journal of library administration (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Respond Conditional – Yes, then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from VSL: Kath &amp; Kim [videorecording] : the series, eps 1-8. (Create this request by using a blank form)</p> <p>Exercise: Use as many actions as you can to finish the cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

## Set 12: Borrowing and Lending Exercises: (...Continued)

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

<p>A: responding to requests sent by other libraries</p> <p>SUA responding to requests sent by VSL</p> <ol style="list-style-type: none"> <li>i. Each of the titles listed below have been sent to your training library login as Incoming Requests.</li> <li>ii. As a Lender, process each of the requests below with the next ACTION appropriate to the exercise. <i>Refer to LADD Manual Section 3 - Lender Actions.</i></li> <li>iii. When you have responded to each incoming request as specified in the exercises begin work on Part 1B</li> </ol> <p>B: Further Processing of Incoming Requests</p> <ol style="list-style-type: none"> <li>i. Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>ii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Requested Title: The perception of people and events</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: The proof of the pudding : what children read</p> <p>Exercise: Cancel the request</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: The moral judgement of the child</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Journal of the Royal Technical College</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

<p>Requested Title: Yorkshire archaeological journal</p> <p>Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Bodyline [videorecording] : it's just not cricket.</p> <p>Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

## Set 13: Borrowing and Lending Exercises:

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

<p>A: Creating Outgoing Requests</p> <p>VMOU requesting from ANL</p> <p>Login as:      USER8      -      Training Library:      Monash University</p> <p>Password:      HHHH8      -      NUC Code:                  VMOU</p> <p>    i.    Search LADD &amp; Request the following titles from National Library of Australia – NUC Code ANL.</p> <p>    ii.   Ensure that you rearrange or add NUC Code: ANL to put them at the top of each rota.</p> <p>    iii.   Just place the requests for now. You will do the associated exercise for each request later.</p> <p>B: Processing Outgoing Requests</p> <p>    i.    BEFORE starting these exercises, please begin work on Part 2. When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.</p> <p>    ii.   Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</p> <p>    iii.   Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</p>	
<p>Request this title from ANL: Catch and kill : the politics of power</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Request this title from ANL: Tasmanian motor sport annual</p> <p>Exercise: Cancel the request. (Work out whose action this is!)</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Request this title from ANL: Florence : map &amp; guide (a map)</p> <p>Exercise: Supply and Receive this item (then finish cycle</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Request this title from ANL: Journal of economic behavior &amp; organization (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from ANL: American journal of sociology (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Respond Conditional – Yes, then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from ANL: Spike Milligan [videorecording].(Create this request by using a blank form)</p> <p>Exercise: Use as many actions as you can to finish the cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>



## Set 13: Borrowing and Lending Exercises: (...Continued)

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

<p>A: responding to requests sent by other libraries</p> <p>VMOU responding to requests sent by ANL</p> <ol style="list-style-type: none"> <li>i. Each of the titles listed below have been sent to your training library login as Incoming Requests.</li> <li>ii. As a Lender, process each of the requests below with the next ACTION appropriate to the exercise. <i>Refer to LADD Manual Section 3 - Lender Actions.</i></li> <li>iii. When you have responded to each incoming request as specified in the exercises begin work on Part 1B</li> </ol> <p>B: Further Processing of Incoming Requests</p> <ol style="list-style-type: none"> <li>i. Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>ii. Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Requested Title: Every Australian bird illustrated</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Dampier and Cook</p> <p>Exercise: Cancel the request</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Atlas of Australian resources</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Journal of library administration</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Requested Title: Woman's art journal</p> <p>Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: The good life Series 1, episodes 1-3 [videorecording]</p> <p>Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

## Set 14: Borrowing and Lending Exercises:

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

<p>A: Creating Outgoing Requests</p> <p>ANL requesting from VMOU</p> <p>Login as: USER11 - Training Library: National Library of Australia</p> <p>Password: LLLL11 - NUC Code: ANL</p> <ol style="list-style-type: none"> <li>Search LADD &amp; Request the following titles from Monash University – NUC Code VMOU.</li> <li>Ensure that you rearrange or add NUC Code: VMOU to put them at the top of each rota.</li> <li>Just place the requests for now. You will do the associated exercise for each request later.</li> </ol> <p>B: Processing Outgoing Requests</p> <ol style="list-style-type: none"> <li>BEFORE starting these exercises, please begin work on Part 2. When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.</li> <li>Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Request this title from VMOU: Every Australian bird illustrated</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Request this title from VMOU: Dampier and Cook</p> <p>Exercise: Cancel the request. (Work out whose action this is!)</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Request this title from VMOU: Atlas of Australian resources</p> <p>Exercise: Supply and Receive this item (then finish cycle)</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Request this title from VMOU: Journal of library administration (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from VMOU: Woman's art journal (Make up the article, issue, date &amp; page details)</p> <p>Exercise: Respond Conditional – Yes, then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Request this title from VMOU: The good life Series 1, episodes 1-3 [videorecording] (Create this request by using a blank form)</p> <p>Exercise: Use as many actions as you can to finish the cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

## Set 14: Borrowing and Lending Exercises: (...Continued)

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

<p>A: responding to requests sent by other libraries</p> <p>ANL responding to requests sent by VMOU</p> <ol style="list-style-type: none"> <li>Each of the titles listed below have been sent to your training library login as Incoming Requests.</li> <li>As a Lender, process each of the requests below with the next ACTION appropriate to the exercise. <i>Refer to LADD Manual Section 3 - Lender Actions.</i></li> <li>When you have responded to each incoming request as specified in the exercises begin work on Part 1B</li> </ol> <p>B: Further Processing of Incoming Requests</p> <ol style="list-style-type: none"> <li>Complete the Exercises related to each request you received above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>Alternate between the role of Borrower and Lender to complete BOTH sets of exercises.</li> </ol>	
<p>Requested Title: Catch and kill : the politics of power</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Tasmanian motor sport annual</p> <p>Exercise: Cancel the request</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Florence : map &amp; guide (a map)</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Requested Title: Journal of economic behavior &amp; organization</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

<p>Requested Title: American journal of sociology Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____ Their Number: _____</p>
<p>Requested Title: Spike Milligan [videorecording]. Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number: _____ Their Number: _____</p>

Set 15: Borrowing and Lending Exercises: Use if working alone

These exercises will provide participants with a full range of hands on experience in using LADD both as a Borrower and as a Lender. The Exercises are in two parts:

Part 1 – Borrower Exercises - these exercises give the participant experience as a Borrower to:

A: Search the ANBD for a title via the LADD interface and create a new ILL request

B: Subsequent LADD Actions required to complete an ILL cycle as a Borrower.

<p>A: Creating Outgoing Requests</p> <p>AAAR requesting from TU</p> <p>Login as:      USER16      -      Training Library:      National Archives Library</p> <p>Password:      RRRR16      -      NUC Code:                AAAR</p> <ul style="list-style-type: none"> <li>i.    Search LADD &amp; Request the following titles from University of Tasmania – NUC Code TU.</li> <li>ii.   Ensure that you rearrange or add NUC Code: TU to put them at the top of each rota.</li> <li>iii.   Just place the requests for now. You will do the associated exercise for each request later.</li> </ul> <p>B: Processing Outgoing Requests</p> <ul style="list-style-type: none"> <li>i.    BEFORE starting these exercises, please begin work on Part 2. When you have appropriately ACTIONED all the requests in Part 2, begin work on this section.</li> <li>ii.   Complete the Exercise related to each request you placed above. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>iii.   You will have to switch between logins USER15 (TU) and USER 16 (AAAR) to do these exercises.</li> <li>iv.   To do Borrower ACTIONS login as USER16. To do Lender ACTIONS log in as USER 15.</li> </ul>	
<p>Request this title from TU: The battle for the banks</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>
<p>Request this title from TU: : Banksia Lady : Celia Rosser, Botanical Artist</p> <p>Exercise: Cancel the request. (Work out whose action this is!)</p>	<p>Our Number:</p> <p>_____</p> <p>Their Number:</p> <p>_____</p>

Request this title from TU: Reflections and reminiscences Exercise: Supply and Receive this item (then finish cycle)	Our Number: _____ Their Number: _____
Request this title from TU: Journal of the Polynesian Society (Make up the article, issue, date & page details) Exercise: Finish the whole ILL cycle for this request.	Our Number: _____ Their Number: _____
Request this title from TU: The American Museum journal (Make up the article, issue, date & page details) Exercise: Respond Conditional – Yes, then finish cycle	Our Number: _____ Their Number: _____
Request this title from TU: Summer Heights High [videorecording]. (Create this request by using a blank form) Exercise: Use as many actions as you can to finish the cycle	Our Number: _____ Their Number: _____ _____



## Set 15: Borrowing and Lending Exercises: (...Continued)

Use if working alone

Part 2 – Lender Exercises - these exercises give the same participant experience as a Lender to:

A: Receive incoming requests

B: Use the most appropriate LADD Actions to process these requests.

<p>A: responding to requests sent by other libraries</p> <p>TU responding to requests sent by AAAR</p> <p>As a LENDER you will now begin to process the requests you created in Part 1 A.</p> <ol style="list-style-type: none"> <li>i. Log into LADD Train as USER15/QQQQ15: University of Tasmania NUC Code: TU</li> <li>ii. As a Lender, process each of the requests below with the ACTION outlined below. <i>Refer to LADD Manual Section 3 - Lender Actions.</i></li> <li>iii. When you have responded to each incoming request as specified in the exercises begin work on Part 1B</li> </ol> <p>B: Alternating between the Borrower and Lender roles.</p> <ol style="list-style-type: none"> <li>i. Now you will change roles again to be the BORROWER. Login again as USER16/RRRR16 (AAAR). Look for the outgoing requests.</li> <li>ii. Process each request with the next ACTION appropriate to the exercise. Refer to Section 3 of the LADD Manual to help you select the most appropriate LADD Actions.</li> <li>iii. Alternate between logins to finish the requests as outlined in the exercises above.</li> </ol>	
<p>Requested Title: The battle for the banks</p> <p>Exercise: Finish the ILL cycle with as few actions as possible</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: : Banksia Lady : Celia Rosser, Botanical Artist</p> <p>Exercise: Cancel the request</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Reflections and reminiscences</p> <p>Exercise: Supply and Receive this item then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

<p>Requested Title: Journal of the Polynesian Society</p> <p>Exercise: Finish the whole ILL cycle for this request.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: The American Museum journal</p> <p>Exercise: Respond Conditional – Yes then finish cycle</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>
<p>Requested Title: Summer Heights High [videorecording].</p> <p>Exercise: Use as many actions as you can to finish the cycle. Include the use of notes in this exercise as well.</p>	<p>Our Number: _____</p> <p>Their Number: _____</p>

# Glossary

## Action

The act of changing the status of a request – e.g., Answer Will Supply

## Amazon Price Check & Amazon Published Date Check

Customisable function which checks requests submitted against Amazon website to enable your library to decide whether to purchase the item rather than requesting via inter-library loan.

## Advanced Search

Search of database(s) using a combination of details such as author, title, ISBN/ISSN

## Answer Conditional

The action of a Lender who specifies that they will only fill the request if the Borrower agrees to certain condition(s)—e.g., the item must be returned within three weeks

## Answer Hold

The action of a Lender who cannot supply the requested item immediately, but will reserve it (place it on hold) when it becomes available

## Answer Nonsupply

The action of a Lender who cannot supply the item requested

## Answer Retry

The action of a Lender who cannot supply the item immediately, but may be able to supply it later if the request reaches the end of the rota without being supplied

## Answer Will Supply

The action of a Lender who intends to supply the item

## Archiving

Removing completed and inactive requests so that they are no longer visible or accessible to LADD users

## Ariel®

Software which enables users to scan articles and images, and transmit the resulting image over the Internet to other Ariel® workstations, an email address or a Web server

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Audit trail - *see History*

Australian Interlibrary Resource Sharing Code

*See* ILRS Code

Australian Interlibrary Resource Sharing Directory

*See* ILRS Directory

Australian Libraries Gateway (ALG)

A free Web-based directory service developed and hosted by the National Library of Australia. It provides access to information about 5,400 Australian libraries for library professionals and the general public

<http://www.nla.gov.au/libraries/>

Australian National Bibliographic Database (ANBD)

The Australian national union catalogue of the holdings of participating Australian libraries and bibliographic records from national cataloguing agencies in Britain, Canada, New Zealand, Singapore, Vietnam and the United States; the ANBD is the main Libraries Australia database

Authorised

An indication that a request has been received from an end user and can be processed by the request driver once the Auto-Mediator has processed the request. Until a request is authorised, its status will remain idle

Authorisation status

The status of the system message that results from an action by a user

Auto-Mediator

The program which automatically passes a request to the next stage of the process if it meets certain criteria

Barcode

Unique string of letters and/or numbers used to log in to LADD; used with a password

Borrower

The party that generates an ILL request and sends it to a Lender

Bureau

Customisable function for libraries with multiple branch locations which enables libraries to view, allocate, lock and unlock requests for other locations within their 'bureau' (group of branch libraries).

Cache

A collection of web page copies stored on your computer's hard disk or in its random-access memory (RAM) or the place in the computer where they are stored. The browser accumulates these copies as you browse the Web. When you click a link or type a URL to fetch a particular web page for which the cache already contains a copy, the browser

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compares the cached copy to the original. If there have been no changes, the browser uses the cached copy rather than retrieving the original, saving processing and download time

#### Cancel

The action of a Borrower who wishes to cancel a request

#### Cancel Pending

The status of a request where the Borrower has asked to cancel the transaction, but the Lender has not replied

#### Cancel Reply – No

The action of a Lender who does not accept the cancellation of a request

#### Cancel Reply – Yes

The action of a Lender who accepts the cancellation of a request

#### Cancelled

The status of a transaction that the Lender has agreed to cancel

#### Check error

The indication that there is something wrong with a request that has been sent via ISO

#### Check Manual

The authorisation status of a transaction which needs manual intervention before the request can be processed further

#### Checked-In

A terminal status which shows that an item has been received back by the Lender

#### Client

Software (such as browser software) that sends requests to and receives information from a server, usually running on a different computer; a computer on which client software runs; in a network, a personal computer that requests information or applications from the network server

#### Close of business

5:00 pm local time or the end of the working day for the supplying library, whichever is earlier.

#### Complete

An action that indicates that a library has finalised a request. It is preferable to perform the final action(s) and not select complete

#### Conditional

The status of a request that can only be filled if the Borrower agrees to specific condition(s)

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Conditional Reply – Yes

The action of a Borrower who accepts the conditions of the Lender

Conditional Reply – No

The action of a Borrower who does not agree to the conditions of the Lender ; the request is automatically sent to the next location on the rota

Cooperative agreement

An arrangement between libraries to give priority to each other's interlibrary loans; this may include not charging the recommended ILRS prices

Copy, copy non returnable

An item requested via LADD that does not have to be returned; usually a paper or electronic copy–e.g., a journal article, chapter of a book

Copyright

The exclusive right given by law to authors, composers or publishers to sell, reproduce or publish a work during a stated period

Core

The ILL service level in which an item or a negative response is sent within 5 working days of receiving the request

Customisable functions

VDX has a number of additional functions which can be used to customise an existing account. These include the landing page on login; default loan Due date and the Reply Date for the actions Answer Conditional, Answer Will Supply and Answer Retry; access to WorldCat and RightFind search profiles; Semi-automated and Fully-automated rota; Amazon Price Check and Amazon Published Date check; and Bureau and DocFetch functionality.

Damaged

A status that indicates that the item was received damaged by the Borrower, or was damaged when the Lender checked in the loan

Date Created

The date the request was created

Date Shipped

The date the item was sent by the Lender to the Borrower

Default delivery mode

The type of delivery to be used when the requesting library has not specified a delivery method

Default service

The ILL service level which applies when the supplier cannot meet the core service turnaround time

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### Digital Agenda Act

Legislation that deals with making electronic copies  
<http://www.alia.org.au/advocacy/copyright/digital.agenda/>

### DocFetch

DocFetch is a secure, cloud-based drop box service that enables users to enter a patron name and patron email into a request and if the request is supplied via DocStore

### DocStore

DocStore refers to the functionality to attach, send, and receive an electronic document when responding to a request through Libraries Australia Document Delivery

### Driver

A computer program that processes LADD transactions;

### Due Date

The date by which the item should be returned to the Lender. The default due date is 28 days but can be customised to suit individual workflows

### Dummy request

An empty ILL request made to generate a payment

### End user

A library user who requests interlibrary loans via their library's LADD membership

### Error

An indication that something has gone wrong with the request - e.g., an illegal action has been attempted

### Expiry Date

The date on which the request will be sent to the next location if it has not been actioned

### Express

The ILL service level in which an item or a negative response is sent within 2 hours of receiving the request

### For Manual Authorisation

An indication that a request will require a person to authorise the request before it can be processed; used for storing partially completed requests, or requests from end users that require a library's approval

### History

The list of actions and changes in status shown at the bottom of the ILL Request Screen

### Hitlist

A list of records retrieved by a search

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Idle

A status that indicates that the ILL transaction has not started

ILL cycle

An entire interlibrary loan transaction from placing a request to receiving a copy, or returning and checking in a loan

ILL no – see Our Number

ILL Protocol - see ISO ILL Protocol

ILL Request Form

The screen on which ILL requests are made. Some details are usually filled in automatically as the result of a search; or a blank form will need to be filled in manually

ILRS Code

A code of practice for interlibrary loan/document delivery, endorsed by the Australian Library & Information Association (ALIA), the Council of Australian State Libraries (CASL), the Council of Australian University Librarians (CAUL) and the National Library of Australia, which outlines agreed principles and service level standards

<http://www.nla.gov.au/initiatives/ilrscodex/index.html>

ILRS Directory

A directory of Australian interlibrary loan and document delivery services and NUC symbols

<http://www.nla.gov.au/ilrs/>

In Process

A status that indicates that a request has been received and is being processed by the Lender

RightFind

A commercial Web-based, unmediated document delivery system. To request from RightFind via LADD please contact the Libraries Australia Help Desk. [www.rightfind.com](http://www.rightfind.com)

Interlibrary Loan Protocol Implementors Group (IPIG)

A subset of the Standards Working Group of the Developers/Implementors Group (DIG) established to facilitate use of the international ILL standard (ISO 10160 & 10161) by vendors and service providers

Interloan Status

The indication of whether a location is a LADD member.

Interoperability - See ISO ILL interoperability

IPIG Profile for the ISO ILL Protocol

A document developed and approved by the Interlibrary Loan Protocol Implementors Group (IPIG) that records a common set of decisions, options, and values. Compliance with the IPIG Profile will advance interoperability among systems claiming compliance, as these systems

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implement the same optional choices and are developed using the same understandings of the international standard as documented in the IPIG Profile

ISBN

International Standard Book Number

ISO

International Organization for Standardization. Coordinator of the main networking standards; seeks to achieve worldwide agreement on international standards to expand trade, improve quality, increase productivity and lower prices

<http://www.iso.ch/>

ISO 10160 / 10161 - *see ISO ILL Protocol*

ISO ILL interoperability

The ability of computers to communicate with each other using the ISO ILL protocol

ISO ILL Protocol

A set of international standards, ISO 10160 / 10161, which specifies how interlibrary loan transactions should take place between the Borrower's interlibrary loan system and a Lender's interlibrary loan system

ISSN

International Standard Serial Number

Landing page

Users have the option of customising the 'Landing' page. i.e the first screen that appears after they login

Librariesaustraliadocdel-l email discussion list

An email discussion list to keep LADD users up to date, and provide a forum for sharing ideas

LADD Payments Service

The service that manages the financial transactions of supplying and requesting libraries

Lender

The party that receives an ILL request sent by a Borrower

Loan

An item that can be requested but must be returned; usually a hard copy – e.g., a book, videotape

Local Number

A unique number assigned to each record in a bibliographic database. Local number in the training exercises refers to the unique bibliographic record number in the ANBD Training Database.

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Location

A site that requests and/or supplies material via LADD

Location code

A NUC symbol

Location symbol

A NUC symbol, or the first five characters of the NUC symbol without punctuation

Login, logon

A combination of a user's barcode and password, used to connect to LADD

Long Description

The name of a library, up to 40 characters long

Lost

A status that indicates an item cannot be found

Mandatory fields

Fields predefined by the system that must be completed before a request is sent

Material Type

The type of publication of a requested item

MARC record

The machine readable format of a bibliographic record

Mediated search

A search performed by an end user with the authorisation or assistance of a library

Message – *see Note*

National Resource Sharing Working Group (NRSWG)

A group of interlending practitioners set up by the National Library of Australia, and supported by the Council of Australian State Libraries (CASL), the Council of Australian University Librarians (CAUL), the Australian Library and Information Association (ALIA) and the Australian Library Collections Task Force, to ensure that a robust, reliable and cost-effective interlending system, built on cooperation and agreed service standards and policies, is in place to serve Australian libraries and their users

National Union Catalogue (NUC) *symbol*

A library's unique identifier issued by the National Library of Australia

NCIP

NISO Circulation Interchange Protocol = Z39.83. A standard to facilitate communication between circulation and interlibrary loan systems

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**Need by Date**

The date by which an item is required by the Borrower

**Non-LADD library**

A library which is not a member of LADD

**Note**

The action of sending information between a Borrower and a Lender

**Not Supplied**

A status that indicates that the request cannot be supplied by the Lender; or the transaction has expired

**Operating system**

The platform that allows other programs to run within it – e.g., Windows XP, Macintosh X

**Our Number**

The number allocated to a request when it is initiated by a Borrower, or to a response by a Lender

**Overdue**

A status notified by a Lender to a Borrower to remind them that the item should have been returned

**Password**

A string of letters and/or numbers that authorises a user to log in to LADD; used with a barcode

**Patron Name**

The name of the patron who placed the request

**Payments Gateway**

The program used by the National Library to process incoming LADD and ISO requests

**Pending**

A status that indicates that a request has been made and the item is expected from the Lender; or a message has been received stating the item will be supplied or placed on hold; or that the request has been forwarded to another location

**Processed**

An authorisation status that indicates that a request has been picked by a driver and successfully processed

**Read**

An authorisation status that indicates that a Lender has looked at a request from a Borrower

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Recall

A status that indicates that Lender has asked for an item to be returned before the due date

Received

A terminal status that indicates that the Lender has received the item, and the transaction is finalised

Reciprocal borrowing

Interlibrary loan activity between libraries that do not charge each other

Recommended price

The price of an interlibrary loan proposed by the ILRS Code, GST inclusive

Renew

An action taken by a Borrower who wants to extend the loan period

Renew Answer – No

The action of a Lender who refuses to renew a loan

Renew Answer – Yes

The action of a Lender who agrees to renew a loan

Renew / Pending

A status that indicates that a request has been made to renew a loan

Reply date

The date by which a reply must be provided to the following actions: Answer Conditional; Answer Will Supply; Answer Retry. The default is 7 days but this can be customised to suit individual workflows

Request

The action in which a Borrower asks a Lender to lend an item

Requester – see Borrower

The party that generates an ILL request and sends it to a Lender

Requester Symbol

The Location ID of the Borrower's institution

Responder - see Lender

Responder Symbol

The Location ID of the Lender's institution

Returned

A status that indicates that the Borrower has shipped the item back to the Lender

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## Rota

The list of Lender's (LADD members); it can be manipulated by a Borrower according to their own criteria.

VDX has a couple of new Rota options available to LADD users:

- 1) the current option of having libraries from your particular state at the top of the rota and manually choosing from this list.
- 2) a semi-automated rota whereby the user selects from the list of holdings and then submits the request for VDX to sort those selected locations into a pre-configured order. The pre-configured order is determined by the user and given to Libraries Australia Member Service when users choose this option.
- 3) a fully-automated rota whereby the borrowing library does not need to add anything in the rota area. The rota will select which of the listed lending libraries has a holding for the request and will send just to those libraries. The rota is 'shuffled' about so that the same lending library is not always at the top of the list. Libraries such as reciprocals can be put first.

If a library has chosen a semi-auto or fully-automated rota and does not wish to use any of their selected libraries then there is an option to facilitate this:

The user changes the Authorisation Status of the request from To be Authorised to For Manual Authorisation then adds locations to the rota. When the request is submitted, the user can find the request in the Idle/ Auth Manual queue and simply submit it from there.

## Rush

The ILL service level in which an item or a negative response is sent in the afternoon of the same day if the request is received in the morning; or on the morning of the next working day, if the request is received in the afternoon

## Server

A computer on which server software runs; a computer which shares its resources with other computers on the network, frequently storing the main files and applications; part of the client-server software architecture that provides a service to another computer system (client) over a network. It receives requests from and sends information to a *client* that is usually running on a different computer

## Service Level

The level of service required by the Borrower according to the *ILRS Code*: Core, Rush or Express

## Service Type

The specification of whether the request is for a Loan or a Copy Non Returnable

## Shipped

An action and a status that indicate that the Lender has sent the item to the Borrower

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Short Description

The NUC symbol

Simple Search

Keyword search of database(s) using a single search term – e.g., title, author

SQL error

An error that occurs when too much information is entered into a field, usually the ISBN field

Status

The position of a request at a given point in the request cycle – e.g., In Process, Shipped

Supplier turnaround time

The time between a supplying library receiving a request to when the item is sent, electronically or picked up by the delivery service, or when the supplying library indicates it cannot supply the item

Suspend from the Rota

The act of withdrawing a library's participation in LADD temporarily

Terminal status

The status reached when an ILL transaction is finalised. For a Copy Non Returnable this occurs when the Lender ships the item and the Borrower receives it. For a Loan this occurs when the Borrower returns the item and the Lender checks the item in. Unfilled requests reach the terminal status of Not Supplied

Their Number

A number that uniquely identifies a set of ILL transactions. This number identifies the other party's record of the request

Unread

A status that indicates that the request is waiting to be received by a Lender

To Be Authorised

An authorisation status that shows that a request has been entered into LADD, and is waiting for the Auto-Mediator to pick it up and send it to the first location on the rota

Unmediated search

A search performed by an end user without the authorisation or assistance of a library

VDX

Virtual Document eXchange. The interlibrary loan management system developed by OCLC (formerly Fretwell-Downing Informatics, formerly OCLC Pica), and used by LADD members.

Working day

Monday to Friday excluding public holidays

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### WorldCat

WorldCat search profile allows you to search WorldCat via LADD. Please note it is searching only that is available and it is not possible to arrange requesting or payment via the LADD Payments Service. To request to search WorldCat via LADD please contact the Libraries Australia Help Desk

### Z39.50

An international standard ISO 23950, ANSI/NISO Z3950 that facilitates searching and retrieving bibliographic data from remote databases

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## Index

### A

#### actioning requests

- answer conditional, 120–21
- answer nonsupply, 117–18
- answer retry, 127–28
- answer will supply, 110–15
- bulk action, 108–10
- cancel replying, 130–33
- cancelling a request, 130
- checked in, 134–36
- lost, 137
- notes, public and private, 138–40
- overdue, 140–42
- recall, 142
- received, 148–49
- receiving requests via docstore. *See* docstore, receiving requests supplied via
- renew, 143
- renew answer, 144–47
- returned, 153–54
- shipped, 154–56
- supplying via docstore. *See* docstore, supplying requests via

#### actions

- as borrower (requester), 39
- as lender (responder), 39

#### address details, 49

#### advanced search. *See* bibsearch, advanced

#### amazon price check, 180

#### amazon published date check, 180

#### answer conditional. *See* actioning requests, answer conditional

#### answer nonsupply. *See* actioning requests, answer nonsupply

#### answer retry. *See* actioning requests, answer retry

#### answer will supply. *See* actioning requests, answer will supply

#### archiving requests. *See* requests, archiving of

#### Australian interlibrary resource sharing directory.

*See* ILRS directory

#### authorisation status, 42

### B

#### bib search

- advanced, 58
- deleting (of records), 71
- history of, 68
- printing (of records), 71
- profiles, 77
- results of, 66–67
- rules of, 60
- saved, 68
- standard, 63

status of, 74

bibliographic searching. *See* bib search

browser setup. *See* computer and browser setup

bulk action. *See* actioning requests, bulk action

bureau, 180

### C

cancel. *See* actioning requests, cancelling a request

cancel reply–no. *See* actioning requests, cancel replying

cancel reply–yes. *See* actioning requests, cancel replying

cancelling a request. *See* actioning requests, cancelling a request

charges, 15

checked in. *See* actioning requests, checked in computer and browser setup, 18

creating requests. *See* requests, creating (using ILL request form)

customer support, 12

customisable functionality, 177

### D

damaged. *See* actioning requests, damaged

docfetch, 181

#### docstore

FAQ, 190–91

receiving requests supplied via, 147

supplying requests via, 157–60

documentation. *See* LA doc del documentation

due date, 177

duplicate requests. *See* requests, duplicates of

### E

edit your own location. *See* locations, editing of

email alerts, 174–76

email discussion list, 13

enhanced requesting, 171

error messages and workarounds, 186

### F

finalising requests. *See* requests, finalising of

finding requests. *See* requests, finding

### G

glossary, 255–67

---



## H

history of bib search. *See* bib search, history of

## I

ILRS directory, 20–21

interlibrary loan (ILL) cycle, 31–34

ISO

locations, 28

## L

LA doc del documentation, 16

LA doc del payments service, 15–16

landing page, 177

location search. *See* locations, searching for

locations

arrangements, 52–54

editing of, 49

own services - configuring reciprocal arrangements, 52–54

searching for, 44–47

suspending of, 50

updating address details of, 49

lock, 180

Login, 43

## M

membership, 15

## O

overdue. *See* actioning requests, overdue

## P

payments service. *See* LA doc del payments service

printing requests. *See* requests, printing of

private note. *See* actioning requests, notes public and private

public note. *See* actioning requests, notes public and private

## R

recall. *See* actioning requests, recall

reciprocal arrangements. *See* locations, own

services - configuring reciprocal arrangements

renew. *See* actioning requests, renew

renew answer-no. *See* actioning requests, renew answer

renew answer-yes. *See* actioning requests, renew answer

reply date, 178

reports

archiving of, 164

LA Doc Del reports, 163

running of, 163

requests

archiving of, 162, 185

creating (using ILL request form), 88

duplicates of, 90

enhanced. *See* enhanced requesting

finalising of, 161

finding as borrower (requester), 94

finding as lender (responder), 93

printing of, 103

results of search, 94

saving to submit later, 89

submitting following a bib search, 79

viewing full details of, 96–99

resources, 192

RightFind Collection Search, 178

rota, 179

## S

saving requests. *See* requests, saving to submit later software, 17

standard search. *See* bib search, standard

status, 40

authorisation. *See* authorisation status

submitting requests. *See* requests, submitting

following a bib search

suspending your location. *See* locations, suspending of

## T

training

database, 30

logins, 193

sets, 193–254

troubleshooting, 177–91

## U

unlock, 180

updating address details. *See* locations, updating address details of

## W

work queues, 104–6

worldcat search profile, 178